



Mountain Metropolitan Transit 2011 Title VI Plan Update

Prepared for



Mountain Metropolitan Transit 2011 Title VI Program Update

Final Report

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CHAPTER I

Introduction

The City of Colorado Springs and Mountain Metropolitan Transit (Mountain Metro) contracted with LSC Transportation Consultants, Inc. to update the current Title VI Program for the Mountain Metropolitan Transit service area. The plan specifically focuses on public transportation issues in the City of Colorado Springs and analyzes Title VI issues and Limited-English Proficiency (LEP) issues in the existing Mountain Metropolitan Transit service area.



This report presents the existing community conditions in the Mountain Metro service area, which is defined as the area located within a one-quarter-mile buffer of the local bus service area routes. The Front Range Express (FREX) route that provides regional service connecting Colorado Springs to the Denver metropolitan area is not included as part of the Mountain Metro service area. The report focuses on transportation for those population groups covered under Title VI—such as low-income individuals, minorities, elderly, disabled, those with limited automobile access, and those with limited English language proficiency—in the Mountain Metropolitan Transit service area. The report also reviews the services provided by Mountain Metro, analyzes the gaps in existing services, and identifies the areas in the Mountain Metro service area with the greatest need for services by the various Title VI population groups and whether Mountain Metro is adequately serving those areas.

PURPOSE OF THE STUDY

The purpose of this study is to analyze services provided by Mountain Metropolitan Transit to meet Title VI Program requirements. This report includes a systemwide analysis that assesses Mountain Metropolitan Transit's compliance with Title VI of the Civil Rights Act of 1964 as outlined by the Federal Transit

Administration. This plan also identifies quantitative standards that will protect the transit agency against discriminatory service changes or operational decisions.

REPORT CONTENTS

Chapter II reviews the onboard survey conducted in June 2010. The data show a comparison with an onboard survey conducted in September 2008 before Mountain Metropolitan Transit service cuts in January and April 2009.



Chapter III presents maps of Mountain Metro's transit service network overlaid with the identified Title VI population groups to understand the spatial relationships of neighborhoods with the various Title VI population groups above the study area average. This chapter also presents the major transit destinations in the Colorado Springs area.

Chapter IV reviews the existing transit service provided by Mountain Metro, the agency's current operating cost and revenues, and ridership information. This chapter also includes a profile of each Mountain Metro route that shows performance measures and the population served with reference to Title VI.

Chapter V presents the areas with the greatest transit needs in the study area considering the various Title VI population groups.

Chapter VI describes the public involvement where citizens were given an opportunity to participate in the study process through public open houses and through the online community survey.

Chapter VII presents an evaluation of the fare increases performed by Mountain Metropolitan Transit when considering a fare increase on January 4, 2009.

Chapter VIII presents the general reporting requirements, the program-specific requirements, and the service standards and policies for Mountain Metropolitan Transit as outlined by the FTA Circular 4702.1A.

Chapter IX presents the Title VI monitoring requirements and the transit service indicators that will be used by Mountain Metro to assess compliance of the Title VI program. This chapter also includes information of MMT's Title VI complaint process, ways to develop a Limited-English Proficiency (LEP) process, and public education tools that are implemented or need to be implemented in the administrative operations of the Mountain Metro transit service.

STUDY APPROACH

As in many regions, Mountain Metropolitan Transit is examining its public transit services and is identifying communities within its service area with significant Title VI population groups (including low-income, minority groups, and non-English-speaking individuals) that may be unserved. A key element in the plan is to clearly evaluate the unmet needs of local residents and the various demographic groups identified above. This analysis was conducted following the Federal Transit Administration (FTA) Title VI criteria lists for large urban areas (presented in Appendix A). The current effort focuses on the existing public transit services provided to meet the community's needs and link employment centers for the demographic groups—such as minority, disabled, and non-English-speaking populations—protected under Title VI.

This transit study considers factors related to Title VI of the Civil Rights Act of 1964 that requires that “No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The Federal Transit Administration (FTA) issued guidelines through *FTA Circular 4702.1* that describes the Title VI compliance programs and activities of federally funded recipients such as Mountain Metropolitan Transit.

Project Team

One important step toward complying with Title VI is involving key players such as Mountain Metro staff, the City of Colorado Springs, human service agencies, major employers, and residents of the Colorado Springs area. An initial “kick-off” meeting was held in the City Transit Division administration building on June 6,

Introduction

2011. The meeting was attended by the Mountain Metro Project Manager. This meeting included a discussion of the project overview, data collection, the public involvement process, schedules, and a time line for completion of the final study. The meeting also discussed the local stakeholders who would be critical in completing the transit study for the area.

The first stakeholder meeting was held on July 8, 2011 after the public open houses. The purpose of this meeting was to discuss Technical Memorandum #1 and provide feedback and comments to LSC. The meeting was attended by Mountain Metropolitan staff and representatives from the Pikes Peak Area Council of Governments (PPACG), The Independence Center, and the Green Cities Coalition/Transportation Working Group.

The second stakeholder meeting was held on August 16, 2011. The purpose of this meeting was to discuss Technical Memorandum #2 and provide feedback and comments to LSC. This meeting was attended by Mountain Metropolitan staff and representatives from the Green Cities Coalition/Transportation Working Group and The Independence Center. The representative from Pikes Peak Area Council of Governments (PPACG) could not attend this meeting, but reviewed the Technical Memorandum.

The third and final stakeholder meeting was held on September 12, 2011. The purpose of this meeting was to review the Draft Report and provide feedback and comments to LSC, so that the necessary changes were reflected in this Final Report. The meeting was attended by Mountain Metropolitan staff as well as representatives from the Pikes Peak Area Council of Governments (PPACG), The Independence Center, and the Green Cities Coalition/Transportation Working Group.

VISION FOR MOUNTAIN METRO PROGRAM

The draft vision, mission statement, goals, and objectives were developed as part of the *Colorado Springs Metropolitan Area 2035 Public Transportation Plan Update*. These goals and objectives were used to develop performance standards for quantitative service standards and policies developed in this study to protect Mountain Metro against discriminatory service changes.

Vision

The vision for Mountain Metropolitan Transit is to “provide high-quality transit services as part of the region’s multimodal transportation system.”

Mission Statement

The mission statement establishes the overall direction of an agency and enumerates the most generalized set of actions to be achieved by that agency. The mission statement for the Mountain Metropolitan Transit is:

Mission Statement
To meet the public transportation needs of the Pikes Peak Region by providing the highest quality public transportation services possible. These services shall be provided in a safe, reliable, cost-effective, and customer-oriented manner in an effort to meet the personal mobility needs of transit riders in the community.

Goals and Objectives

A goal is defined as a purpose or need that should be attained to address a transportation issue. An objective is a specific method or activity that is designed to achieve an identified goal. The goals and objectives are very important parts for a transit agency as they set the overall direction of the transit agency. The goals and objectives must reflect the values and desires of the community. The primary mission of Mountain Metro is to provide high quality transit service to the Pikes Peak Region. In order to fulfill this mission, a number of goals were identified to guide the future development of transit services for the region.

Goal 1: Provide transit services appropriate to demand, balancing the need to meet basic mobility needs and the need to build ridership in congested corridors.

Objective 1: Provide transit services that are appropriate to the level of demand.

1.1.a: Maintain existing transit services, adjusting the type and frequency as needed to meet adopted performance standards and budgetary constraints.

1.1.b: Identify transit services that may be needed to meet basic mobility needs in the new developments primarily to the north and east portions of the Pikes Peak Region.

Objective 2: Evaluate the need for a transit network that will be a viable alternative mode in congested and high-volume corridors.

1.2.a: Consider benefit of increased frequencies in the rapid transit corridors as demand warrants.

1.2.b: Consider the need to re-orient services as appropriate to feed into high-volume transit corridors.

Goal 2: Establish a sustainable funding mechanism and solid regional decision-making structure for the transit network to promote appropriate and effective transit services throughout the Pikes Peak Region.

Objective 1: Implement the recommendations of the Regional Funding and Governance Study, seeking voter approval as needed.

2.1.a: Prepare to transition the service area and level of service as recommended in the Regional Funding and Governance Study, with activities contingent on approval of jurisdictions and/or ballot measures.

2.1.b: Establish transit governing board and carry out board education activities as recommended in the Regional Funding and Governance Study.

2.1.c: Establish policies and subcommittees, including an avenue for citizen and rider participation as part of the implementation activities.

2.1.d: Carry out the recommendations for sustainable funding for transit services.

2.1.e: Provide information for developing a ballot measure that reflects the costs of providing a viable network of transit services.

Objective 2: Implement the annual evaluation performance evaluation process outlined in the Service Level/Performance Standards guidance as amended September 2009 to assure that services remain effective and reflect the travel needs of the residents of the region.

2.2.a: Begin annual evaluation process outlined in the Performance Standards guidance by March 2011.

2.2.b: Implement process for service changes based on evaluation results that minimizes disruptions to passengers, reducing schedule changes to 2-3 times annually.

Goal 3: Provide cost-effective and financially sustainable services.

Objective 1: Increase productivity by providing quality services that meet identified travel needs.

3.1.a: Market and promote services regularly to increase ridership.

3.1.b: Restructure routes or modify service type for the lowest performing routes.

Objective 2: Use flexible services such as general public call-and-ride or flex routes to provide needed services and optimize resources in the service area in which ADA paratransit services must be provided.

Goal 4: Build the transit mode share, with an emphasis on meeting peak-hour travel needs.

Objective 1: Minimize bus travel times, especially in congested or major travel corridors.

4.1.a: Minimize transfer connections by using through routing where possible.

4.1.b: Schedule vehicles to minimize the wait at transfer points.

4.1.c: Operate routes on public roadways, not service private property unless the travel time lost provides value to the majority of passengers.

4.1.d: Provide express or skip top route options when demand and travel time indicate it is warranted.

Objective 2: Provide viable commuter services for major employers in El Paso County and participate in the provision of services linking regional destinations.

4.2.a: Participate in the provision of bus services for regional travel needs, working with partners in the Front Range corridor.

4.2.b: Support the development of interregional services, including commuter rail, through participation in planning activities, governance, and financing of such services, and by providing effective connections to rail stations.

Goal 5: Support livable community initiatives and the integration of the transit mode with other travel modes.

Objective 1: Build partnerships with jurisdictions and community organizations in support of livable communities.

5.1.a: Collaborate with organizations promoting environmental sustainability, affordable housing, economic development, and other livable community initiatives. Identify and work toward common objectives.

5.1.b: Provide information to such organizations in regard to how transit services can support common objectives.

Objective 2: Integrate transit, auto, bicycle, and pedestrian modes.

5.2.a: Develop park-and-ride lots with bicycle and pedestrian amenities.

5.2.b: Develop standards for pedestrian access for various zoning and roadway classifications and identify requirements for developers.

5.2.c: Work closely with the community development departments of each jurisdiction in the Mountain Metropolitan Transit service area to ensure that transit and pedestrian amenities are considered during the development approval process.

5.2.d: Work with communities in the service area to implement transit-supportive policies.

Objective 3: Integrate transit/paratransit services with other specialized and human service transportation providers.

5.3.a: Support development of a joint call and scheduling center in partnership with other providers.

5.3.b: Consider development of a coordinated client registration process.

5.3.c: Establish general public demand-response services where cost-effective rather than providing both fixed-route and paratransit services in an area.

5.3.d: Support the development of service areas and policies among specialized providers that best meet the needs of riders while operating efficiently.

5.3.e: Support traveler training programs to ensure that users choose the most cost-effective service type.

Objective 4: Develop mechanisms to allow the comparison of investments in transit with those in other travel modes, through working with Pikes Peak Area Council of Governments, the Economic Development Council, and other regional agencies.

Goal 6: Provide for safe, well-maintained, and environmentally responsible fleet and facilities.

Objective 1: Maintain a fleet that is safe and environmentally responsible.

6.1.a: Maintain current fleet in excellent condition and follow the fleet replacement plan.

6.1.b: Transition to “clean” vehicles, considering emissions standards as vehicles are replaced.

Objective 2: Maintain existing transit facilities to maximize life cycle and energy efficiency.

6.2.a: Continue to provide ongoing maintenance and routine rehabilitation.

6.2.b: Implement recommendations of energy audits.

Objective 3: Improve pedestrian safety at bus stops and facilities.

6.3.a: Evaluate pedestrian patterns at all facilities and take actions to reduce pedestrian and vehicle conflicts.

6.3.b: Develop public-private partnerships to provide stations and stops that are safe and desirable pedestrian environments.

6.3.c: Improve stops to encourage safe crossings and reduce visibility problems.

6.3.d: Advocate for pedestrian safety through educating riders via written materials and interior bus cards.

Objective 4: Develop and implement a transit safety and security plan that meets all FTA requirements.



Onboard Survey Results

INTRODUCTION

This chapter provides the analysis of data collected through an onboard survey conducted in June 2010. Information is provided about passenger demographics and trip characteristics that relate to various Title VI population groups. This survey was conducted on June 23 and 24, 2010. The data show a comparison with an onboard survey conducted in September 2008 before Mountain Metropolitan Transit service cuts in January and April 2009. Comparisons between the two onboard surveys were made wherever possible to identify trends or changes in demographics, perceptions, and travel patterns. The sample size was set to provide sufficient responses to analyze subgroups of passenger responses. Cross-tabulation allows for more detailed analysis of certain subgroups. Please note that this chapter does not include information on FREX and Ute Pass Express routes. Separate 2010 onboard surveys and comparison analysis was done on both FREX and Ute Pass Express routes. The survey was printed in both Spanish and English. For the June 2010 survey, 99 percent of the total responses (1,295 responses) received were in English and one percent (15 responses) were received in Spanish. As seen, the English version of the questionnaire had a much higher response rate than the Spanish version.

SURVEY FINDINGS

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

Total daily ridership for the routes surveyed in June 2010 (excluding FREX and the Ute Pass Express) was 8,368 passengers. There were approximately 1,310

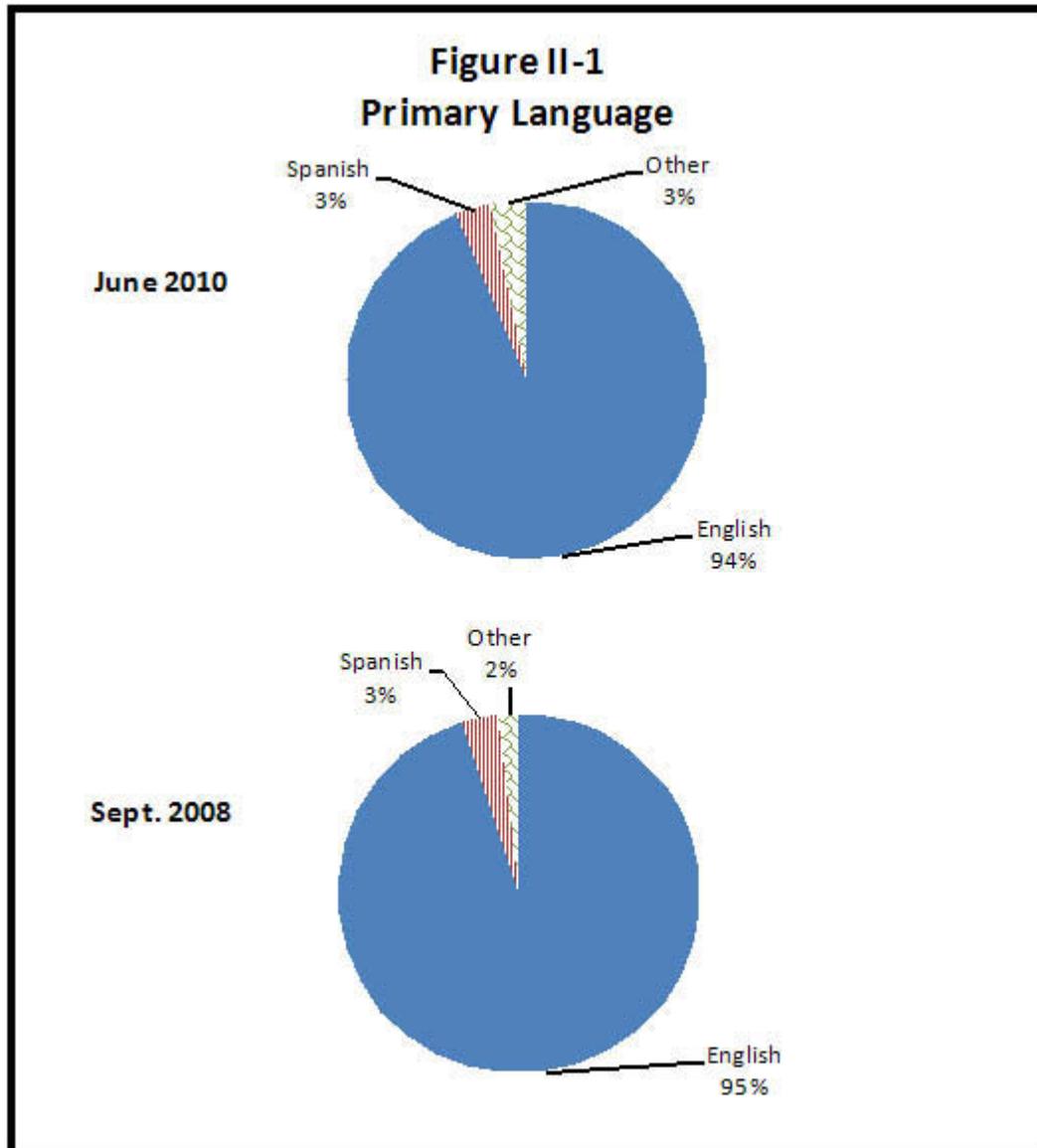
usable responses of approximately 3,182 boardings with a survey response rate of 41 percent.

Demographic Characteristics

There were a number of questions asked to determine demographic characteristics of transit riders on Mountain Metro. Respondents were asked to complete information on every trip they took regarding the characteristics of the trip. The demographic information is summarized from *unduplicated* individuals responding to the questions. For the June 2010 survey, there were 1,107 unduplicated individual responses. This sample provides an error range of +/-2.74 percent at the 95 percent confidence level. For the September 2008 survey, there were 750 unduplicated individual responses. This sample provides an error range of +/-3.47 percent for demographic data. Therefore, the data from each year can be compared with a high level of confidence and minimal error range.

Primary Language

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

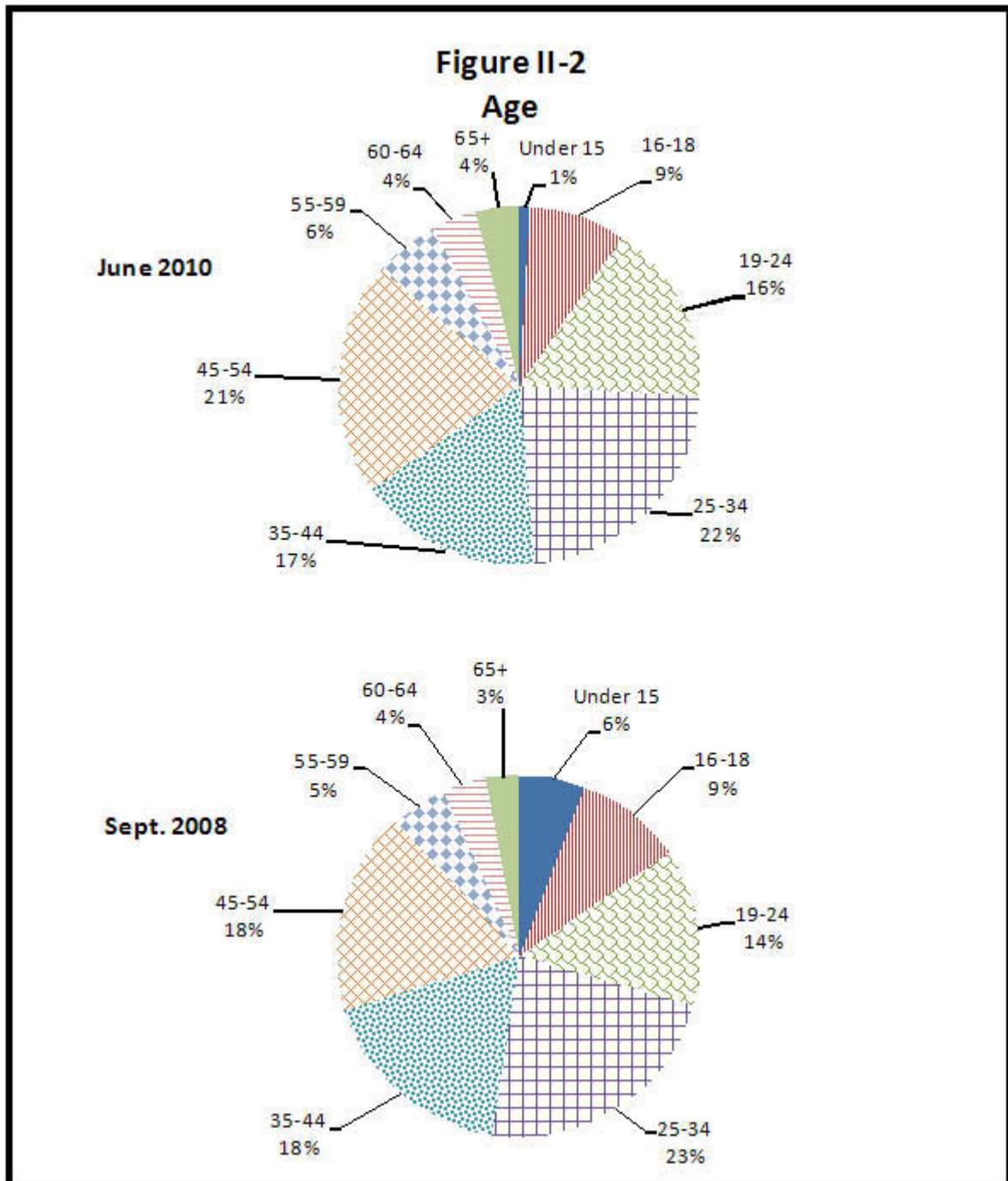


Age

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

Onboard Survey Results

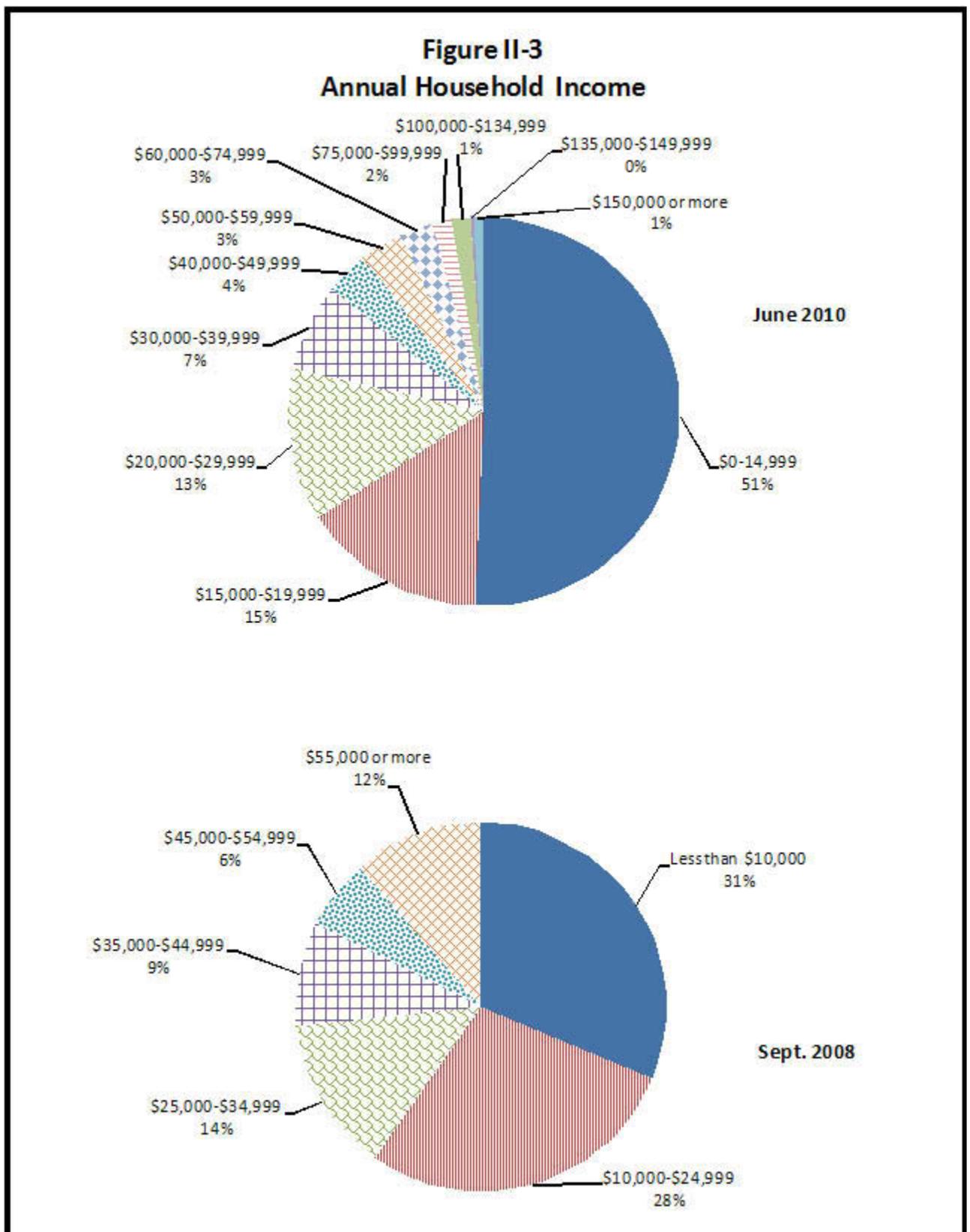
represented in September 2008 was the 25-34 range (23 percent). The largest change between the surveys is that the number of riders 15 and younger decreased from six percent to one percent. This decrease in younger riders can be attributed to the 2010 survey being conducted in June when school was not in session.



Annual Household Income

Income plays an important role in determining transit ridership and transit needs in Colorado Springs. The annual household income of respondents from both the June 2010 and September 2008 surveys are shown in Figure II-3. Please note that the annual household income ranges in 2008 and 2010 are different. In the 2010 survey, the income ranges were changed to be consistent with the 2010 Front Range Travel Survey.

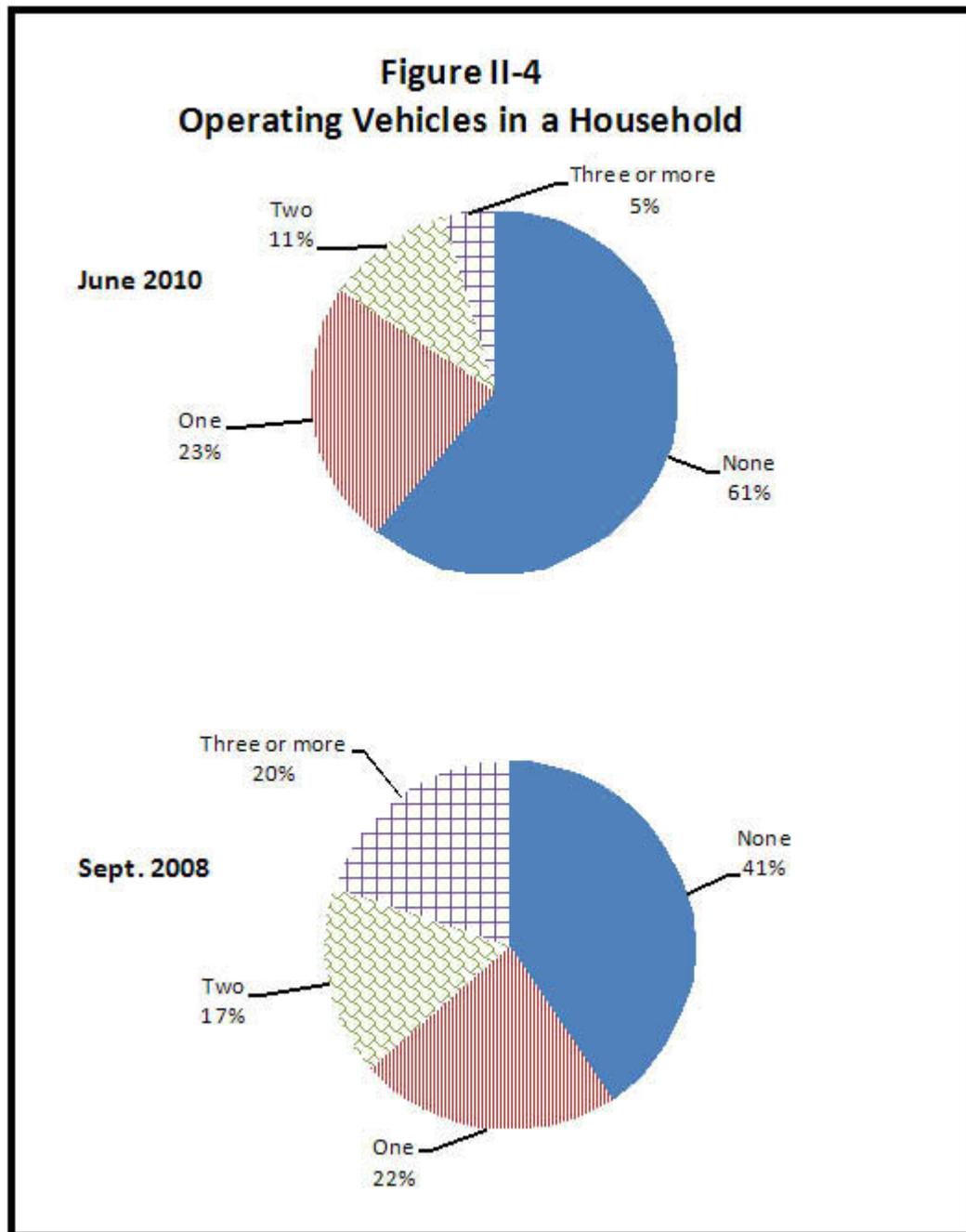
In 2010, 51 percent of the patrons reported having incomes of less than \$14,999 annually. Different categories for income were used in 2008, when 31 percent of the patrons reported having incomes of less than \$10,000 annually. With the change in category, it is impossible to do a direct comparison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



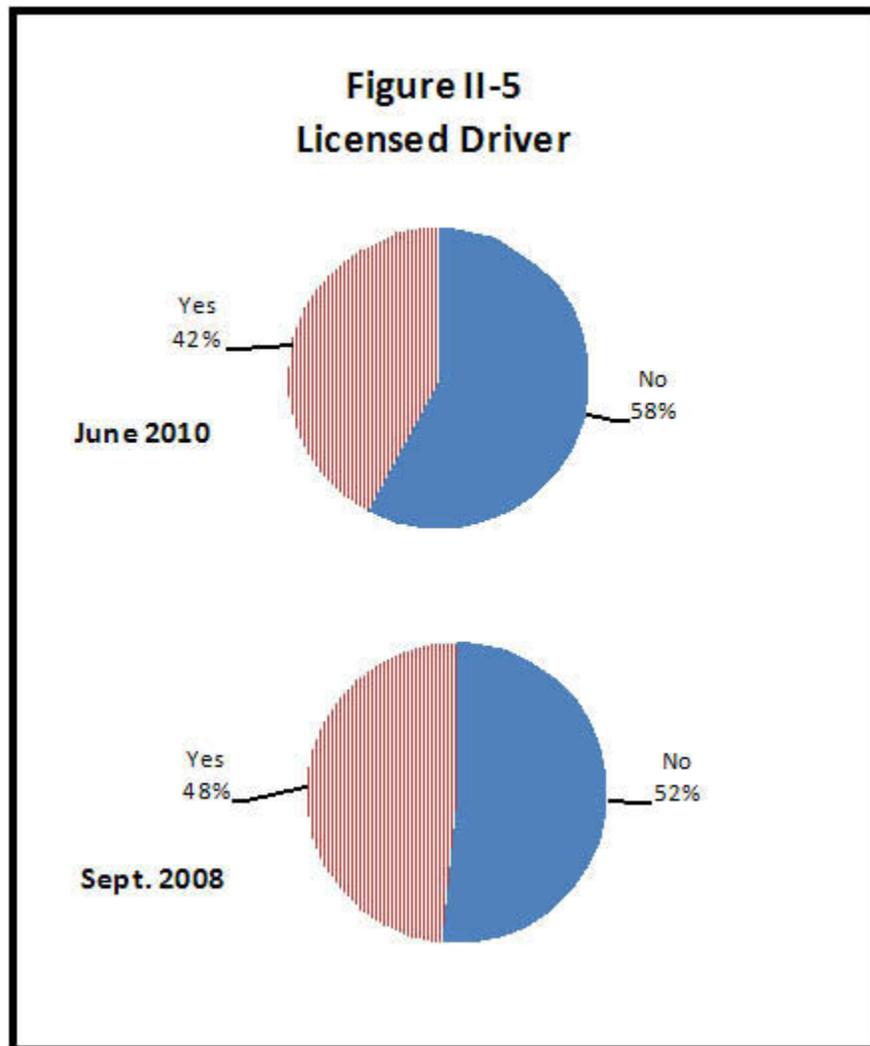
Vehicle Ownership and Licensed Driver

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

Figure II-4 shows the proportion of passengers with operating vehicles available in their household. As illustrated, the majority of passengers (61 percent) have no vehicle in the household. Another 23 percent live in single-vehicle households. Approximately 11 percent of passengers live in households with two vehicles, and only five percent live in households with three or more vehicles. These percentages were largely different from September 2008 except for the number of households with one vehicle. In the 2008 survey, 41 percent of respondents lived in households with no vehicles, a very large difference of 20 percent compared to the 2010 survey. Two-vehicle households were higher at 17 percent in the 2008 survey compared to the 2010 survey at 11 percent. The three or more vehicle household category was 20 percent in 2008, a substantial increase of 15 percent compared to the 2010 survey with only five percent of respondents indicating three or more vehicles. The high proportion of passengers with no operating vehicles available and low proportion of passengers with three or more vehicles in 2010 compared to 2008 may be attributed to the significant cutbacks made by Mountain Metro in 2009 which influenced those riders with access to vehicles to drive rather than use transit.



In 2010, 58 percent of the passengers do not have a driver's license or are not able to drive, as shown in Figure II-5. This is slightly more than in the 2008 survey, when 52 percent of the passengers reported they did not have a driver's license or were not able to drive.



Next, to determine vehicle availability by income groups, cross-tabulation was performed on the questions regarding how many working vehicles were at the respondent's household and their income level. As shown in Figure II-6, the lower level income groups had far fewer vehicles available for making a trip than did those in higher income groups. Also, the majority of riders with an annual income of less than \$15,000 have no working vehicle in their household indicating that the majority of them are non-choice riders, even if they may be able to drive, because they have no vehicle.

Figure II-6 2010 Annual Income and Vehicles in Household

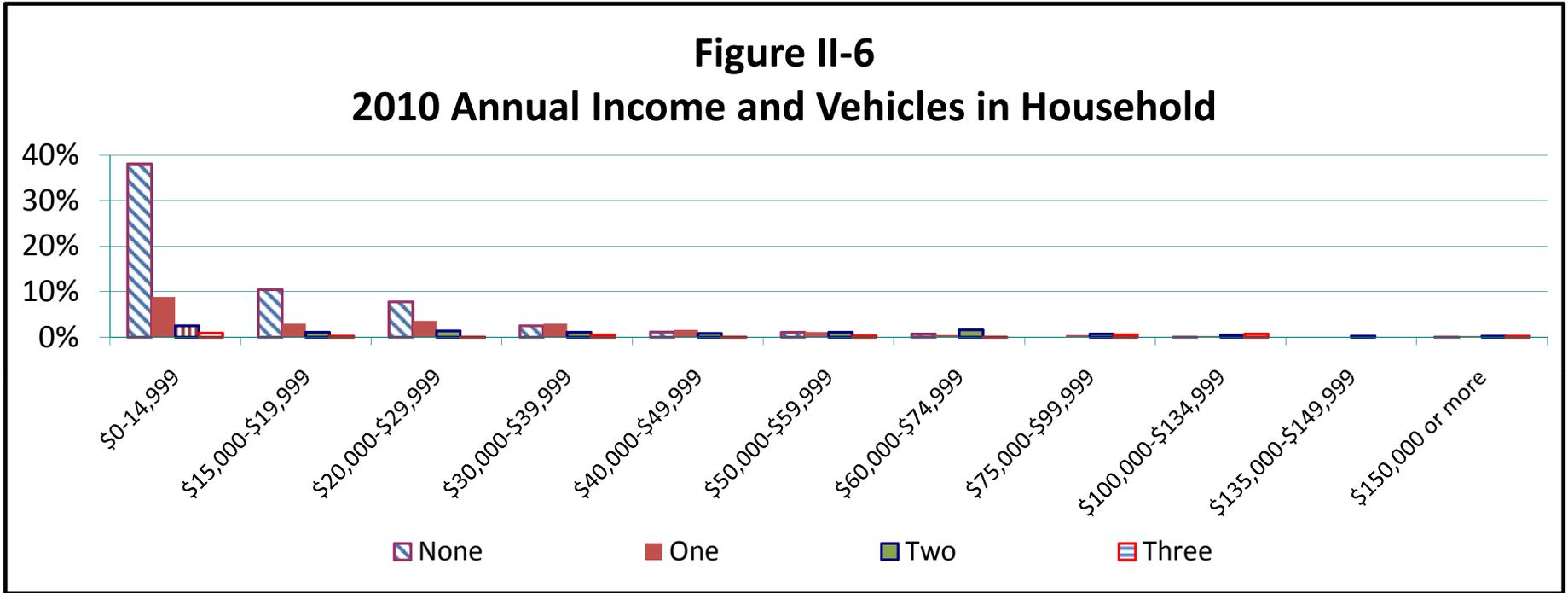
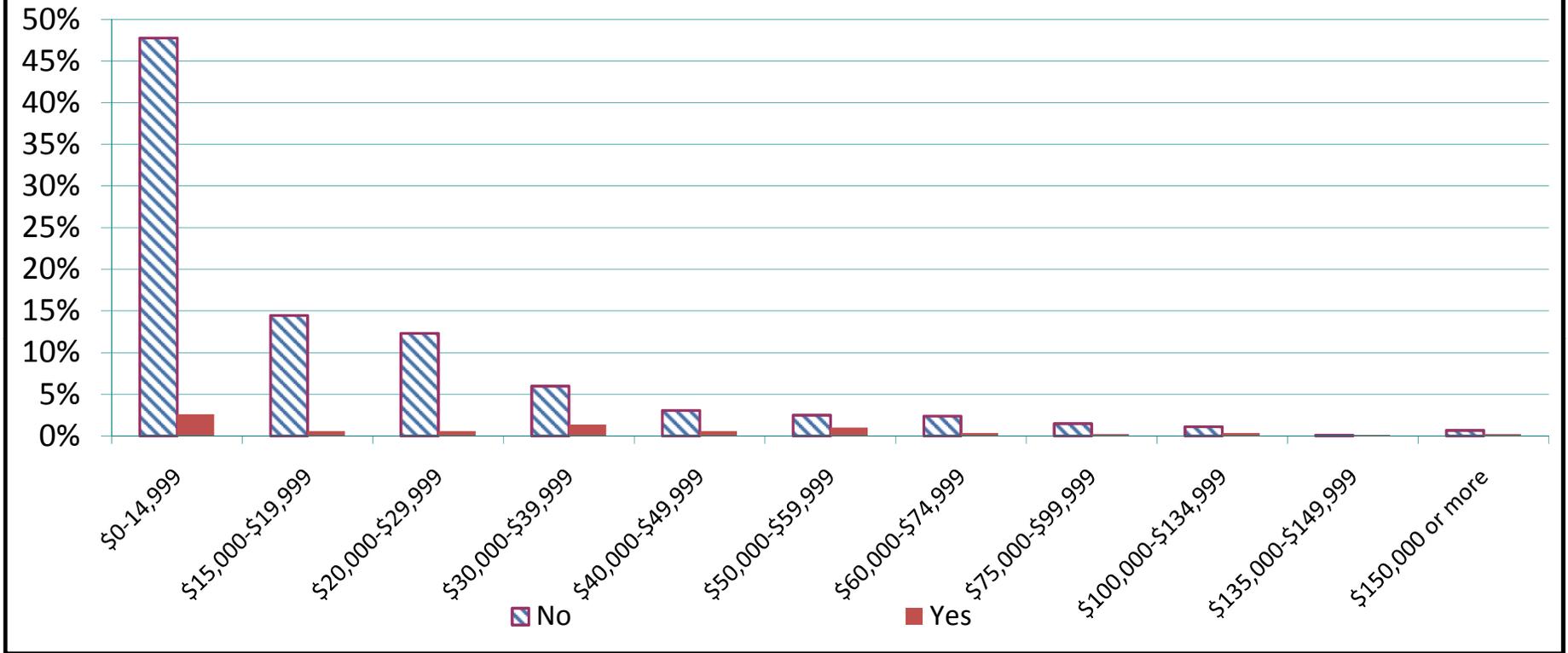


Figure II-7 shows whether a vehicle was available for the particular trip the patron was making and their income. Again, the largest percentage of non-choice riders is evidently those with lower incomes. Interestingly, no one with an annual income over \$60,000 indicated they had a vehicle available for the trip. Choice riders were only among those with an annual income of \$59,999 or less. This is different from 2008 when seven percent of riders with a vehicle available indicated an annual income of over \$55,000.

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

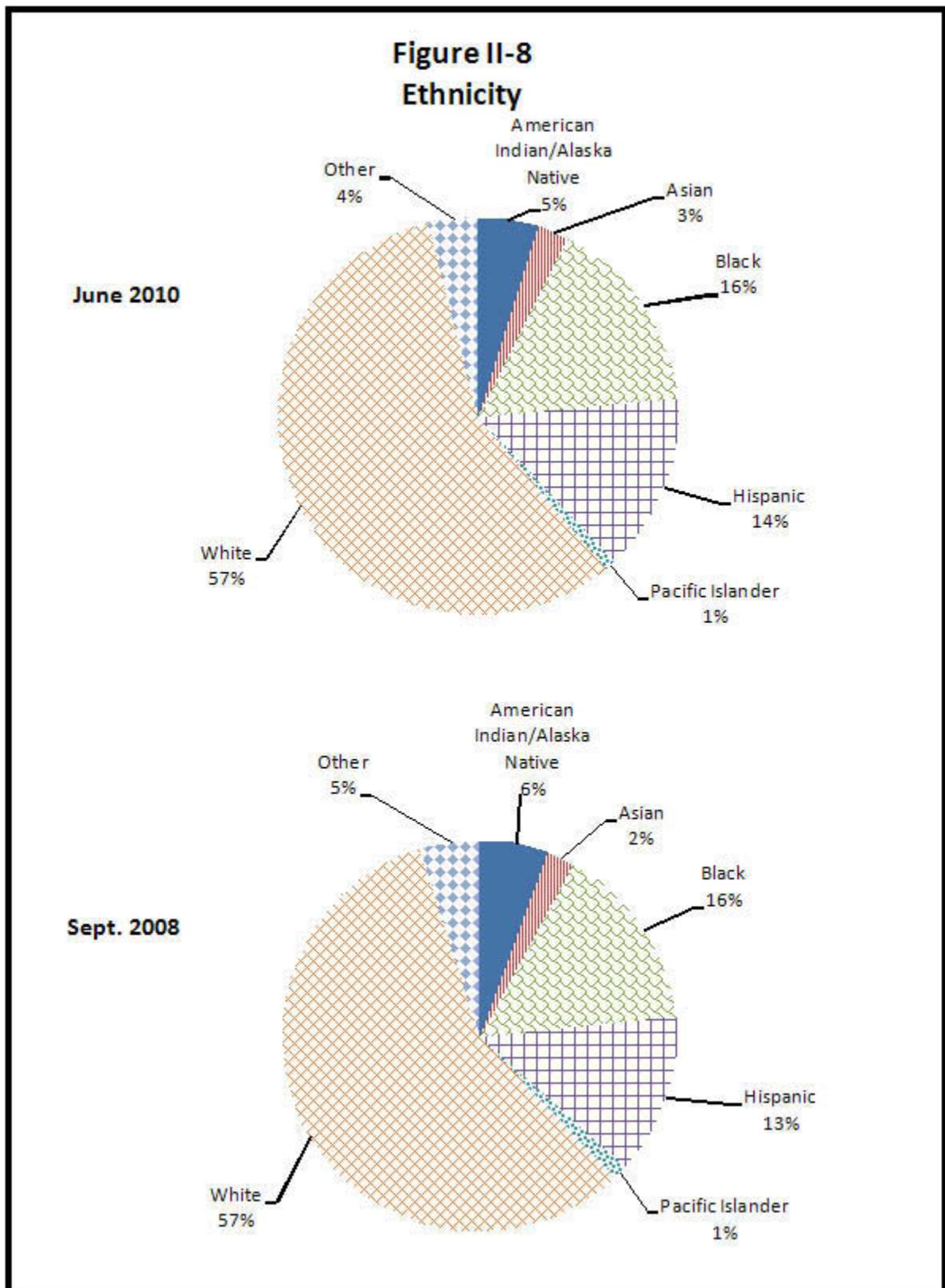
Figure II-7 Annual Income and Vehicle Availability



Ethnicity

Ethnicity is shown in Figure II-8. Whites made up about 57 percent of the passengers, and African American/Blacks were about 16 percent. Approximately 14 percent of the respondents indicated being Hispanic/Latino. The remaining riders reported being American Indian, Asian, Pacific Islander, or other ethnic groups.

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



Source of Information

Passengers were asked to indicate how they get information about Mountain Metropolitan Transit. The responses are shown in Table II-1. The primary sources of information are bus guides, information from the driver, and schedules. Other sources of information include bus stop sign/bench/shelter/carousel, transfer stations, told by someone, and the Internet. Newspaper/magazine and shopping center/store were identified by far fewer respondents as the way they receive information about Mountain Metro Transit. No one indicated they received information from the downtown terminal in 2010 even though that was a primary source of information indicated in the September 2008 survey. This is because Mountain Metro has closed the information booth at the downtown bus terminal and has replaced it with a route planning kiosk that patrons can use to plan their trips using Google Transit. This indicates the new planning kiosk does not seem to be working as effectively as the former information booth. Other responses were similar between 2008 and 2010 although fewer people in 2010 indicated the bus guide and transfer stations as sources of information.

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

Trip Characteristics

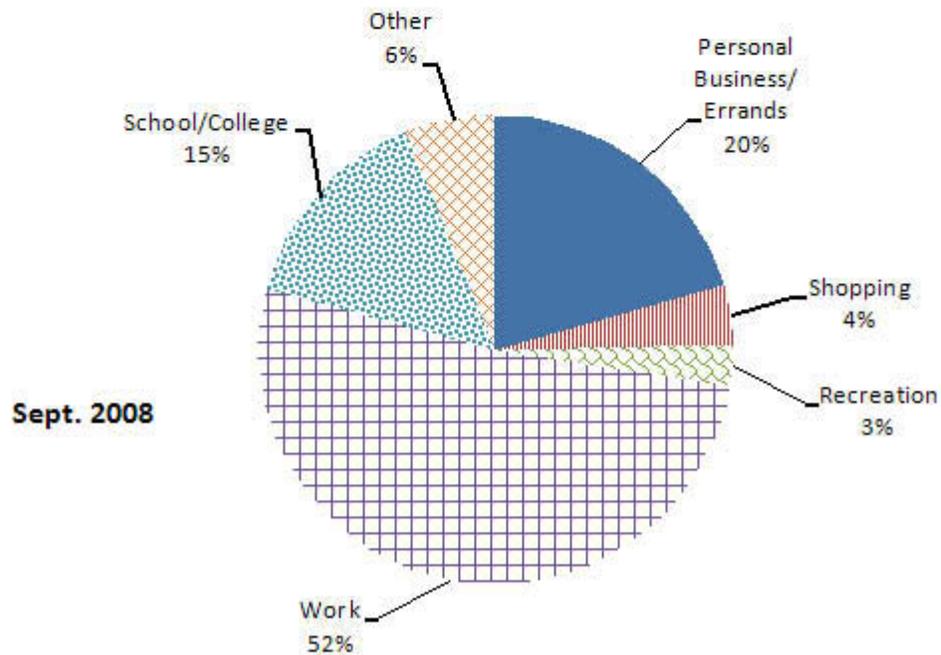
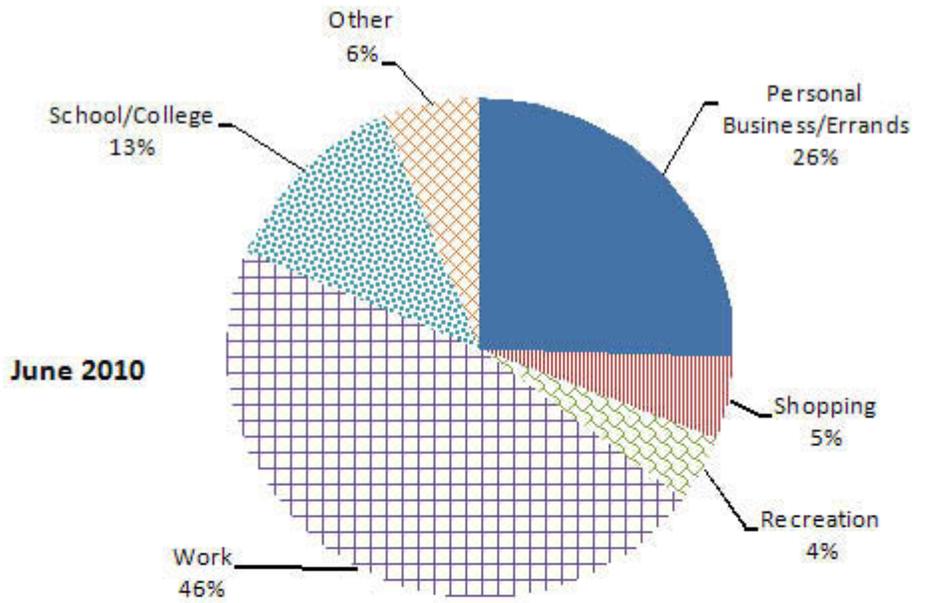
The survey asked passengers to provide information about the individual trip they were making on Mountain Metro Transit. Passengers were asked to provide this information each time they were on a run that was sampled.

Purpose for Riding

Passengers were asked the purposes for which they most often ride the bus. Responses are shown in Figure II-9. The primary riding purpose (46 percent) was to go to and from work. The second most common (26 percent) purpose was for personal business and errands. The third most common trip purpose reported was for school or college. Not surprisingly, shopping and recreational trips ranked low by respondents.

In September 2008, passengers were asked the same question. Respondents in 2008 reported that they most often used the bus to go to and from work (52 percent) followed by personal business/errands (20 percent) and school trips (15 percent).

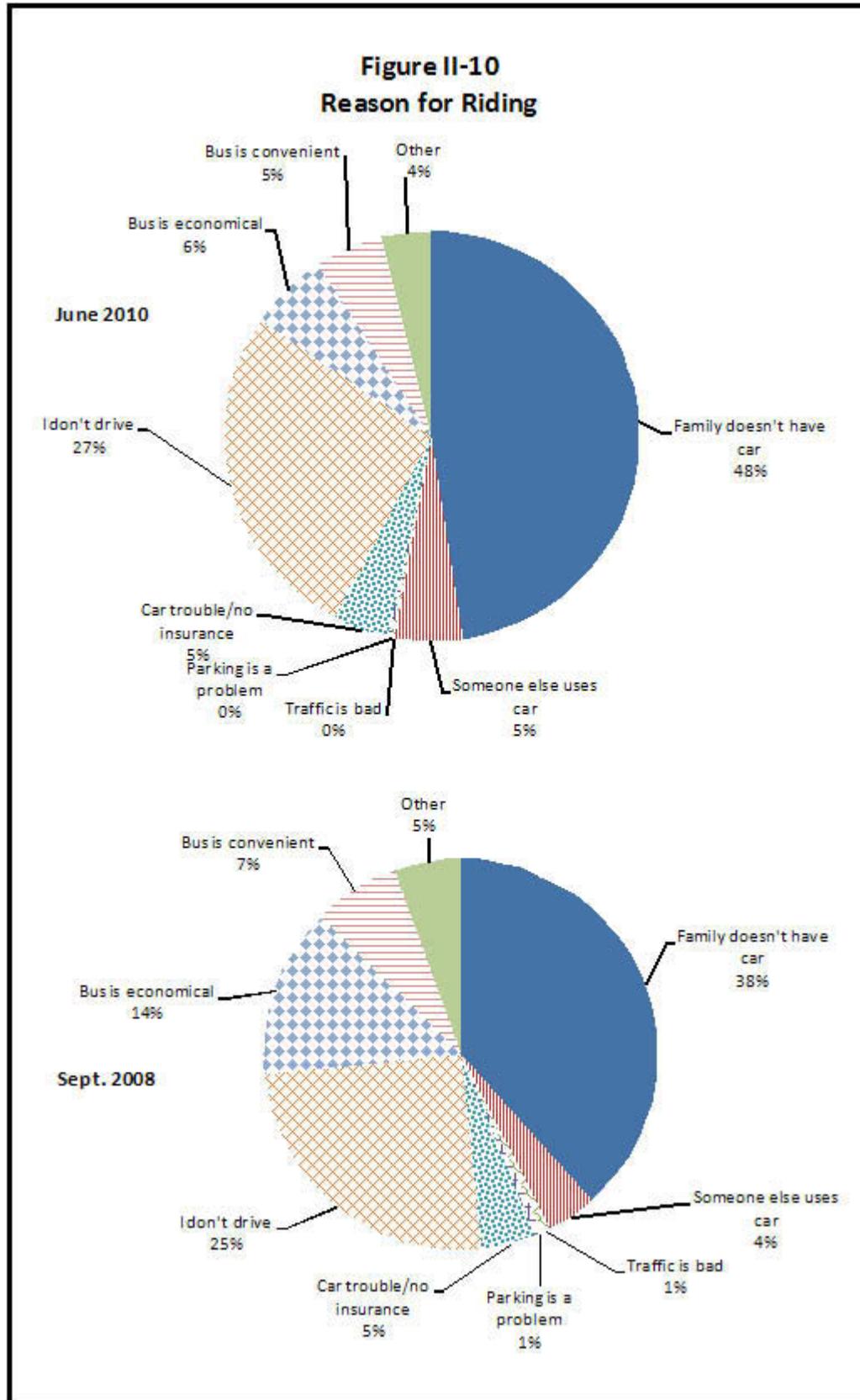
**Figure II-9
Purpose for Riding**



Reason for Riding

Passengers were asked the most important reason they ride the bus. As shown in Figure II-10, the top reasons for riding the bus are passengers whose family does not have a car (48 percent) and passengers who do not drive (27 percent). Eleven percent indicated that the bus is economical or convenient for travel

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



Travel Patterns

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

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

Figures II-11 and II-12 show the origin and destination stops of survey respondents. As shown in Figure II-11, the major origin stops of survey respondents are the intersection of North Academy Boulevard and Austin Bluffs Parkway and the Citadel Mall. As shown in Figure II-12, the major destinations of survey respondents are the downtown terminal, Citadel Mall, and PPCC.

Figure II-11
Trip Origins of Survey Respondents

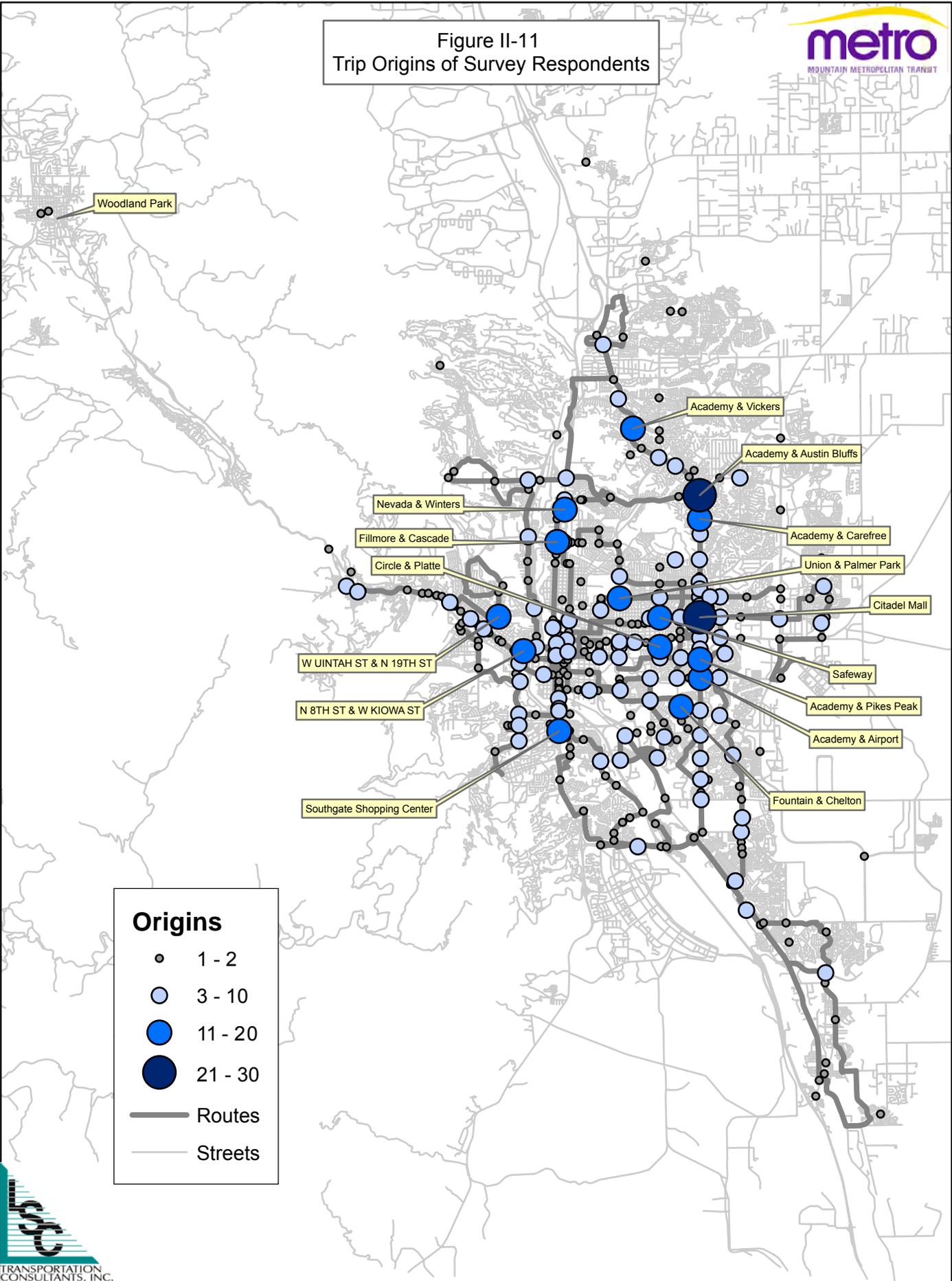
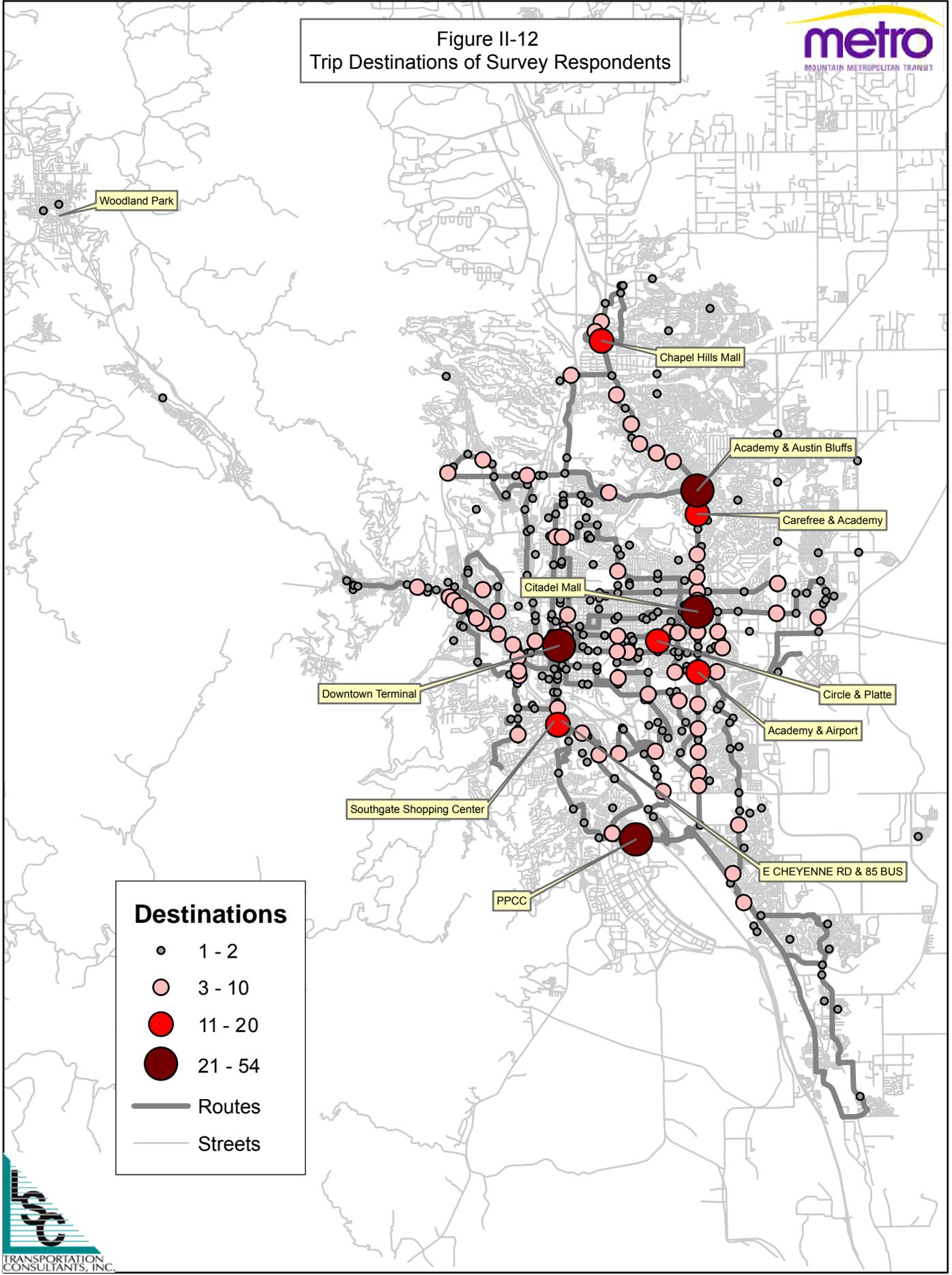


Figure II-12
 Trip Destinations of Survey Respondents



Destinations

- 1 - 2
- 3 - 10
- 11 - 20
- 21 - 54
- Routes
- Streets



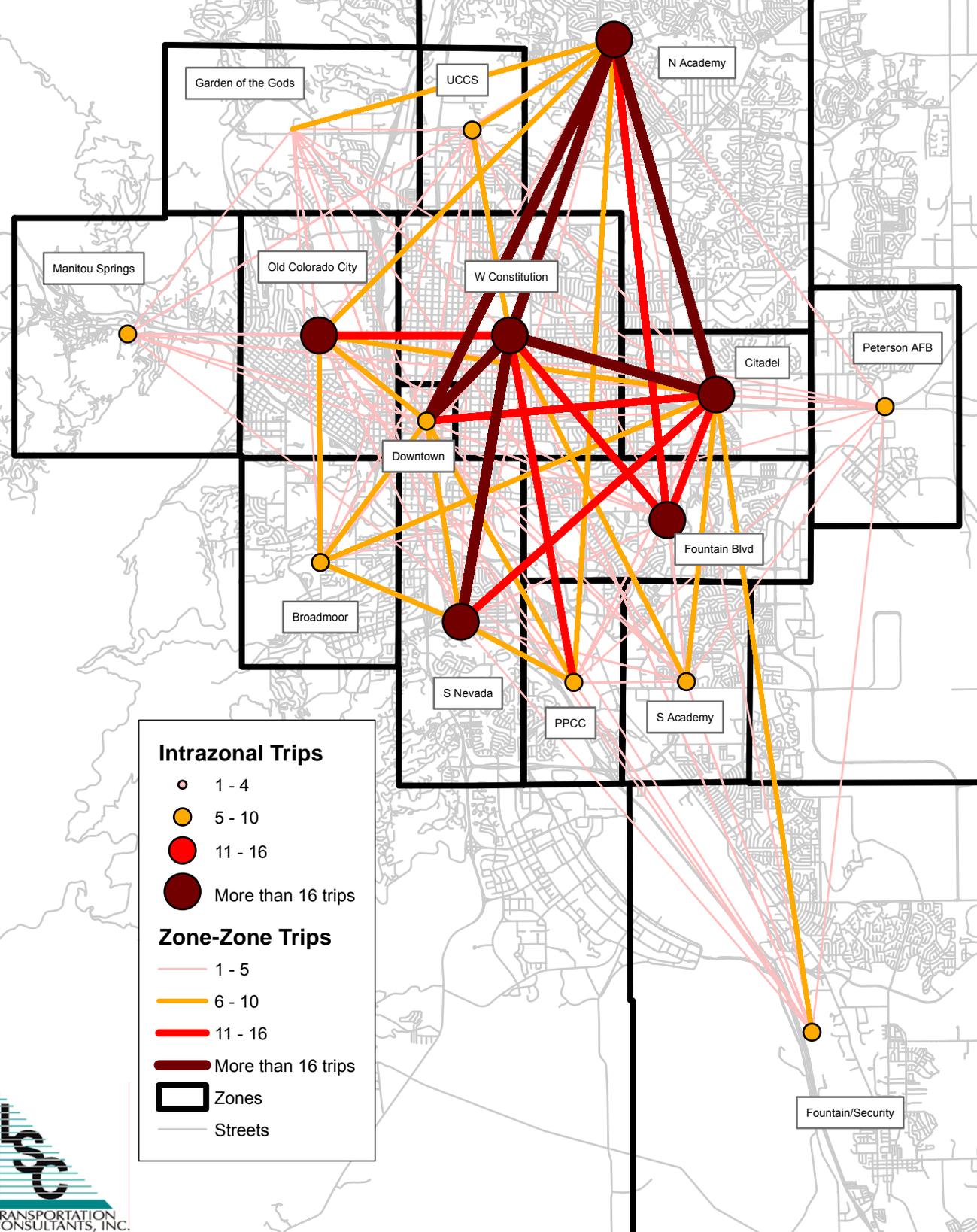
Table II-2 provides a listing of travel between zones. The list ranks the travel desire lines between high, medium, and low. Figure II-13 graphically illustrates the travel desire lines between zones by connecting trip origins and destinations. The relative widths of travel desire lines indicate the relative amount of travel desire between zones. As shown in the map and table, the greatest travel desire is between North Academy and West Constitution, Citadel and North Academy, downtown and West Constitution, South Nevada and West Constitution, downtown and North Academy, and Citadel and West Constitution zones. Also shown on the map, via dots of varying sizes, is the amount of intrazonal travel. This refers to the number of riders that traveled within one specific zone, indicating that their origin and destination are within the same area. The North Academy zone had the highest amount of intrazonal travel, with the Citadel and West Constitution zones representing the next highest.

Onboard Survey Results

Table II-2 Travel Desire Between Zones		
Rank	Zone	Zone
High	N. Academy	W. Constitution
High	Citadel	N. Academy
High	Downtown	W. Constitution
High	S. Nevada	W. Constitution
High	Downtown	N. Academy
High	Citadel	W. Constitution
Medium	Old Colorado City	W. Constitution
Medium	Citadel	Fountain Blvd.
Medium	Fountain Blvd.	N. Academy
Medium	Fountain Blvd.	W. Constitution
Medium	Citadel	Downtown
Medium	PPCC	W. Constitution
Medium	Citadel	S. Nevada
Low	Downtown	Old Colorado City
Low	UCCS	W. Constitution
Low	PPCC	S. Nevada
Low	Citadel	S. Academy
Low	N. Academy	PPCC
Low	N. Academy	UCCS
Low	Citadel	Old Colorado City
Low	Garden of the Gods	N. Academy
Low	Broadmoor	Citadel
Low	S. Academy	W. Constitution
Low	Downtown	S. Nevada
Low	Downtown	PPCC
Low	N. Academy	Old Colorado City
Low	Broadmoor	Old Colorado City
Low	Citadel	Fountain/Security
Low	Manitou Springs	W. Constitution
Low	Old Colorado City	UCCS
Low	Citadel	UCCS

Source: LSC Onboard Survey, 2010.

Figure II-13
Travel Desire Lines



Temporal Analysis

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

Table II-3 shows the range of bus wait times systemwide. The largest percentage of respondents (47 percent) reported waiting between five and ten minutes for their bus. Twenty-two percent reported waiting longer than 15 minutes for their bus. This only indicates how long a patron perceived waiting for their bus at each stop.

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

Table II-3 Range of Wait Times for Bus				
Wait Time	2008		2010	
	# of Responses	%	# of Responses	%
1 to 4 minutes	162	22%	245	20%
5 to 10 minutes	327	44%	569	47%
11 to 15 minutes	90	12%	127	11%
More than 15-minute wait	168	22%	264	22%

**Note: Not all respondents replied to this question
Source: LSC Onboard Surveys, 2010 and 2008.*

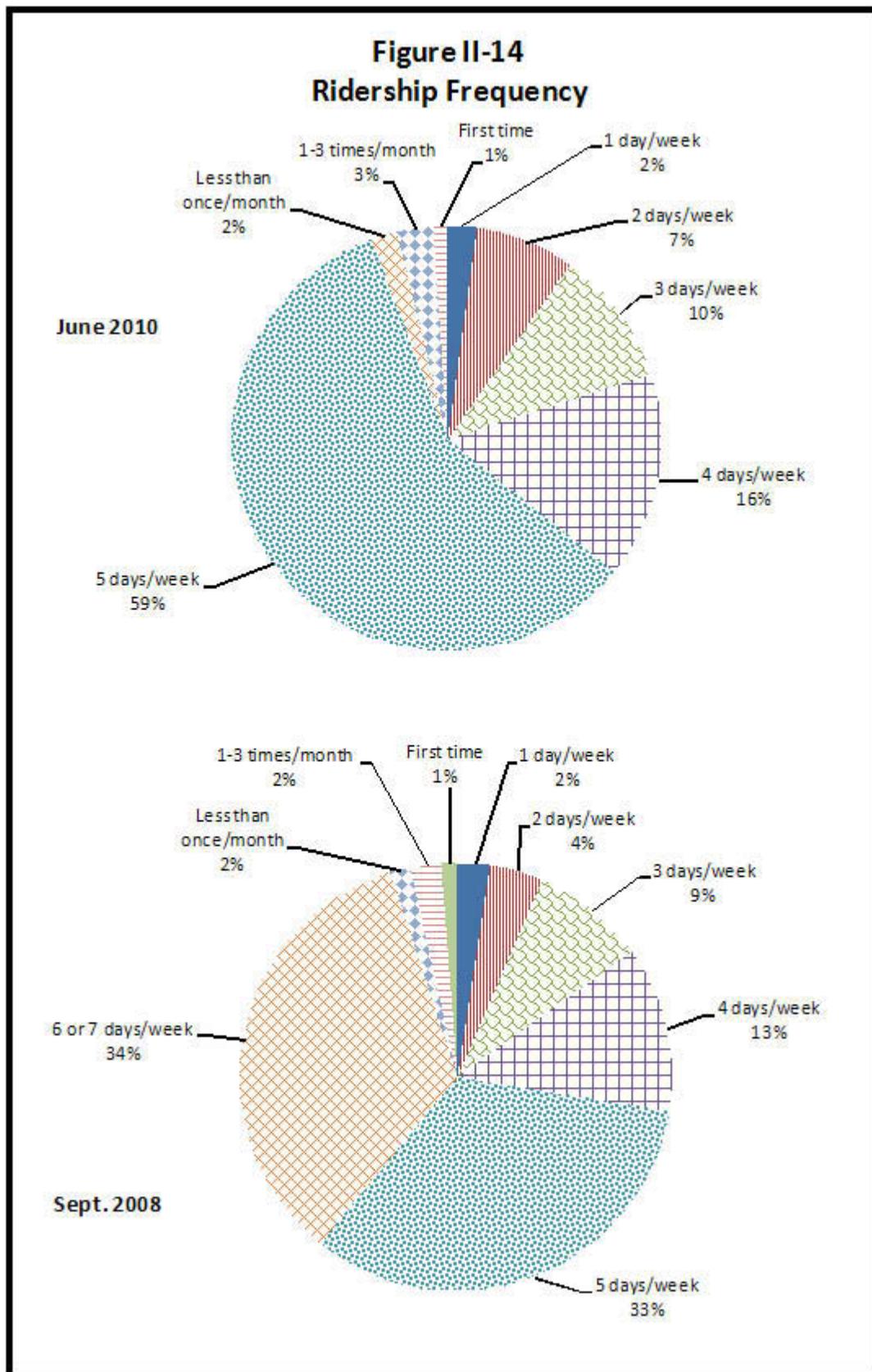
Ridership Frequency

Passengers were asked how often they ride the bus during the typical week. Figure II-14 shows the results from the 2010 and 2008 surveys. Since Mountain Metro

provided service on weekends in 2008, the option of “six or seven days a week” was included.

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

In the 2008 survey, the percentages of respondents who used the service at least five days a week was higher at 67 percent. Similar to the recent survey, 13 percent of the respondents in the 2008 survey used the service four days a week, and 20 percent used the service three or fewer days per week. In the 2008 survey, since the service operated on weekends, 34 percent of respondents reported using the service six or seven days a week. The surveys indicate that the frequency of ridership among patrons was higher in 2008 than 2010.





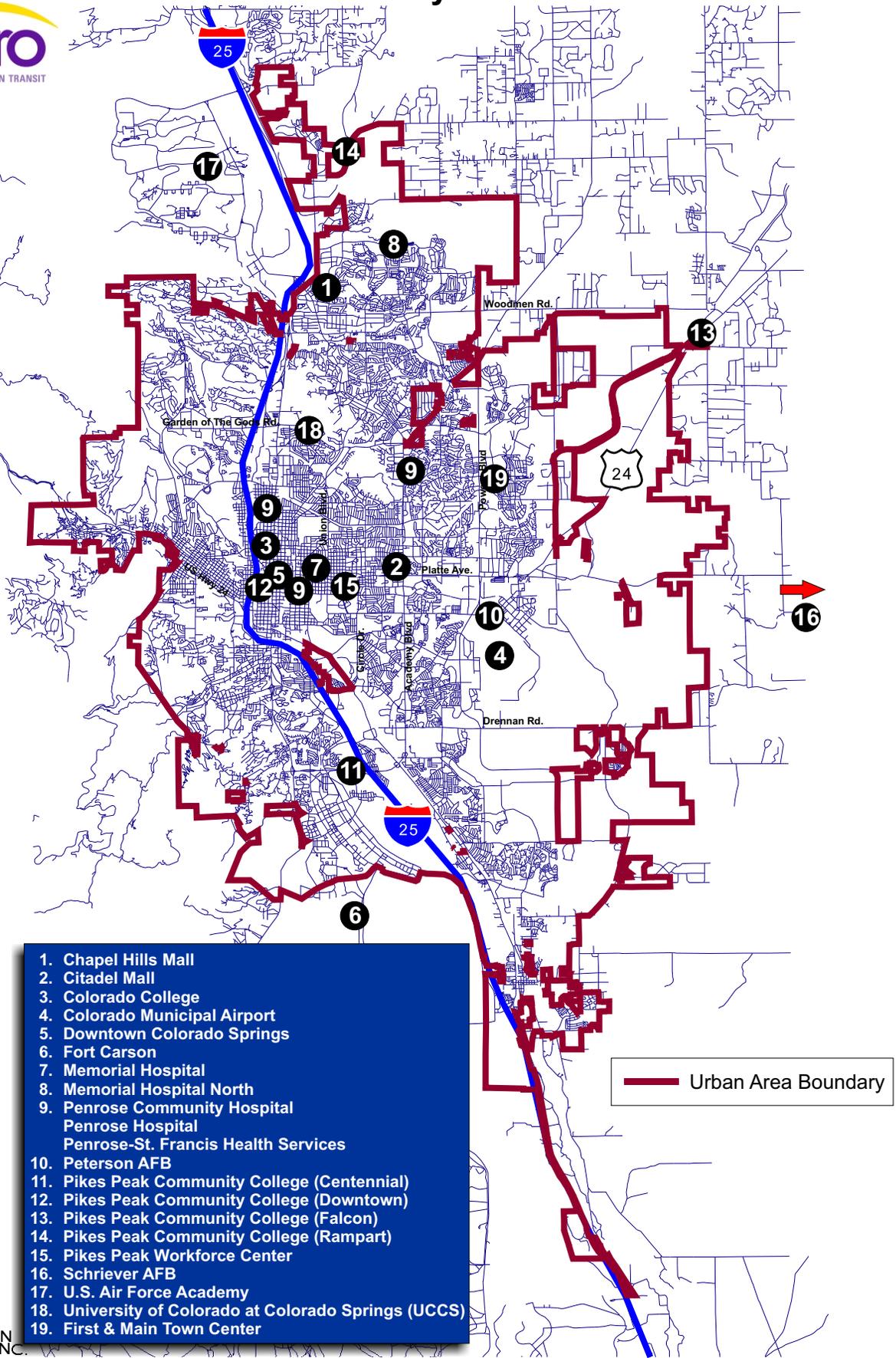
Demographic and Service Profile

MAJOR TRANSIT ACTIVITY CENTERS

Major transit activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. Figure III-1 shows the locations of important points of interest identified within the study area. Many of these points of interest are clustered together into what can be referred to as “activity centers.” Major activity centers in Colorado Springs are concentrated around downtown, as shown in Figure III-1, with others scattered widely across the region.

Activity centers are locations that are typically shown to generate transit trips because they are prime origins or prime destinations. There is no set formula that is used to derive a list of activity centers as the process is subjective. Activity centers generally include a wide variety of land uses including shopping (malls, plazas), commercial corridors, employment hubs, airports, hospitals, and education centers. These are the most critical land uses for individuals who use transit.

Figure III-1
Transit Activity Centers



1. Chapel Hills Mall
2. Citadel Mall
3. Colorado College
4. Colorado Municipal Airport
5. Downtown Colorado Springs
6. Fort Carson
7. Memorial Hospital
8. Memorial Hospital North
9. Penrose Community Hospital
 Penrose Hospital
 Penrose-St. Francis Health Services
10. Peterson AFB
11. Pikes Peak Community College (Centennial)
12. Pikes Peak Community College (Downtown)
13. Pikes Peak Community College (Falcon)
14. Pikes Peak Community College (Rampart)
15. Pikes Peak Workforce Center
16. Schriever AFB
17. U.S. Air Force Academy
18. University of Colorado at Colorado Springs (UCCS)
19. First & Main Town Center

— Urban Area Boundary



Major Employers

Table III-1 shows the largest public and private employers in the Colorado Springs area. The table presents data compiled in 2004. Fort Carson is the largest employer in the area with approximately 15,000 employees, followed by the US Air Force Academy with approximately 6,500 employees. The table—which is from 2004—shows that Peterson Air Force Base is the next largest major employer with approximately 5,500 employees. However, Peterson Air Force Base reported that their employment (which includes civilians, military, and contractors) is 11,780.

Largest Employers	Number of Employees
Fort Carson	15,159
US Air Force Academy	6,410
Peterson AFB/NORAD/Space Command	5,542
Colorado Springs School District #11	3,440
Memorial Hospital	3,100
Penrose-St. Francis Health Services	2,981
City of Colorado Springs	2,424
Hewlett-Packard	2,200
Schriever AFB	2,107
El Paso County	2,029
WorldCom (Verizon)	2,000
ATMEL	1,850

Source: <http://www.city-data.com/us-cities/The-West/Colorado-Springs-Economy.html>, 2004.

More current data regarding employment in early 2011 were obtained from the Colorado Springs Economic Development Corporation. While they could not provide specific employment numbers due to confidentiality agreements with local companies, ranges of employees were obtained. In total, there are 22 businesses that employ 1,000 or more people and 25 companies employing between 500 and 999 individuals. These companies are primarily related to education, technology, healthcare, military, and government agencies. Local colleges and school districts are the most represented employers, with 10 of the 47 largest employers. Companies that employ 1,000 or more employees were as follows:

- Atmel Corporation
- Broadmoor Hotel, The

Demographic and Service Profile

- City of Colorado Springs
- Colorado Springs Utilities
- El Paso County
- Fort Carson
- Memorial Health Services
- Northrop Grumman Corporation
- Penrose-St. Francis Health Services
- Peterson Air Force Base
- Pikes Peak Community College
- Progressive Insurance Company
- School District #11 - Colorado Springs
- School District #2 - Harrison
- School District #20 - Air Academy
- School District #3 - Widefield
- School District #49 - Falcon
- Schriever Air Force Base
- United Services Automobile Association
- United States Air Force Academy
- University of Colorado at Colorado Springs
- Verizon Business

DEMOGRAPHIC SERVICE MAPS AND OVERLAYS

The FTA Title VI demographic section of this report focuses on the following population groups:

- Low-income population
- Minority population
- Elderly population (over 60 years of age)
- Mobility-limited population
- Limited-English-Proficiency (LEP)/Linguistically Isolated households
- Zero-vehicle households

There are two maps for each of the categories mentioned above. The first map shows the density of the population group in that category by census tract. Census tracts represented by darker colors have a higher concentration of that

population. The second map for each demographic category presents the specific population of the census tract as a percentage of the total population in that census tract. The threshold used to determine whether a census tract had predominately low-income or minority population was calculated based on Mountain Metropolitan Transit service area's overall low-income or minority population percentage. Hence, the Mountain Metro service area threshold is different for each demographic category. These demographic information maps are overlaid with the existing Mountain Metro routes. The purpose is to identify the areas within the Mountain Metro service area that have the highest percentage and density of traditionally under-represented groups—such as the low-income, minority populations, elderly, mobility-limited, limited-English-proficiency/linguistically isolated households, and zero-vehicle households—and whether they are geographically served.

Data were taken from the 2005-2009 American Community Survey (ACS) five-year estimates for most of these Title VI population groups, except the mobility-limited population. Since the question on disability was changed in the 2008 ACS data, the 2005-2009 ACS five-year estimates do not contain information about disabilities or the mobility-limited population. The five-year estimates for disability will, however, be available in the ACS 2008-2012 estimates in 2013. While disability information is available from three-year estimates (2005-2007 ACS), that information is not available at the census tract level. Comparing the mobility-limited population for the City of Colorado Springs using 2005-2007 ACS data with the 2008 estimated information (from last Title VI plan) that was projected from the 2000 US Census, there is not much change. The 2005-2007 ACS data show 2.7 percent of the population as mobility-limited within the City of Colorado Springs, and the 2008 information indicates 2.4 percent of the total population are mobility-limited. Hence, the 2000 US Census information was used to collect data for the mobility-limited population and extrapolated at 12 percent to estimate mobility-limited population for 2011. The projection for the 2011 mobility-limited population was derived from information in the 2035 Public Transportation Plan Update-Mountain Metropolitan Transit.

Demographic and Service Profile

Table III-2 shows the estimated population characteristics for the various demographic categories within the Mountain Metropolitan Transit service area.

Table III-2
Estimated Population Characteristics using 2005-2009 American Community Survey Five-Year Estimates
Mountain Metropolitan Transit Service Area

Census Tract	Total Population ACS-2005-2009	Total Population est. 2011*	Total Number of Households ACS-2005-2009		Zero-Vehicle Households ACS-2005-2009		Minority Populations ACS-2005-2009		Total Number of Elderly 60 & Over ACS-2005-2009		Mobility-Limited Population est. 2011*		Limited-English-Proficiency/ Linguistically Isolated Households ACS-2005-2009		Low-Income Population ACS-2005-2009	
			#	%	#	%	#	%	#	%	#	%	#	%	#	%
1.01	6,024	6,653	2,711		155	5.7%	1,214	20.2%	1,664	27.6%	186	2.8%	70	2.6%	796	13.2%
1.02	3,271	3,721	1,300		41	3.2%	521	15.9%	770	23.5%	67	1.8%	0	0.0%	289	8.8%
2.02	4,235	5,350	1,796		63	3.5%	1,146	27.1%	798	18.8%	111	2.1%	0	0.0%	322	7.6%
2.03	3,866	4,676	1,694		82	4.8%	705	18.2%	722	18.7%	103	2.2%	53	3.1%	524	13.6%
3.01	3,004	3,532	1,359		156	11.5%	914	30.4%	752	25.0%	58	1.7%	34	2.5%	557	18.5%
3.02	3,652	4,230	1,635		110	6.7%	1,256	34.4%	767	21.0%	193	4.6%	73	4.5%	665	18.2%
4	2,343	2,392	955		20	2.1%	329	14.0%	583	24.9%	39	1.6%	0	0.0%	172	7.3%
5	1,792	2,436	944		47	5.0%	200	11.2%	465	25.9%	73	3.0%	0	0.0%	132	7.4%
6	3,021	3,640	1,263		25	2.0%	471	15.6%	748	24.8%	75	2.1%	8	0.6%	108	3.6%
7	2,898	3,714	1,372		37	2.7%	622	21.5%	578	19.9%	88	2.4%	34	2.5%	427	14.7%
8	2,644	3,252	1,267		141	11.1%	571	21.6%	441	16.7%	129	4.0%	53	4.2%	344	13.0%
9	2,191	2,428	1,013		40	3.9%	178	8.1%	316	14.4%	77	3.2%	0	0.0%	431	19.7%
10	2,467	2,829	1,063		55	5.2%	285	11.6%	522	21.2%	29	1.0%	0	0.0%	167	6.8%
11.01	1,355	1,609	747		78	10.4%	418	30.8%	207	15.3%	73	4.5%	0	0.0%	255	18.8%
11.04	2,732	3,462	1,281		29	2.3%	788	28.8%	431	15.8%	102	3.0%	18	1.4%	612	22.4%
13.01	2,254	2,827	1,048		86	8.2%	251	11.1%	335	14.9%	106	3.7%	7	0.7%	539	23.9%
13.02	5,068	6,035	2,370		211	8.9%	1,226	24.2%	844	16.7%	164	2.7%	0	0.0%	752	14.8%
14	3,609	4,089	1,704		148	8.7%	694	19.2%	505	14.0%	92	2.3%	10	0.6%	628	17.4%
15	2,366	2,923	1,116		75	6.7%	463	19.6%	265	11.2%	121	4.1%	0	0.0%	549	23.2%
16	3,034	3,677	1,047		164	15.7%	389	12.8%	218	7.2%	58	1.6%	12	1.1%	346	11.4%
17	2,127	1,968	788		111	14.1%	309	14.5%	345	16.2%	73	3.7%	8	1.0%	684	32.2%
18	1,939	2,529	933		22	2.4%	164	8.5%	352	18.2%	118	4.7%	0	0.0%	161	8.3%
19	3,916	4,887	1,908		332	17.4%	1,331	34.0%	775	19.8%	189	3.9%	42	2.2%	1202	30.7%
20	5,585	7,746	2,653		379	14.3%	1,557	27.9%	1,016	18.2%	360	4.7%	14	0.5%	520	9.3%
21.01	3,142	3,820	1,511		324	21.4%	923	29.4%	955	30.4%	131	3.4%	28	1.9%	388	12.3%
21.02	4,951	5,347	1,853		81	4.4%	1,855	37.5%	842	17.0%	205	3.8%	99	5.3%	632	12.8%
22	2,034	3,246	1,244		168	13.5%	679	33.4%	424	20.8%	229	7.1%	26	2.1%	386	19.0%
23	1,359	2,078	713		279	39.1%	202	14.9%	221	16.3%	119	5.7%	10	1.4%	519	38.2%
24	3,720	3,737	2,250		407	18.1%	713	19.2%	1,129	30.3%	155	4.1%	41	1.8%	523	14.1%
25.01	3,308	3,443	1,373		27	2.0%	241	7.3%	821	24.8%	66	1.9%	11	0.8%	119	3.6%
25.02	3,714	4,276	1,897		186	9.8%	633	17.0%	872	23.5%	34	0.8%	11	0.6%	444	12.0%
27	2,492	3,392	1,225		239	19.5%	936	37.6%	606	24.3%	92	2.7%	0	0.0%	684	27.4%
28	4,947	5,775	2,217		317	14.3%	2,542	51.4%	894	18.1%	190	3.3%	194	8.8%	1138	23.0%
29	6,246	8,130	2,491		530	21.3%	2,858	45.8%	935	15.0%	234	2.9%	302	12.1%	1099	17.6%
30	4,763	5,223	2,345		255	10.9%	1,216	25.5%	780	16.4%	100	1.9%	116	4.9%	1023	21.5%
31	4,858	5,156	1,853		52	2.8%	357	7.3%	1,465	30.2%	27	0.5%	17	0.9%	257	5.3%
33.01	9,071	9,734	3,514		75	2.1%	1,256	13.8%	1,903	21.0%	167	1.7%	49	1.4%	277	3.1%
33.03	5,106	6,753	2,354		164	7.0%	1,712	33.5%	1,102	21.6%	185	2.7%	33	1.4%	865	16.9%
33.04	9,004	9,512	3,962		55	1.4%	3,329	37.0%	946	10.5%	219	2.3%	95	2.4%	798	8.9%
34	3,569	4,265	1,515		43	2.8%	360	10.1%	820	23.0%	99	2.3%	0	0.0%	298	8.3%
37.05	5,512	6,273	2,007		0	0.0%	748	13.6%	1,082	19.6%	82	1.3%	0	0.0%	284	5.2%
37.07	4,273	5,045	1,619		0	0.0%	575	13.5%	422	9.9%	71	1.4%	8	0.5%	254	5.9%
37.08	2,946	3,188	1,272		40	3.1%	459	15.6%	426	14.5%	29	0.9%	11	0.9%	85	2.9%
37.09	5,716	6,584	2,483		70	2.8%	1,054	18.4%	663	11.6%	113	1.7%	106	4.3%	121	2.1%
38	7,495	8,460	551		9	1.6%	1,341	17.9%	22	0.3%	30	0.4%	9	1.6%	57	0.8%

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Table III-2
Estimated Population Characteristics using 2005-2009 American Community Survey Five-Year Estimates
Mountain Metropolitan Transit Service Area

Census Tract	Total Population ACS-2005-2009	Total Population est. 2011*	Total Number of Households ACS-2005-2009		Zero-Vehicle Households ACS-2005-2009		Minority Populations ACS-2005-2009		Total Number of Elderly 60 & Over ACS-2005-2009		Mobility-Limited Population est. 2011*		Limited-English-Proficiency/ Linguistically Isolated Households ACS-2005-2009		Low-Income Population ACS-2005-2009	
			#	%	#	%	#	%	#	%	#	%	#	%	#	%
39.05	3,593	3,844	1,551	58	3.7%	882	24.5%	614	17.1%	66	1.7%	43	2.8%	385	10.7%	
39.06	6,840	7,025	2,451	0	0.0%	1,367	20.0%	942	13.8%	74	1.1%	66	2.7%	288	4.2%	
40.08	2,261	2,646	580	15	2.6%	816	36.1%	0	0.0%	21	0.8%	11	1.9%	109	4.8%	
40.09	1,361	2,044	576	44	7.6%	805	59.1%	122	9.0%	55	2.7%	32	5.6%	205	15.1%	
41	4,715	5,754	1,686	59	3.5%	1,527	32.4%	731	15.5%	153	2.7%	46	2.7%	203	4.3%	
42	3,683	4,020	1,315	36	2.7%	1,273	34.6%	534	14.5%	150	3.7%	27	2.1%	78	2.1%	
43	6,299	6,998	1,990	61	3.1%	2,334	37.1%	674	10.7%	172	2.5%	47	2.4%	6239	99.0%	
44	10,694	12,044	2,427	95	3.9%	4,119	38.5%	67	0.6%	71	0.6%	29	1.2%	8114	75.9%	
45.01	5,003	5,659	1,421	63	4.4%	2,253	45.0%	575	11.5%	143	2.5%	42	3.0%	999	20.0%	
45.02	4,159	3,060	1,335	0	0.0%	1,870	45.0%	401	9.6%	83	2.7%	10	0.7%	425	10.2%	
45.03	9,954	6,559	3,164	40	1.3%	3,785	38.0%	989	9.9%	159	2.4%	8	0.3%	872	8.8%	
45.06	4,283	5,625	1,456	70	4.8%	1,281	29.9%	986	23.0%	152	2.7%	9	0.6%	138	3.2%	
45.07	3,108	3,412	1,043	16	1.5%	1,402	45.1%	723	23.3%	112	3.3%	44	4.2%	319	10.3%	
45.08	6,412	6,633	2,323	114	4.9%	2,693	42.0%	706	11.0%	183	2.8%	51	2.2%	1511	23.6%	
45.09	12,976	8,372	4,243	0	0.0%	4,249	32.7%	898	6.9%	168	2.0%	10	0.2%	825	6.4%	
47.01	5,082	5,502	1,803	103	5.7%	1,202	23.7%	852	16.8%	128	2.3%	21	1.2%	212	4.2%	
48	5,375	5,650	1,934	71	3.7%	1,187	22.1%	653	12.1%	93	1.6%	25	1.3%	1157	21.5%	
49.01	3,696	4,201	1,485	85	5.7%	1,127	30.5%	655	17.7%	141	3.4%	36	2.4%	214	5.8%	
50	4,585	6,308	1,970	261	13.2%	1,643	35.8%	543	11.8%	180	2.8%	89	4.5%	1025	22.4%	
51.03	9,541	7,318	3,563	17	0.5%	2,626	27.5%	887	9.3%	210	2.9%	37	1.0%	789	8.3%	
52.01	3,692	4,429	1,466	287	19.6%	2,582	69.9%	514	13.9%	269	6.1%	168	11.5%	1065	28.8%	
52.02	2,106	2,490	1,116	154	13.8%	894	42.5%	391	18.6%	101	4.1%	13	1.2%	388	18.4%	
53	3,909	4,274	1,373	126	9.2%	2,272	58.1%	611	15.6%	213	5.0%	95	6.9%	758	19.4%	
54	6,050	6,520	1,992	265	13.3%	4,265	70.5%	751	12.4%	267	4.1%	291	14.6%	1914	31.6%	
55.02	3,967	4,877	1,566	145	9.3%	1,093	27.6%	362	9.1%	148	3.0%	100	6.4%	372	9.4%	
57	5,948	6,766	2,389	72	3.0%	1,209	20.3%	1,121	18.8%	185	2.7%	0	0.0%	615	10.3%	
59	7,010	7,202	2,711	91	3.4%	2,072	29.6%	1,360	19.4%	180	2.5%	109	4.0%	582	8.3%	
60	5,774	7,120	2,393	355	14.8%	2,261	39.2%	1,165	20.2%	135	1.9%	86	3.6%	1646	28.5%	
61	3,978	5,254	1,382	253	18.3%	2,349	59.0%	102	2.6%	229	4.4%	190	13.7%	1685	42.4%	
62	4,135	4,887	1,633	142	8.7%	1,876	45.4%	676	16.3%	227	4.6%	192	11.8%	957	23.1%	
63	8,921	9,815	3,371	154	4.6%	5,269	59.1%	511	5.7%	162	1.6%	418	12.4%	1768	19.8%	
64	7,130	7,757	2,523	173	6.9%	4,688	65.8%	624	8.8%	338	4.4%	86	3.4%	1097	15.4%	
65.01	3,282	3,908	1,092	51	4.7%	1,409	42.9%	274	8.3%	98	2.5%	92	8.4%	839	25.6%	
65.02	6,145	5,045	2,010	83	4.1%	3,690	60.0%	420	6.8%	170	3.4%	164	8.2%	1313	21.4%	
66	2,543	2,800	1,124	13	1.2%	75	2.9%	568	22.3%	65	2.3%	0	0.0%	130	5.1%	
67	6,025	6,395	2,924	398	13.6%	403	6.7%	1,230	20.4%	147	2.3%	16	0.5%	781	13.0%	
70	4,777	4,521	1,536	0	0.0%	951	19.9%	530	11.1%	11	0.2%	0	0.0%	73	1.5%	
77	5,202	5,648	2,471	96	3.9%	824	15.8%	1,109	21.3%	192	3.4%	37	1.5%	560	10.8%	
78	3,636	3,349	1,419	55	3.9%	608	16.7%	561	15.4%	84	2.5%	0	0.0%	314	8.6%	
79	2,230	2,235	1,112	21	1.9%	472	21.2%	915	41.0%	33	1.5%	9	0.8%	107	4.8%	
80	3,813	4,881	1,841	116	6.3%	557	14.6%	552	14.5%	139	2.9%	72	3.9%	325	8.5%	
Study Area TOTAL:	387,512	426,894	151,976	10,186	6.7%	118,251	30.5%	58,648	15.1%	11,172	2.6%	4,423	2.9%	62,829	16.2%	

Note: * Mobility-Limited Population is not currently available in the 5-year ACS data, hence the 2000 U.S. Census data was used and projected to 2011.

Source: 2005-2009 American Community Survey 5-Year Estimates, 2035 Public Transportation Plan Update- Mountain Metropolitan Transit, 2000 US Census Bureau, LSC 2011.

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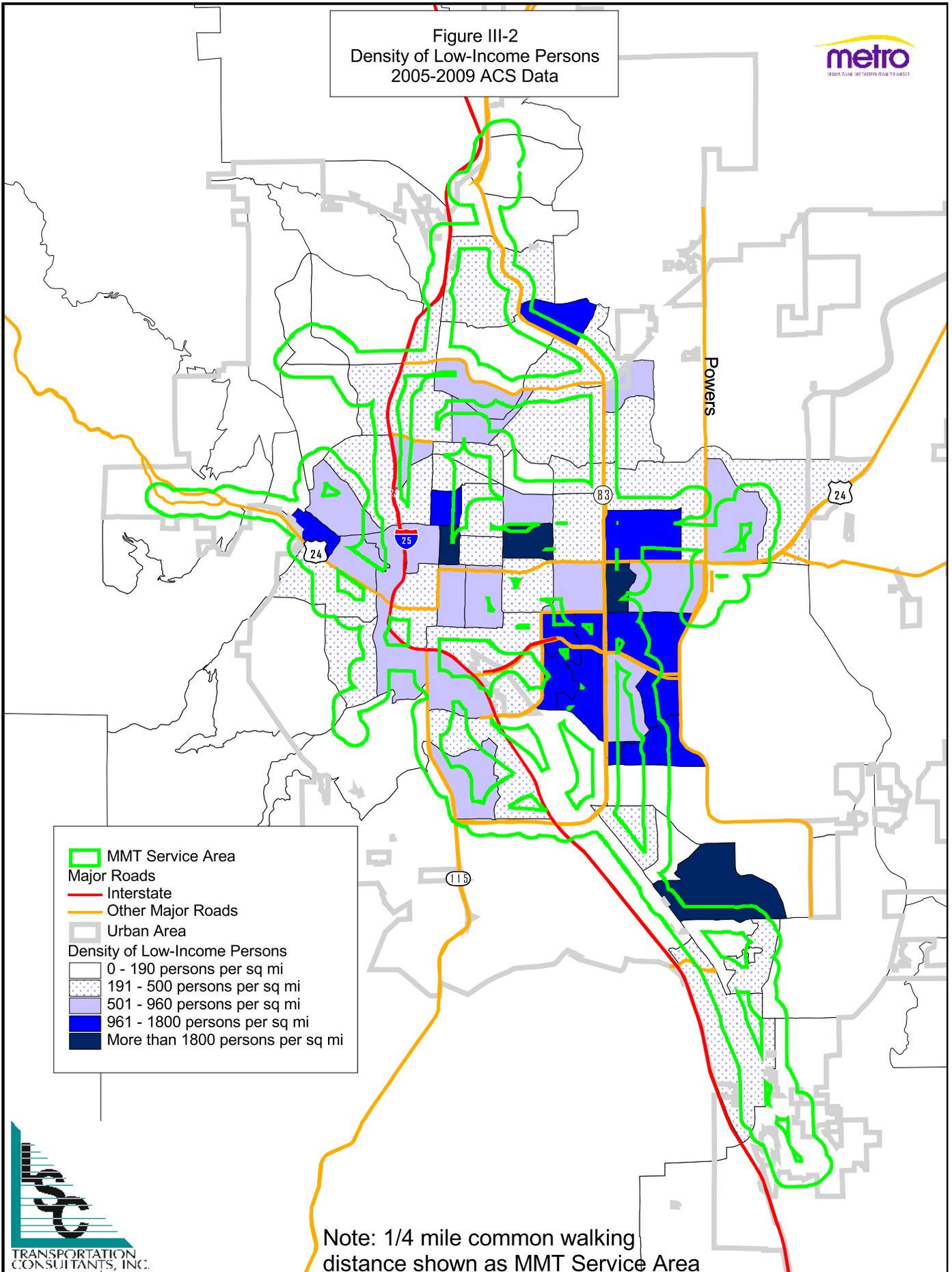
Low-Income Population

Figure III-2 reflects the estimated density for the low-income population in the Mountain Metro service area using 2005-2009 ACS five-year data based on census tract boundaries. Low-income population as defined by the FTA includes persons whose household income is at or below the Department of Health and Human Services' poverty guidelines. The low-income population used in the tables and GIS maps includes those individuals who are living below the poverty line using the Census Bureau's poverty threshold. The low-income population is most heavily concentrated in the neighborhoods that are located in downtown Colorado Springs, areas to the east of downtown scattered along East Platte Avenue, and the southeast portion of the city (in the Security-Widefield area) at the intersection of US Highway 85/87 and Fontaine Boulevard.

Figure III-3 present the region's low-income population as a percentage of the total population by US Census tracts with the existing Mountain Metro routes overlaid for the estimated population using 2005-2009 ACS five-year data. Mountain Metro's service area threshold calculated for low-income population was **16.2 percent** of the total population. These figures show that the areas with the greatest percentage of low-income population are in downtown Colorado Springs extending east to Powers Boulevard, which is served by various Mountain Metro routes, and south to Fort Carson. While the Fort Carson area has a high percentage of low-income population, the density of this area is not high enough to sustain a transit service. Mountain Metro was forced to eliminate the Fort Carson route along with other routes, including evening and weekend service, on January 1, 2010 due to budget cuts (failure of Ballot Measure 2C) and low productivity on those routes.

As illustrated in Figures III-2 and III-3, areas of the city that have a high concentration and percentage of population that are deemed to be low income are served by multiple Mountain Metro routes and stops.

Figure III-2
Density of Low-Income Persons
2005-2009 ACS Data

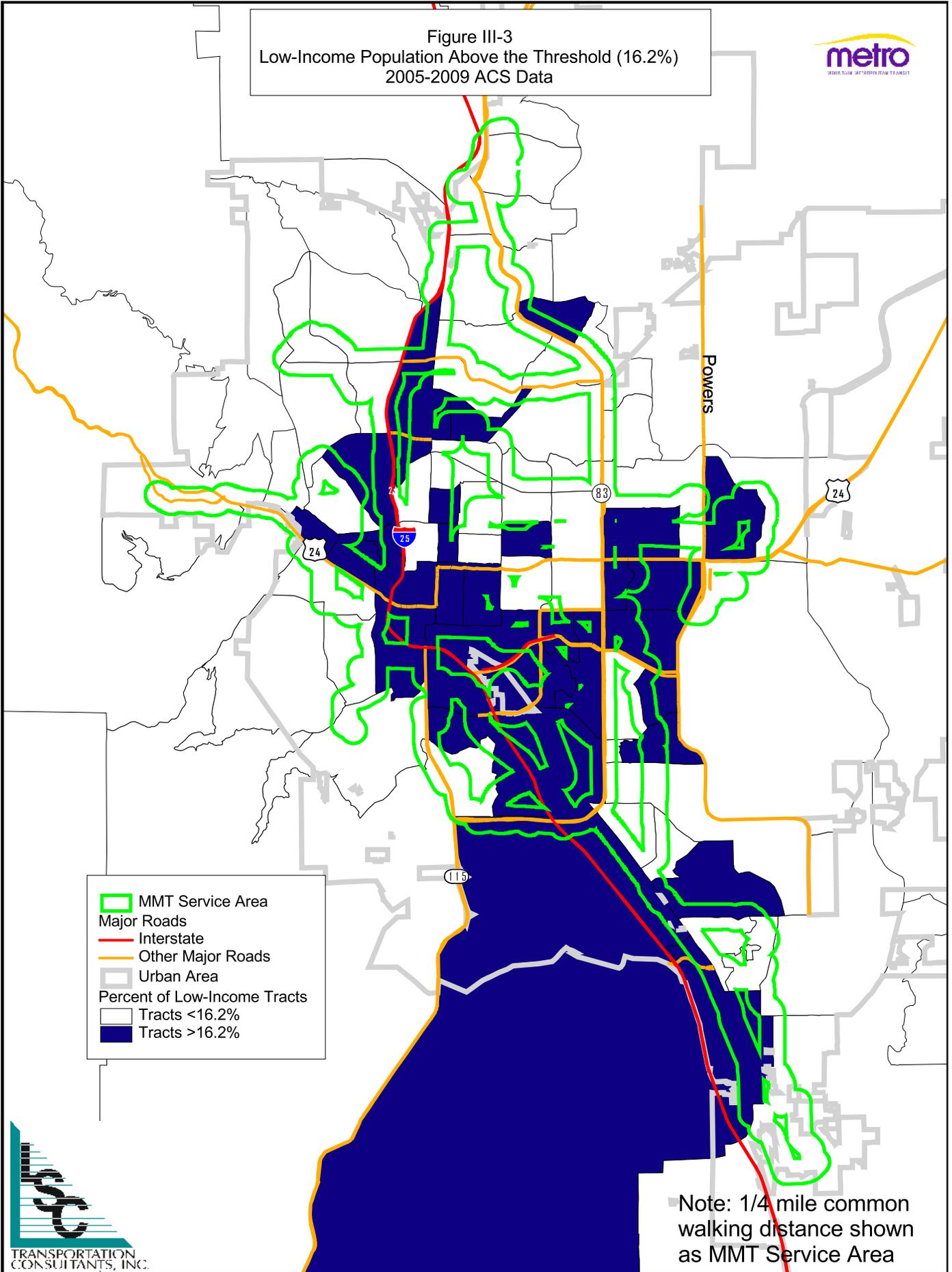


MMT Service Area
 Major Roads
 Interstate
 Other Major Roads
 Urban Area
 Density of Low-Income Persons
 0 - 190 persons per sq mi
 191 - 500 persons per sq mi
 501 - 960 persons per sq mi
 961 - 1800 persons per sq mi
 More than 1800 persons per sq mi

Note: 1/4 mile common walking distance shown as MMT Service Area



Figure III-3
 Low-Income Population Above the Threshold (16.2%)
 2005-2009 ACS Data



MMT Service Area
 Major Roads
 Interstate
 Other Major Roads
 Urban Area
 Percent of Low-Income Tracts
 Tracts <16.2%
 Tracts >16.2%

Note: 1/4 mile common walking distance shown as MMT Service Area

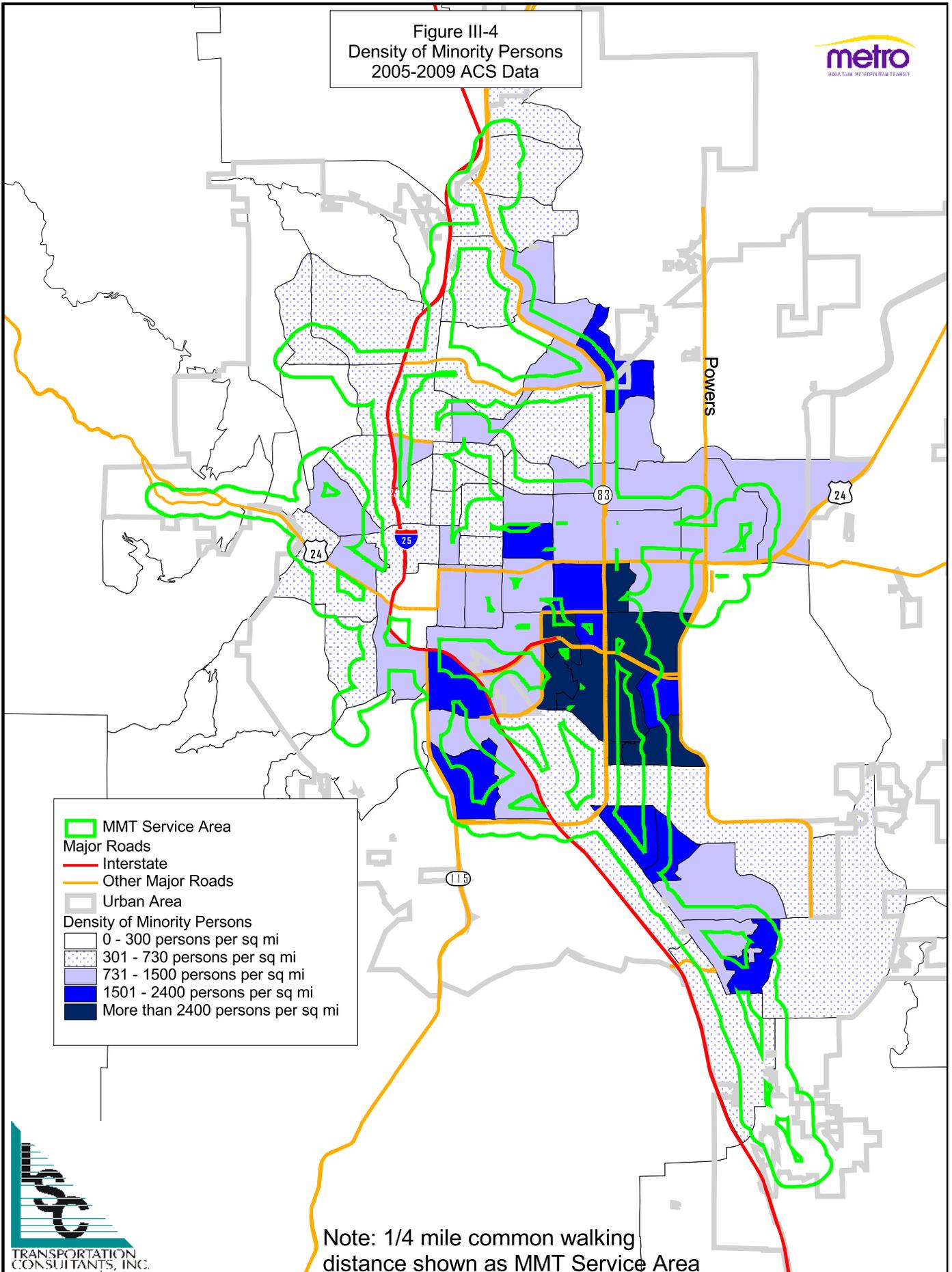


Minority Population

Figure III-4 presents the estimated density of the region's minority population using 2005-2009 ACS five-year estimates in terms of people per square mile, with the current Mountain Metro routes overlaid. The minority population includes minority race population such as American Indian and Alaska Native, Asian, Black or African American populations, Hispanic/Latino, Native Hawaiian and other Pacific Islander, and also includes white persons of Hispanic/Latino origin. The minority population is primarily clustered in the east sections of the city, as shown in Figure III-4. This area is roughly bordered by Airport Road on the north, Drennan Road on the south, South Circle Drive on the west, and Powers Boulevard on the east.

Figure III-5 presents the region's minority population as a percentage of the total population by US Census tracts using 2005-2009 ACS five-year data. Mountain Metro's service area threshold calculated for minority population was **30.5 percent** of the total population. These maps show that the areas with the highest percentage of minority population are predominantly the east, southeast, and south portions of the city, as well as areas surrounding military bases. The areas with the highest percentages of minority population are served by Mountain Metro. The Fort Carson area again shows up as an area with an above average percentage of minority population. As discussed above, this is a low-density area, which makes it ineffective to serve with transit. Hence, this route was eliminated because of budget cuts and low productivity.

Figure III-4
Density of Minority Persons
2005-2009 ACS Data

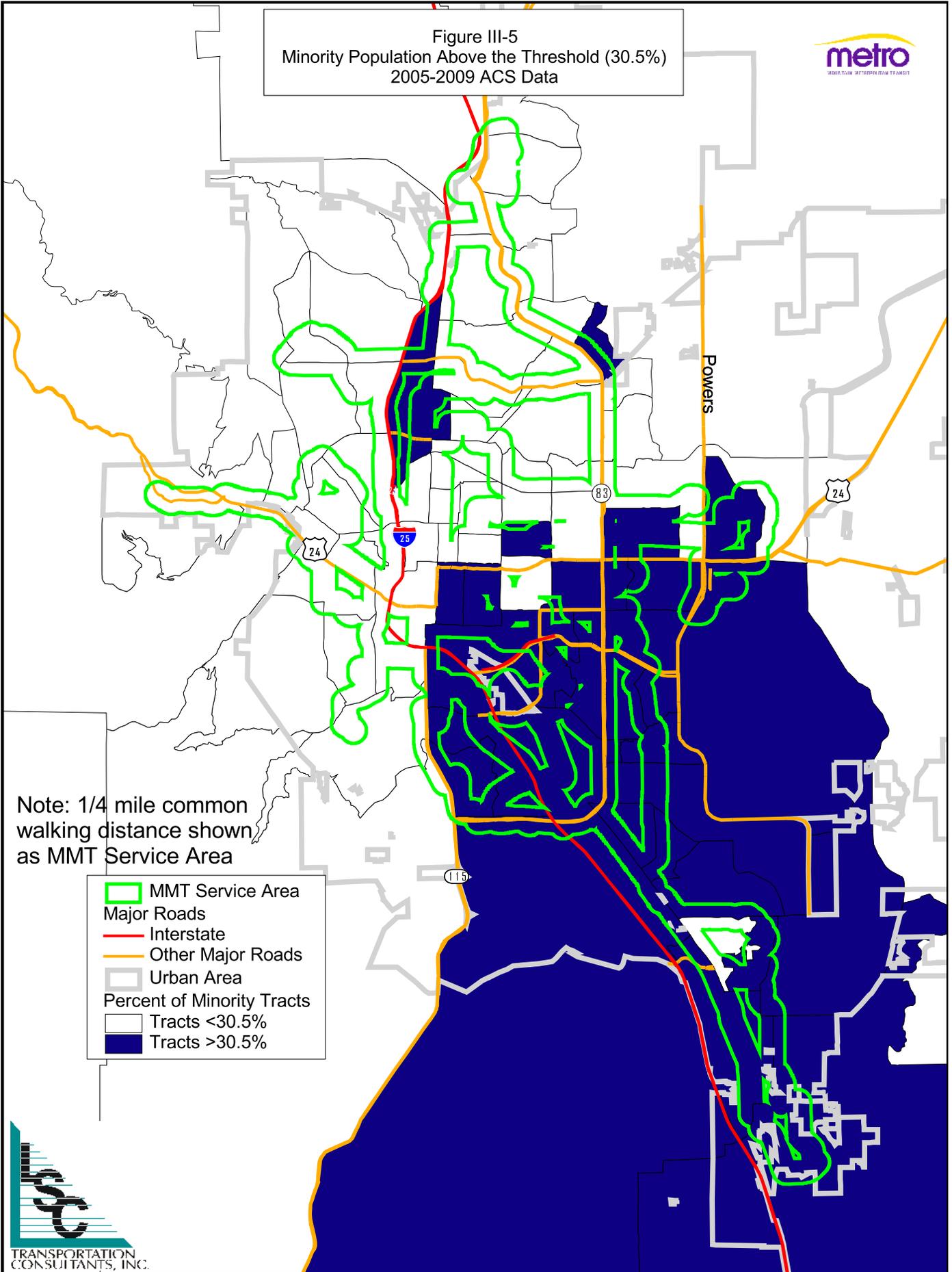


	MMT Service Area
	Major Roads
	Interstate
	Other Major Roads
	Urban Area
Density of Minority Persons	
	0 - 300 persons per sq mi
	301 - 730 persons per sq mi
	731 - 1500 persons per sq mi
	1501 - 2400 persons per sq mi
	More than 2400 persons per sq mi



Note: 1/4 mile common walking distance shown as MMT Service Area

Figure III-5
Minority Population Above the Threshold (30.5%)
2005-2009 ACS Data



Note: 1/4 mile common walking distance shown as MMT Service Area

- MMT Service Area
- Major Roads
- Interstate
- Other Major Roads
- Urban Area
- Percent of Minority Tracts
- Tracts <30.5%
- Tracts >30.5%



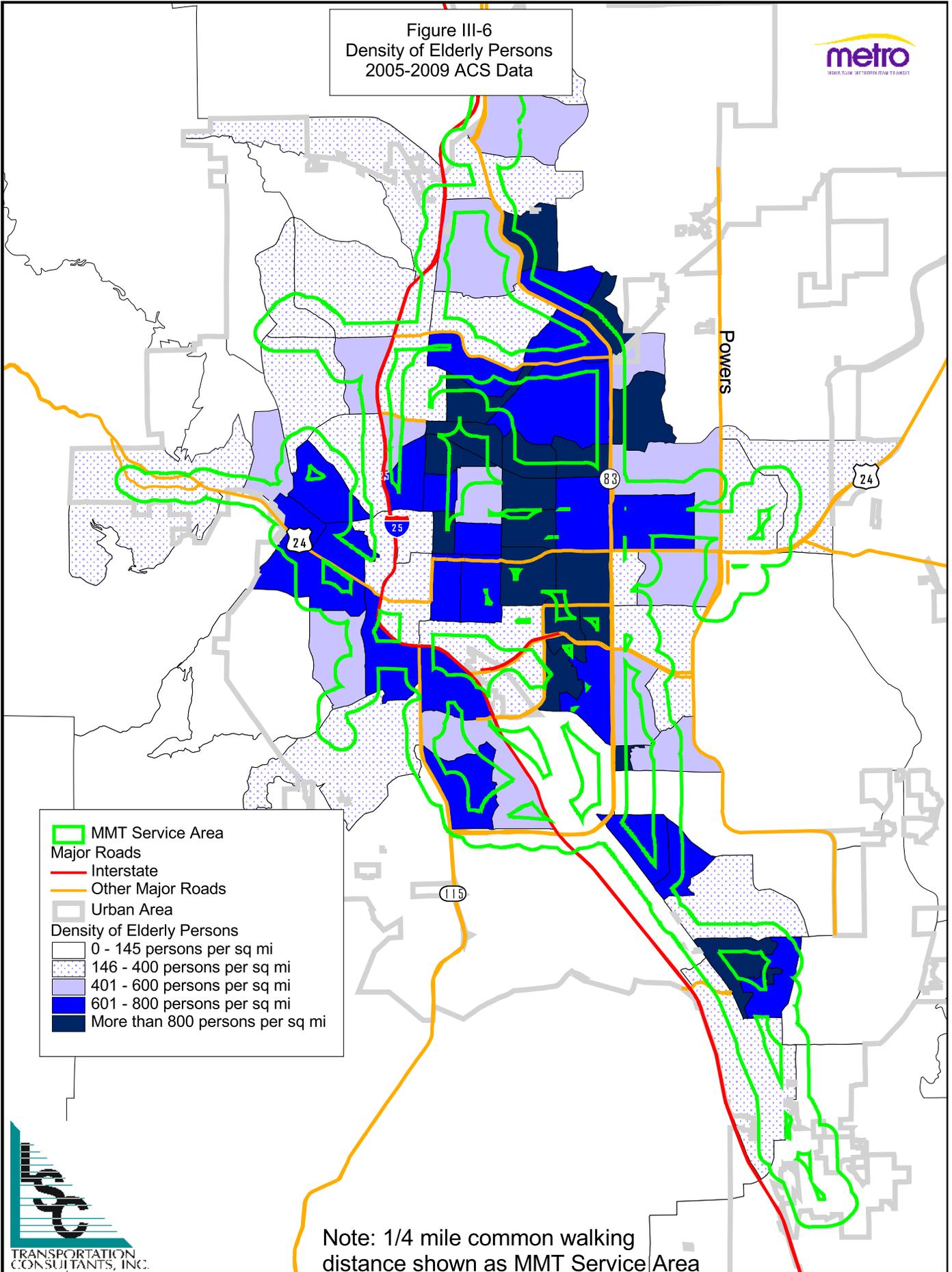
Elderly Population

Figure III-6 presents the estimated density of the region's elderly population using 2005-2009 ACS five-year data in terms of people per square mile, with the current Mountain Metro routes overlaid. The elderly population includes individuals over the age of 60 years. The highest concentration of the elderly is in the eastern portion of the city between North Academy Boulevard and North Union Boulevard, bordered on the north by Circle Drive and the south by Airport Road. There are also smaller pockets that represent a high concentration of the elderly population near the southwest intersection of Academy and Airport. Many of these areas represent older residential neighborhoods in the community. These high-density areas of elderly population are geographically well covered by transit service.

Figure III-7 displays the census tracts above the Mountain Metro Transit service area threshold for elderly residents using 2005-2009 ACS five-year data. Mountain Metro's service area threshold calculated for the elderly population was **15.1 percent** of the total population. The highest percentages of elderly population are primarily in the area from downtown Colorado Springs extending to the western portion of the city and extending east to Powers Boulevard. The areas with the highest percentages of elderly population are served by Mountain Metro. It should be noted that the western portion of the city is bordered by the Pike National Forest and does not have residential areas beyond the city boundary.

As illustrated in Figures III-6 and III-7, areas of the city that have a high concentration and percentage of elderly population are served by multiple Mountain Metro routes.

Figure III-6
Density of Elderly Persons
2005-2009 ACS Data

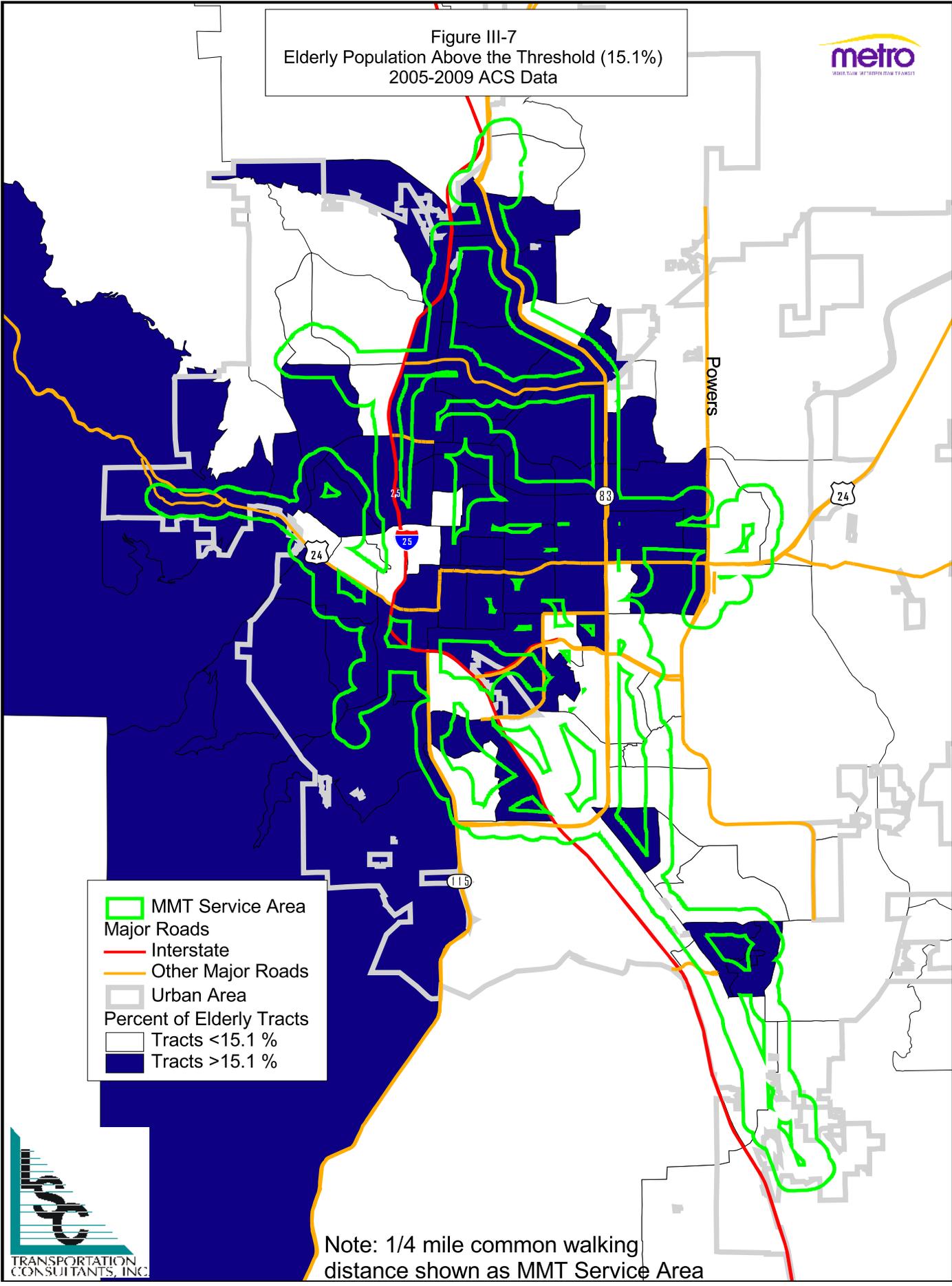


	MMT Service Area
Major Roads	
	Interstate
	Other Major Roads
	Urban Area
Density of Elderly Persons	
	0 - 145 persons per sq mi
	146 - 400 persons per sq mi
	401 - 600 persons per sq mi
	601 - 800 persons per sq mi
	More than 800 persons per sq mi

Note: 1/4 mile common walking distance shown as MMT Service Area



Figure III-7
 Elderly Population Above the Threshold (15.1%)
 2005-2009 ACS Data

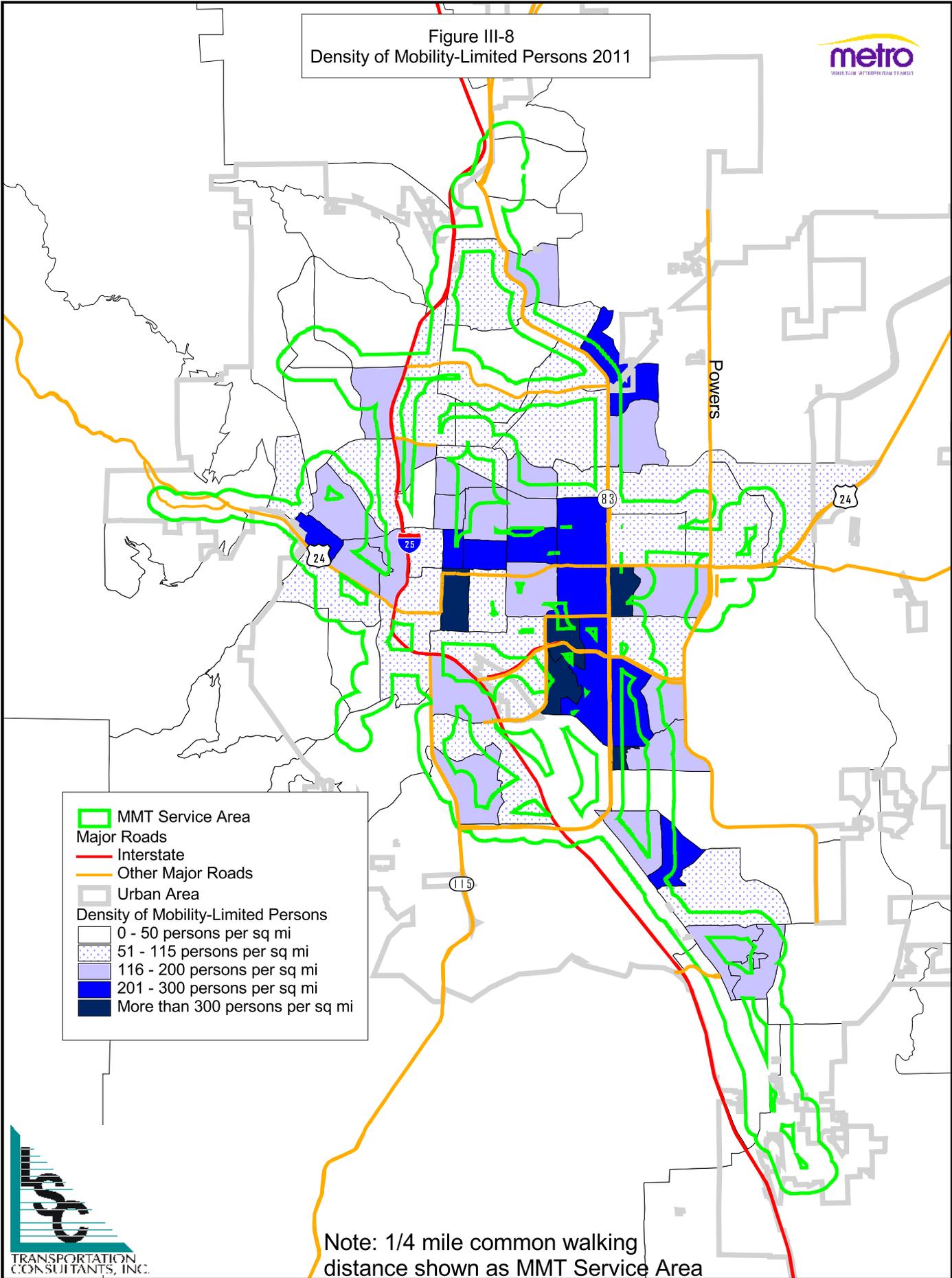


Mobility-Limited Population

As discussed above, since mobility-limited information at the census tract level was not available through the ACS data, the 2000 US Census was used and information was projected to the year 2011. Figure III-8 presents the 2011 estimated regional mobility-limited population in terms of people per square mile density, with the current Mountain Metro routes overlaid. An individual is classified as “mobility-limited” if they are between the ages of 16-64 years and identify themselves as having some form of mobility impairment that restricts their travel outside the home. Persons age 16-64 years are considered because that age group is more inclined to use transit. Persons over 65 years are considered in the “elderly population” category which is also categorized as a Title VI population group. The greatest concentration of individuals with mobility limitation are in the downtown area, the eastern portion of the city along Academy Boulevard and East Platte Avenue, and the northeast portion of the city near the intersection of Academy/ North Carefree Circle.

Figure III-9 displays the census tracts above the Mountain Metro Transit service area threshold for mobility-limited population for 2011. The Mountain Metro’s service area threshold calculated for mobility-limited population was **2.6 percent** of the total population. The region’s mobility-limited population is generally in the downtown area, extending to the eastern portion of the city. The areas with a high percentage of minority population are served by Mountain Metro routes and stops.

Figure III-8
Density of Mobility-Limited Persons 2011

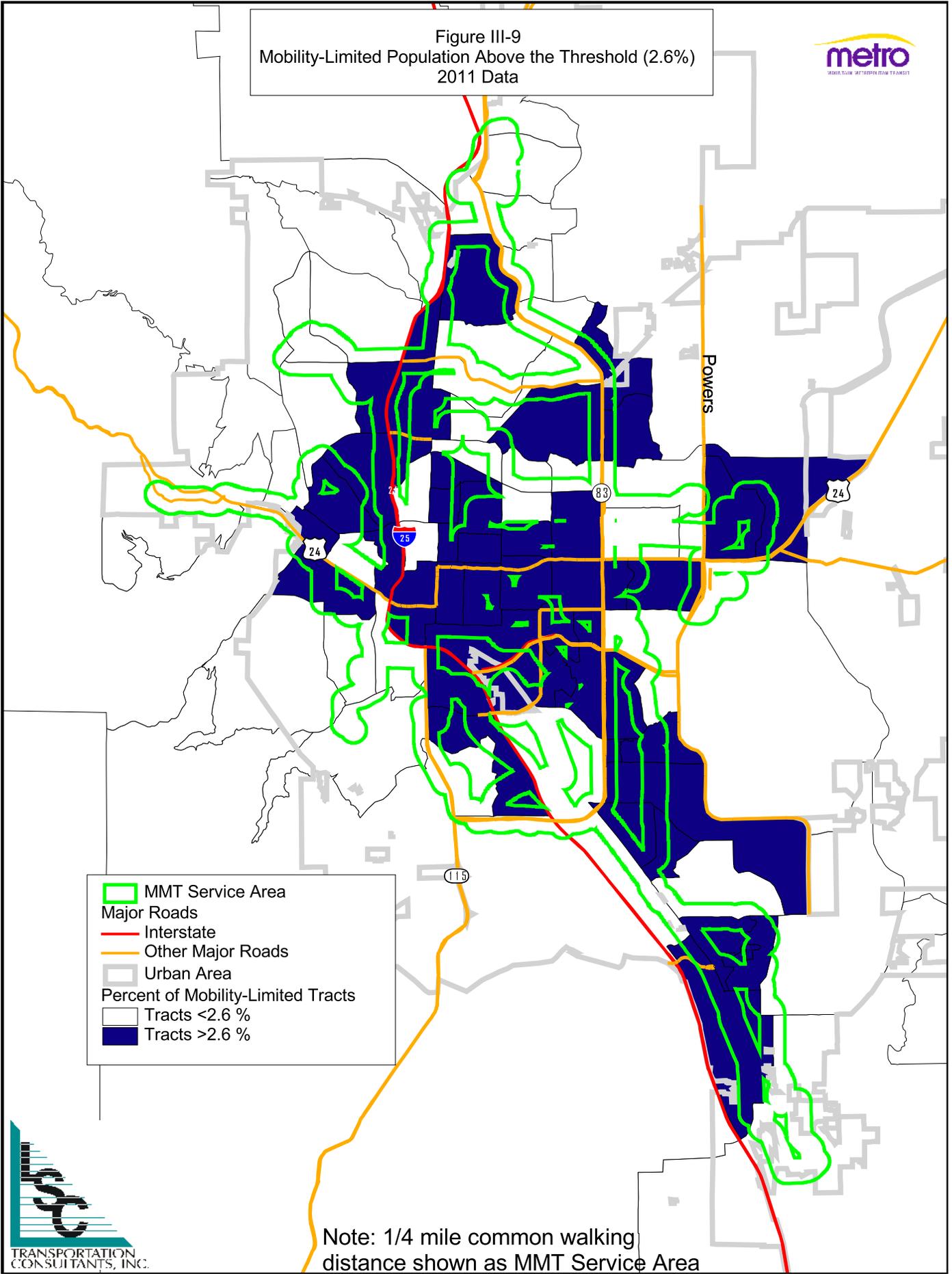


	MMT Service Area
Major Roads	
	Interstate
	Other Major Roads
	Urban Area
Density of Mobility-Limited Persons	
	0 - 50 persons per sq mi
	51 - 115 persons per sq mi
	116 - 200 persons per sq mi
	201 - 300 persons per sq mi
	More than 300 persons per sq mi



Note: 1/4 mile common walking distance shown as MMT Service Area

Figure III-9
Mobility-Limited Population Above the Threshold (2.6%)
2011 Data



Note: 1/4 mile common walking distance shown as MMT Service Area

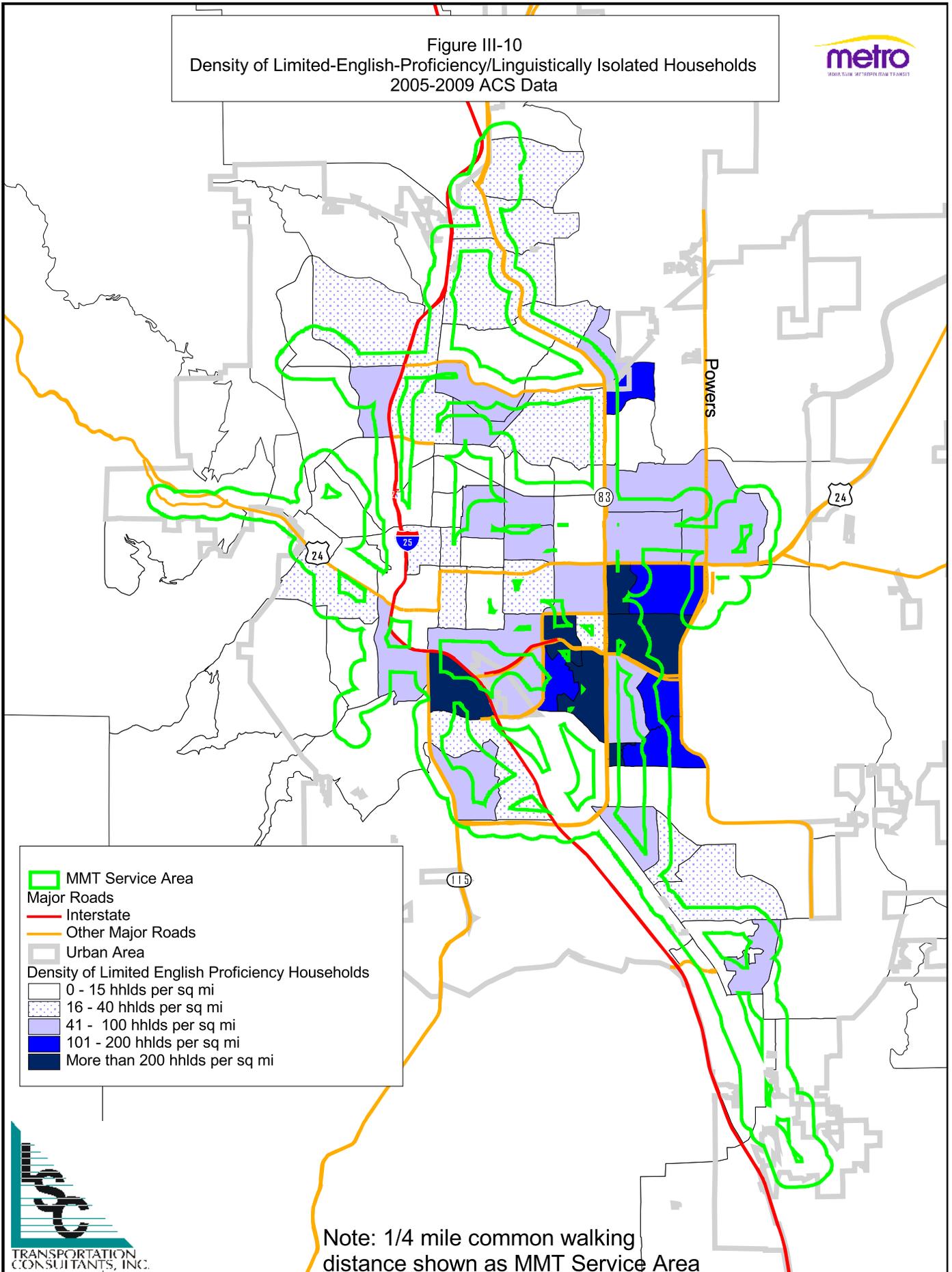


Limited-English-Proficient Household/Linguistically Isolated Household

Figure III-10 presents the density of the region's limited-English-proficient households using 2005-2009 ACS five-year data in terms of households per square mile, with the current Mountain Metro routes overlaid. The limited-English-proficient household can be obtained from the American Community Survey and are identified as 'linguistic isolated' households. A linguistically isolated household is one in which no member of the household 14 years old and over speaks only English or speaks a non-English language and speaks English "very well." In other words, all members of the household 14 years old and over have at least some difficulty with English. The highest concentration of linguistically isolated households is generally the same area—east and southeast portions of the city's boundaries.

Figure III-11 depicts census tracts that have above average linguistically isolated households compared to the overall Mountain Metro service area using 2005-2009 ACS five-year data. Mountain Metro's service area threshold calculated for the linguistically isolated household was **2.9 percent** of the total population. The proportion of linguistically isolated households is scattered throughout the east and southern portions of the city where the proportion of minority households is high. As illustrated in Figure III-11, linguistically isolated households have adequate geographic access to the Mountain Metro transit system. Because of their inability to communicate in English, members of 'linguistically isolated households' may be uninformed of transit in the area. As seen, the Mountain Metropolitan Transit service area has a small percentage (2.9 percent) of this group. In an effort to reduce that gap, the transit agency has a staff member that is bilingual and provides information to Spanish-speaking members of the community.

Figure III-10
 Density of Limited-English-Proficiency/Linguistically Isolated Households
 2005-2009 ACS Data

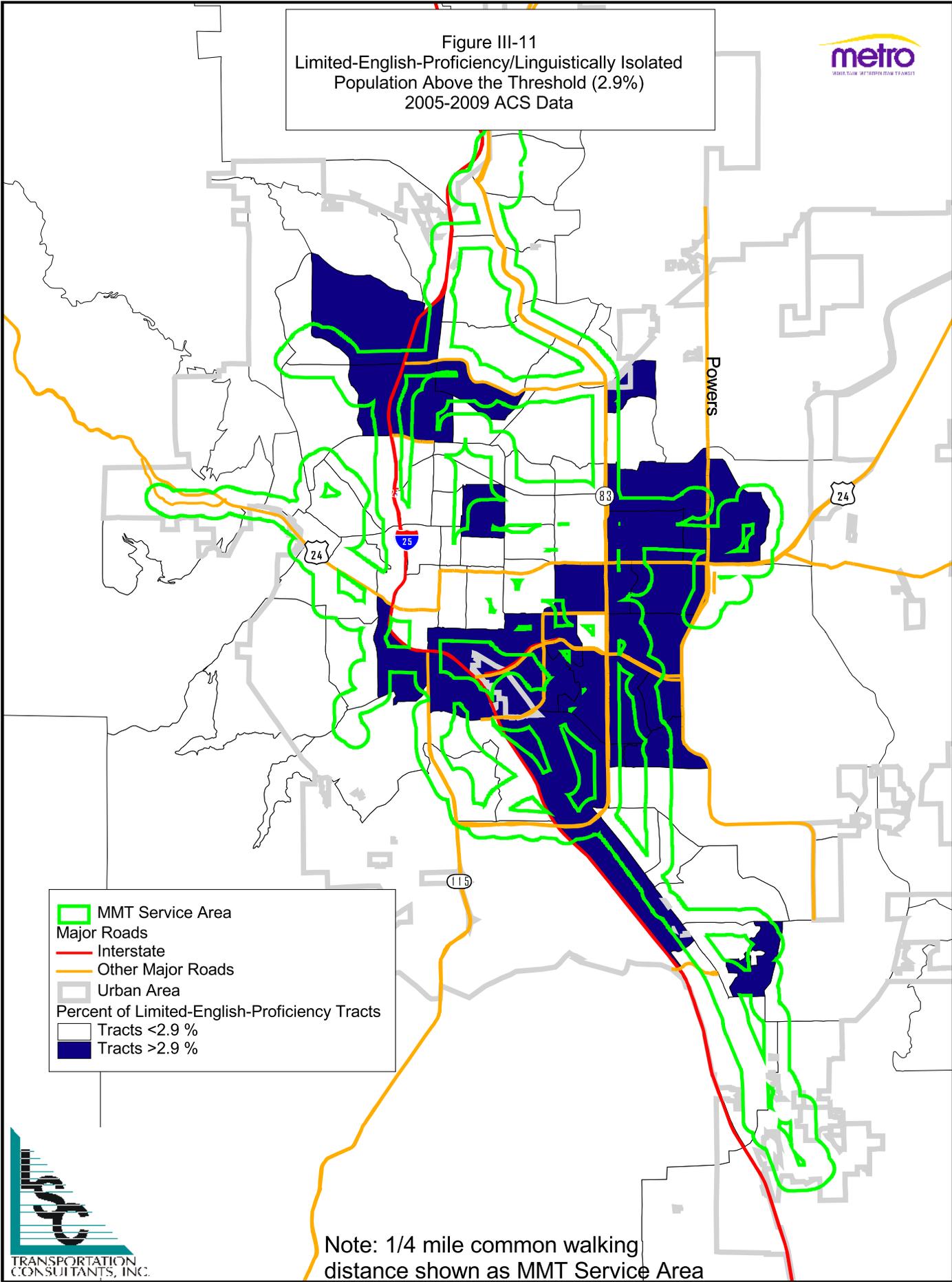


MMT Service Area
Major Roads
 Interstate
 Other Major Roads
 Urban Area
Density of Limited English Proficiency Households
 0 - 15 hhlds per sq mi
 16 - 40 hhlds per sq mi
 41 - 100 hhlds per sq mi
 101 - 200 hhlds per sq mi
 More than 200 hhlds per sq mi



Note: 1/4 mile common walking distance shown as MMT Service Area

Figure III-11
 Limited-English-Proficiency/Linguistically Isolated
 Population Above the Threshold (2.9%)
 2005-2009 ACS Data



- MMT Service Area
- Major Roads
- Interstate
- Other Major Roads
- Urban Area
- Percent of Limited-English-Proficiency Tracts
- Tracts <2.9 %
- Tracts >2.9 %

Note: 1/4 mile common walking distance shown as MMT Service Area



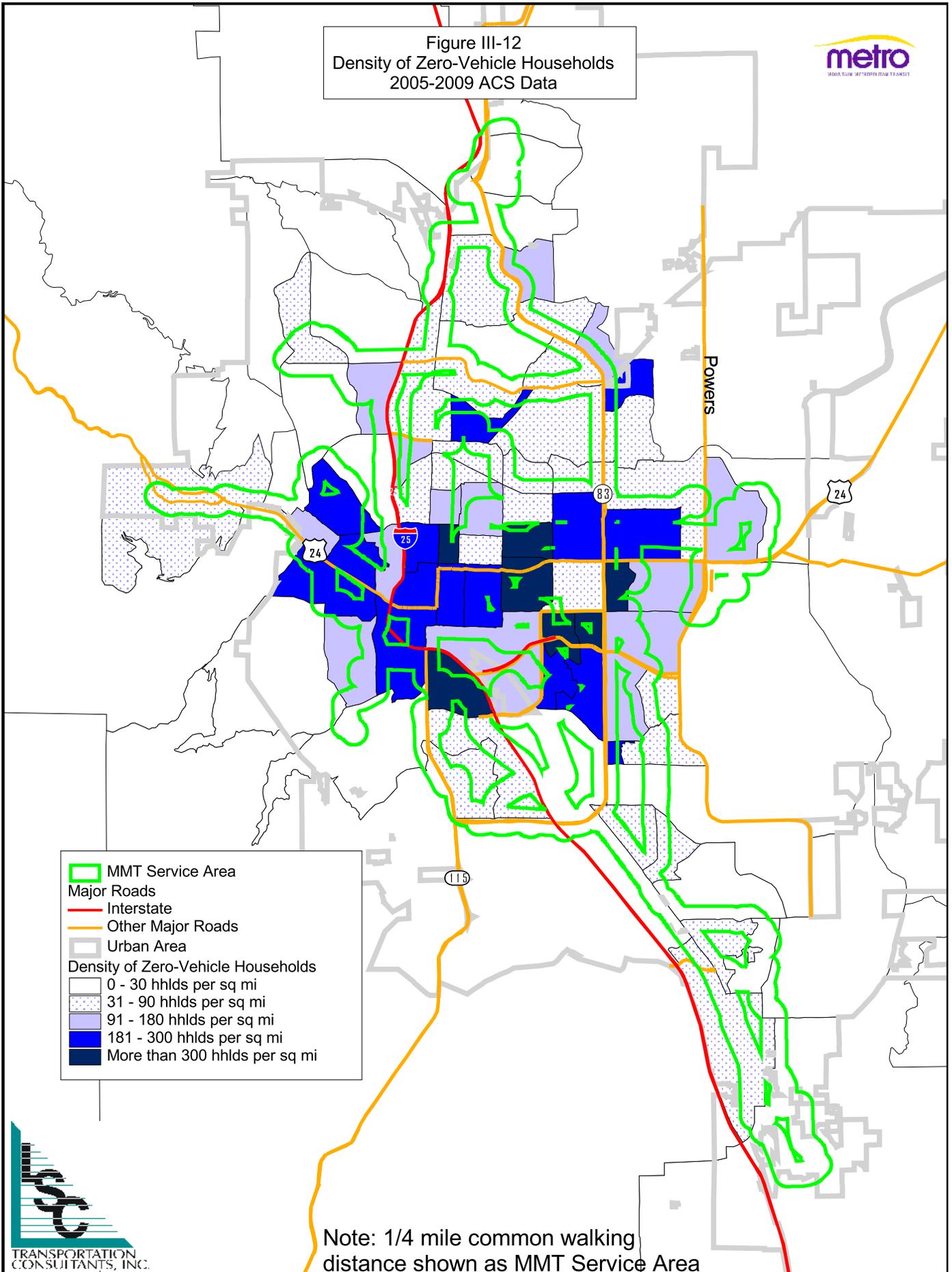
Zero-Vehicle Households

Figure III-12 presents the density of the region's zero-vehicle households using 2005-2009 ACS five-year data in terms of people per square mile with the current Mountain Metro routes overlaid. A zero-vehicle household is defined as a household in which an individual does not have access to a vehicle. These individuals are generally transit-dependent as their access to private automobiles is limited. Zero-vehicle households are primarily concentrated in downtown Colorado Springs and scattered in the southern portions of the region between Palmer Park Boulevard and Hancock Expressway.

Figure III-13 presents census tracts that have above average percentages of zero-vehicle households compared to the overall Mountain Metro service area using 2005-2009 ACS five-year data. Mountain Metro's service area threshold calculated for zero-vehicle households was **6.7 percent** of the total population. The map shows that households living in the central part of the city extending east to Powers Boulevard and south to Academy Boulevard have a greater percentage of zero-vehicle households than other areas of the community. The areas with the highest percentages of zero-vehicle households are served by Mountain Metro.

As illustrated in Figures III-12 and III-13, the areas with high densities and above average percentages of zero-vehicle households are adequately served by Mountain Metro routes.

Figure III-12
Density of Zero-Vehicle Households
2005-2009 ACS Data

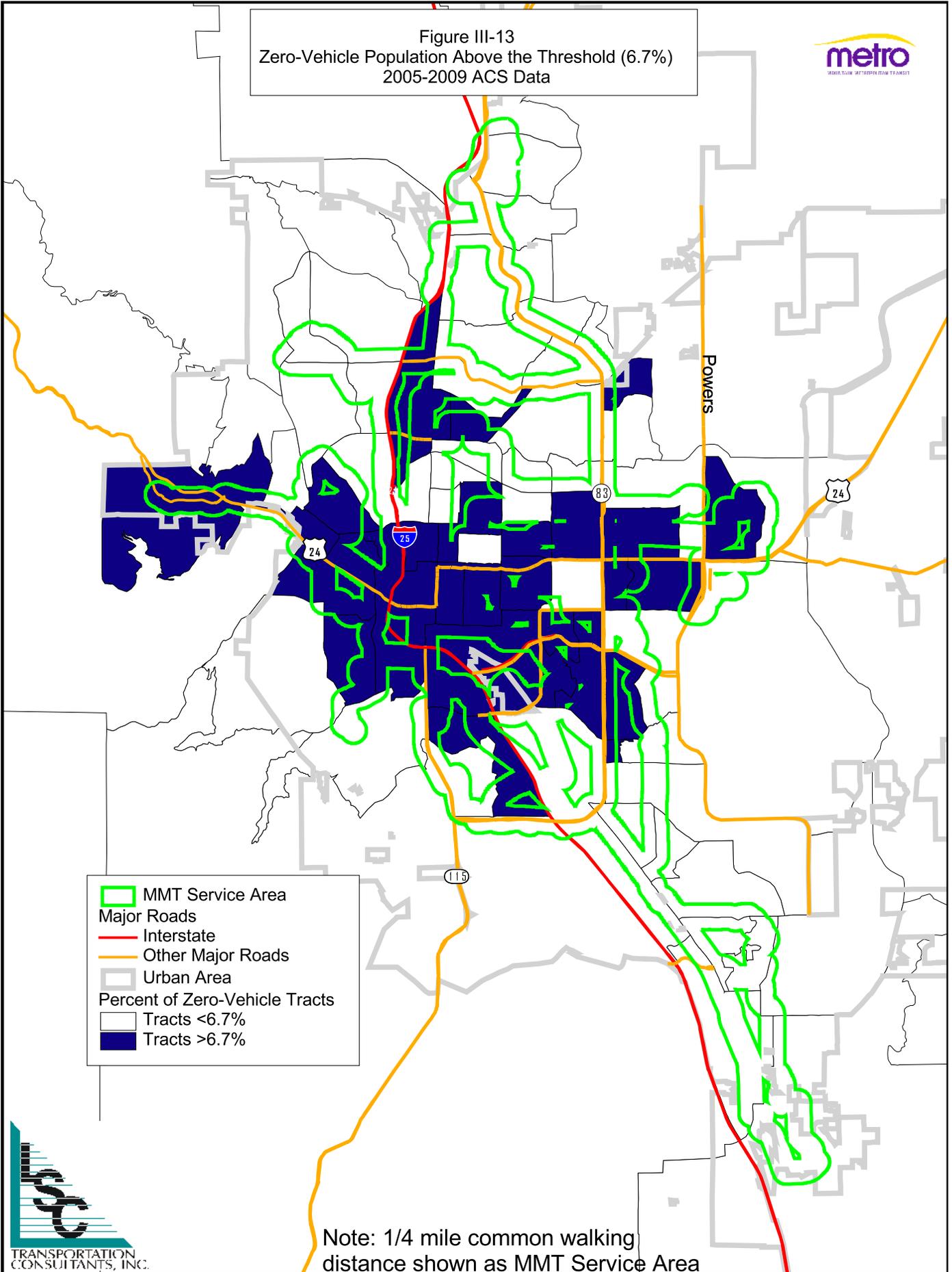


	MMT Service Area
Major Roads	
	Interstate
	Other Major Roads
	Urban Area
Density of Zero-Vehicle Households	
	0 - 30 hhlds per sq mi
	31 - 90 hhlds per sq mi
	91 - 180 hhlds per sq mi
	181 - 300 hhlds per sq mi
	More than 300 hhlds per sq mi

Note: 1/4 mile common walking distance shown as MMT Service Area



Figure III-13
 Zero-Vehicle Population Above the Threshold (6.7%)
 2005-2009 ACS Data



	MMT Service Area
Major Roads	
	Interstate
	Other Major Roads
	Urban Area
Percent of Zero-Vehicle Tracts	
	Tracts <6.7%
	Tracts >6.7%

Note: 1/4 mile common walking distance shown as MMT Service Area



EMPLOYMENT DENSITY

Figure III-14 shows the density of employment in Colorado Springs by census tract. This information was gathered from US Census longitudinal employment household dynamics data. In total, there were approximately 182,000 jobs within the city boundaries in 2009. As shown on the map, the greatest concentration of jobs is in the downtown core. Other major employment centers exist along Nevada Avenue north of Fillmore Avenue, around Chapel Hills Mall, along Platte Avenue in the downtown area, and east of Academy Boulevard up to Powers Avenue. The map also shows that outside of downtown, there are many areas of high employment spread throughout the city. Many of these areas have major shopping centers, office parks, and warehouse space. As shown in the figure, Mountain Metro Transit covers most of the areas with the highest employment density.

MINORITY AND NON-MINORITY TRANSIT SERVICE COMPARISON

To get a better sense of Mountain Metro’s proportional level of service— comparing the minority population to the non-minority population—LSC analyzed the US Census tracts with the highest percentage of minority and non-minority population. Table III-3 presents the seven census tracts with the highest percentage of minority population and whether there is Mountain Metro service for each tract (labeled either “Yes” or “No”). It also indicates the percentage of that tract served by transit. The second section of Table III-3 presents the seven tracts with the highest non-minority populations and whether there is Mountain Metro service for each tract and what percentage of that tract is served by transit. The results of this analysis show that a higher percentage of transit service is provided in the census tracts with a large minority population compared to the census tracts with a largely non-minority population.

Table III-3 Census Tract Title VI Comparison				
Tracts	Minority Population	Total Population	Percent Minority	Service?/ Percent of area served by transit
Large Minority Census Tracts				
61	2,349	3,978	59.0%	Yes, 100%
63	5,269	8,921	59.1%	Yes, 50%
40.09	805	1,361	59.1%	Yes, 95%
65.02	3,690	6,145	60.0%	Yes, 50%
64	4,688	7,130	65.8%	Yes, 75%
52.01	2,582	3,692	69.9%	Yes, 95%
54	4,265	6,050	70.5%	Yes, 100%
Small Minority Census Tracts				
66	75	2,543	2.9%	Yes, 25%
67	403	6,025	6.7%	Yes, 25%
25.01	241	3,308	7.3%	Yes, 10%
31	357	4,858	7.3%	Yes, 25%
9	178	2,191	8.1%	Yes, 75%
18	164	1,939	8.5%	Yes, 100%
34	360	3,569	10.1%	Yes, 5%
<i>Source: 2005-2009 ACS five-year estimates, LSC 2011.</i>				



CHAPTER IV

System Review

INTRODUCTION

This chapter provides an overview of Mountain Metropolitan Transit (MMT). This chapter also reviews the data gathered from the boarding and alighting count conducted in June 2010. Mountain Metropolitan Transit is a division within the Public Works Department of the City of Colorado Springs. The office for Mountain Metropolitan Transit is located at 1015 Transit Drive in Colorado Springs. Mountain Metropolitan Transit operates a fixed-route public transit system which provides transportation services within the community.

DESCRIPTION OF TRANSPORTATION SERVICES

Mountain Metropolitan Transit is open to the general public and also provides a complementary paratransit service within the city limits through Metro Mobility. Metro Mobility is a paratransit program that provides transportation to individuals who are unable to access the fixed-route service because of a disability or a health condition and are certified as eligible for the paratransit service. Metro Mobility provides service within the three-quarter-mile radius of the fixed route. Metro Mobility operates the same days and hours as the Mountain Metropolitan fixed-route bus service. Mountain Metropolitan Transit also has the Metro Rides program. This program offers programs, resources, and incentives to encourage the general public about using alternative modes of transportation such as carpool, vanpool, schoolpool, and bicycling. Mountain Metropolitan Transit service is provided Monday through Friday from 5:30 a.m. to 7:00 p.m. and Saturdays from 6:30 a.m. to 7:00 p.m. Customer service is available Monday through Friday from 8:00 a.m. to 5:00 p.m. (excluding City holidays) by calling 719-385-RIDE (7433).

The routes run on fixed schedules throughout the City of Colorado Springs. The three main transfer stations—Downtown Terminal, Citadel Mall, and Pikes Peak Community College (PPCC)—are available where bus routes meet and passengers

System Review

are able to switch between buses. Figures IV-1 and IV-2 illustrate Mountain Metropolitan Transit weekday routes and Saturday routes, respectively. For this study, we have not included information on the Route #60 FREX or Route #65 Ute Pass Express. A separate document was sent by Mountain Metropolitan Transit to the Federal Transit Administration (FTA) Region VIII (dated June 27, 2011) on the data analysis of neighborhood income and minority status and 2010 onboard survey data related to the proposed elimination of the commuter or express route “Ute Pass Express.” The area served by the Mountain Metropolitan Transit system is defined as the area within one-quarter mile of the local bus routes. Bus passengers will typically walk no more than this distance to or from the bus stop.

**Figure IV-1
Mountain Metropolitan Transit Weekday Routes**

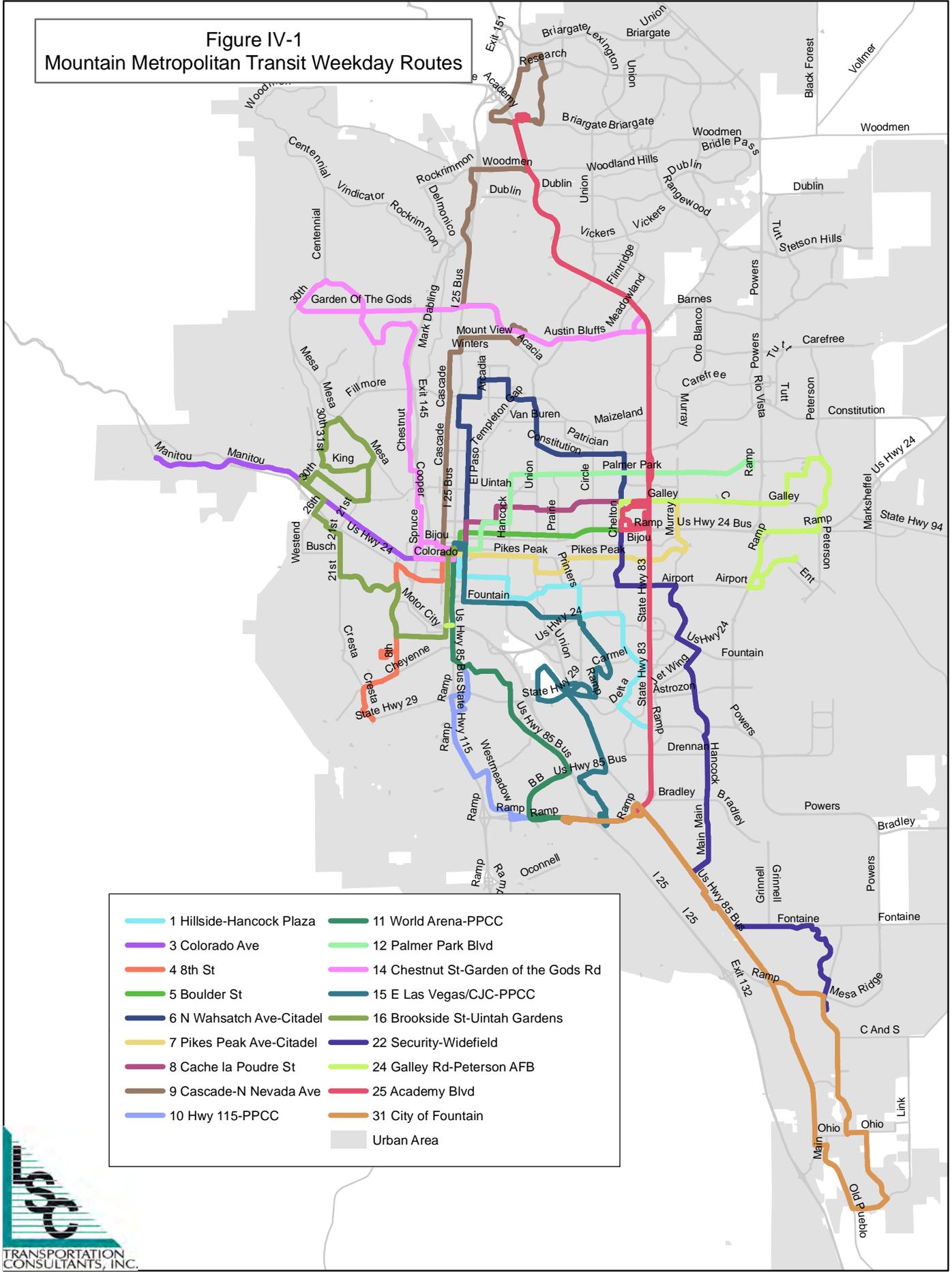
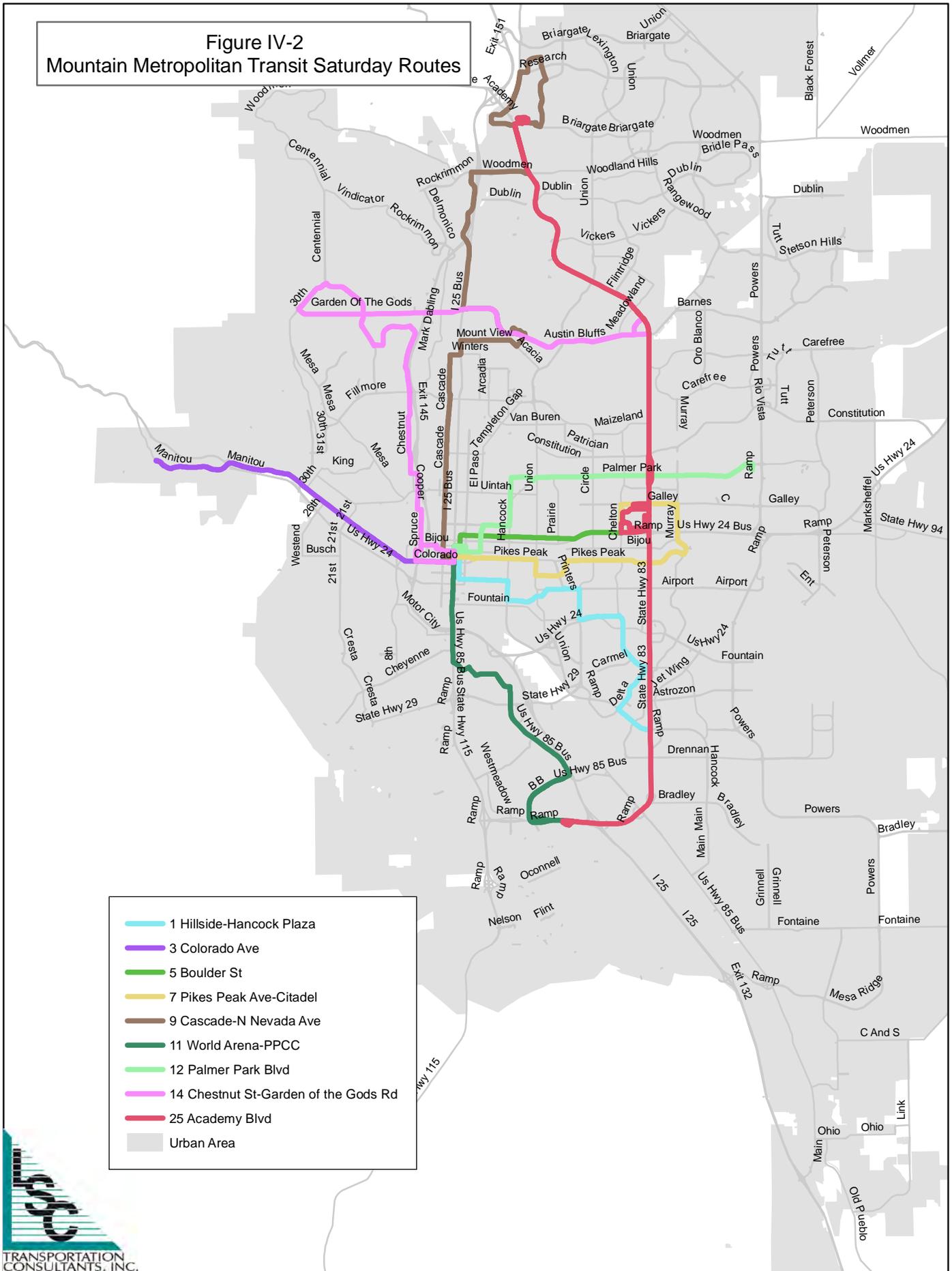


Figure IV-2
Mountain Metropolitan Transit Saturday Routes



Fares

Fares for the local fixed-route service are \$1.75 per trip for adults (12-59 years) and \$0.85 for senior citizens (60 years and older), Medicare/disabled passengers, students (aged 12 to high school), and children between the ages of 6 and 11 years. Children under six ride free if accompanied by a paid-fare passenger. There is a zone fare that is added to all trips that begin or end in the Fountain city limits. Various types of discount fare passes are available. A 31-day ticket is available for \$63.00 and is good for an unlimited number of rides in a 31-day period. A 31-day ticket with zone fare is available for \$68.50 and is good for an unlimited number of rides in a 31-day period which includes the zone fare to/from Fountain. An adult 22-ride ticket is available for \$35.00, an economy 22-ride ticket is available for \$17.50 for a child, senior citizen, Medicare, disabled passenger, or a student. All transfers on the system within the local routes are free. Transfers are issued upon request with a paid fare, and are valid for up to two hours and on one-way trips only. Tickets or transit passes can be purchased online at <https://secure.springsgov.com/transitpass/default.aspx>, certain tickets such as the Mountain Metro adult 22-ride, economy 22-ride, 31-day ticket (with and without zone fare), and Ute Pass Express 20-ride tickets are available to be purchased at the downtown terminal ticket vending machine. Tickets or transit passes are also available at the transit administration and at participating King Soopers and Safeway stores.

Vehicle Assignment

The Mountain Metro fleet consists of 41 vehicles (not including the FREX vehicles) that are used for the fixed-route services and is provided in Table IV-1. The fleet is made up of a variety of vehicle types and sizes. The majority of vehicles are 35 to 40 feet long with a seating capacity of 32 to 40 passengers. All buses are in compliance with the Americans with Disabilities Act (ADA). In general, buses are assigned to a particular route based on ridership and bus capacity. The 40-foot buses are assigned to higher volume routes such as Routes 5, 7, 9, 11, 14, and 25. The 30 to 35-foot buses are used on lower volume routes. The contractor is allowed to schedule or make changes to the bus that is used or needed on a route depending on the ridership. As of January 2010, Mountain Metro has only five 2001 buses and four 2002 buses. The rest of the Mountain Metro fleet is made up

System Review

of 2005 or newer buses. The 2001 and 2002 buses are rotated throughout the fleet and throughout the route system, but are used primarily as backup vehicles. Since a very large part of the current fixed-route fleet is so young, most of the routes operating on a given day will have 2005 or newer buses operating on them. Hence, there is no disproportionate use of old buses in their service area.

**Table IV-1
Mountain Metro Transit Vehicle Inventory
(not including FREX vehicles)**

Vehicle Number	Description	Year of Vehicle	Type of Fuel	Sitting Comp	Wheelchair Lift	Wheelchair Tie-down Positions
101	Gillig Phantom	2001	Diesel	37	1	2
102	Gillig Phantom	2001	Diesel	37	1	2
103	Gillig Phantom	2001	Diesel	37	1	2
104	Gillig Phantom	2001	Diesel	37	1	2
105	Gillig Phantom	2001	Diesel	37	1	2
206	Gillig Phantom	2002	Diesel	37	1	2
207	Gillig Phantom	2002	Diesel	37	1	2
208	Gillig Phantom	2002	Diesel	40	1	2
209	Gillig Phantom	2002	Diesel	40	1	2
501	Gillig Low Floor BRT	2005	Diesel	32	1	2
502	Gillig Low Floor BRT	2005	Diesel	32	1	2
503	Gillig Low Floor BRT	2005	Diesel	32	1	2
504	Gillig Low Floor BRT	2005	Diesel	32	1	2
505	Gillig Low Floor BRT	2005	Diesel	39	1	2
506	Gillig Low Floor BRT	2005	Diesel	39	1	2
507	Gillig Low Floor BRT	2005	Diesel	39	1	2
601	Gillig Low Floor BRT	2006	Diesel	39	1	2
602	Gillig Low Floor BRT	2006	Diesel	39	1	2
603	Gillig Low Floor BRT	2006	Diesel	39	1	2
604	Gillig Low Floor BRT	2006	Diesel	39	1	2
605	Gillig Low Floor BRT	2006	Diesel	39	1	2
606	Gillig Low Floor BRT	2006	Diesel	39	1	2
607	Gillig Low Floor BRT	2006	Diesel	39	1	2
608	Gillig Low Floor BRT	2006	Diesel	39	1	2
609	Gillig Low Floor BRT	2006	Diesel	39	1	2
610	Gillig Low Floor BRT	2006	Diesel	39	1	2
611	Gillig Low Floor BRT	2006	Diesel	39	1	2
612	Gillig Low Floor BRT	2006	Diesel	39	1	2
700	Gillig Low Floor BRT	2007	Diesel	32	1	2
701	Gillig Low Floor BRT	2007	Diesel	32	1	2
702	Gillig Low Floor BRT	2007	Diesel	32	1	2
703	Gillig Low Floor BRT	2007	Diesel	32	1	2
704	Gillig Low Floor BRT	2007	Diesel	32	1	2
705	Gillig Low Floor BRT	2007	Diesel	32	1	2
706	Gillig Low Floor BRT	2007	Diesel	32	1	2
800	Gillig Low Floor BRT	2008	Diesel	32	1	2
801	Gillig Low Floor BRT	2008	Diesel	32	1	2
802	Gillig Low Floor BRT	2008	Diesel	32	1	2
803	Gillig Low Floor BRT	2008	Diesel	32	1	2
804	Gillig Low Floor BRT	2008	Diesel	32	1	2
805	Gillig Low Floor BRT	2008	Diesel	32	1	2

Source: Mountain Metro, 2011.

System Review

Table IV-2 shows the replacement schedule and cost for replacing the 41 buses over a period of 11 years. The large transit buses (between the length of 35 to 40 feet) will be replaced at 12 years or an accumulation of 500,000 miles, whichever comes first. The estimated cost for the first three years (2011-2013) would be approximately \$1.8 million, the next three years (2014-2016) would be approximately \$1.5 million, and the next five years (2017-2021) would be approximately \$14.1 million.

**Table IV-2
Replacement Schedule for the 41 Fixed-Route Buses**

Year	Vehicle Number	Size of Bus	Vehicle Life When Replaced	Year-To-Date Mileage as of 2010	Estimated Ending Mileage When Replaced	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
2001	101	35'	12	363,681	423,681			1								
2001	102	35'	12	353,331	413,331			1								
2001	103	35'	12	355,278	415,278			1								
2001	104	35'	12	365,361	425,361			1								
2001	105	35'	12	359,512	419,512			1								
2002	206	35'	12	322,404	442,404				1							
2002	207	35'	12	336,618	456,618				1							
2002	208	40'	12	338,870	458,870				1							
2002	209	40'	12	336,176	456,176				1							
2005	501	35'	12	248,395	493,395							1				
2005	502	35'	12	239,308	484,308							1				
2005	503	35'	12	256,557	501,557							1				
2005	504	35'	12	270,623	515,623							1				
2005	505	40'	12	285,936	530,936							1				
2005	506	40'	12	268,504	513,504							1				
2005	507	40'	12	285,357	530,357							1				
2006	601	40'	12	283,963	563,963								1			
2006	602	40'	12	248,389	528,389								1			
2006	603	40'	12	242,572	522,572								1			
2006	604	40'	12	245,819	525,819								1			
2006	605	40'	12	234,401	514,401								1			
2006	606	40'	12	231,293	511,293								1			
2006	607	40'	12	231,494	511,494								1			
2006	608	40'	12	234,117	514,117								1			
2006	609	40'	12	237,970	517,970								1			
2006	610	40'	12	237,998	517,998								1			
2006	611	40'	12	229,955	509,955								1			
2006	612	40'	12	211,736	491,736								1			
2007	700	35'	12	143,640	458,640									1		
2007	701	35'	12	132,106	447,106									1		
2007	702	35'	12	140,215	455,215									1		
2007	703	35'	12	139,500	454,500									1		
2007	704	35'	12	151,806	466,806									1		
2007	705	35'	12	141,708	456,708									1		
2007	706	35'	12	147,513	462,513									1		
2008	800	35'	12	113,261	498,261											1
2008	801	35'	12	110,151	495,151											1
2008	802	35'	12	97,901	482,901											1
2008	803	35'	12	92,817	477,817											1
2008	804	35'	12	83,699	468,699											1
2008	805	35'	12	88,998	473,998											1
Vehicle Replacement For Each Year						0	0	5	4	0	0	7	12	7	0	6
Estimated Yearly Cost Per Bus:								\$360,000	\$378,000	\$396,900	\$416,745	\$437,582	\$459,461	\$482,434	\$506,556	\$360,000
Estimated Yearly Cost for Buses:						\$0	\$0	\$1,800,000	\$1,512,000	\$0	\$0	\$3,063,076	\$5,513,536	\$3,377,041	\$0	\$2,160,000

Note: Assumed a 5 percent inflation rate for purchase of vehicles

Source: Mountain Metropolitan Transit- June 2011.

MARKETING PROGRAM

Mountain Metro schedules for routes are printed separately, enabling riders to easily access and carry just the schedule information they need on a regular basis. It includes a map and schedule of the route and general information on bus safety, bus travel which tells a person to look for the Metro bus stop signs, bus fare and discount ticket information, purchase locations, transfers, availability of wheelchair accessibility and bike racks on all buses, operating hours, holidays, and contact information. These schedules are printed and can be viewed at the Downtown Terminal (127 East Kiowa Street), and are available at their websites (www.springsgov.com and www.mmtransit.com), and the transit administration building located at 1015 Transit Drive.

Upon request, Mountain Metro offers schedules to its riders in Braille and makes available large-print schedules for the visually impaired and senior populations. The transit agency currently does not offer any bilingual communications to its riders. Based on the onboard rider survey, since there was a small percentage of Spanish-speaking riders (approximately three percent) in the 2010 survey, this was not considered a priority. Mountain Metro may consider printing Spanish transit schedules in the future, which will be made available based on request. Mountain Metro has a link on their website that gives people information on “How to Ride” that takes them through the steps of locating their route number, looking for their bus stop, having their bus pass or exact cash fare ready, pulling the bell cord above or beside the window to signal the driver, and asking the driver for additional assistance.

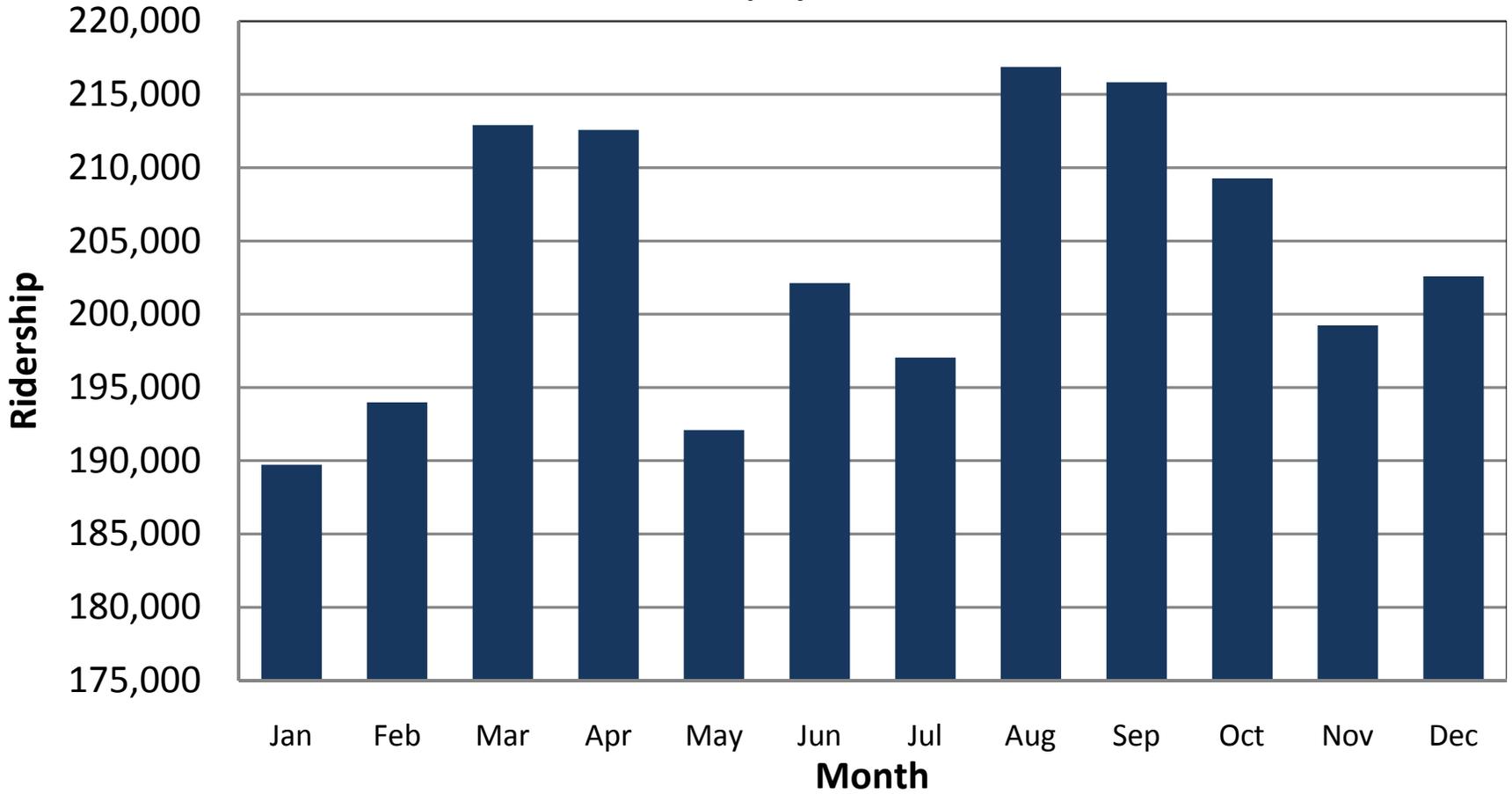
Ridership Patterns

Recent Ridership Trends

Monthly ridership for 2010 is shown in Table IV-3 and Figure IV-3. The ridership numbers are for local routes only and do not include Route #60 FREX or the Route #65 Ute Pass Express. August had the highest ridership with 216,882 passenger-trips. This is closely followed by September with 215,819 passenger-trips. January had the lowest ridership with 189,722 passenger-trips, possibly because of the service cuts that began in 2010 and the “learning curve” that goes with using a transit service that changed.

Table IV-3 2010 Mountain Metropolitan Transit Ridership Variation (Local Routes Only)	
Month	
Jan	189,722
Feb	193,988
Mar	212,902
Apr	212,578
May	192,095
Jun	202,122
Jul	197,049
Aug	216,882
Sep	215,819
Oct	209,273
Nov	199,240
Dec	202,577
<i>Source: Mountain Metropolitan Transit, 2011.</i>	

**Figure IV-3
Ridership by Month**



Historical Ridership Trends

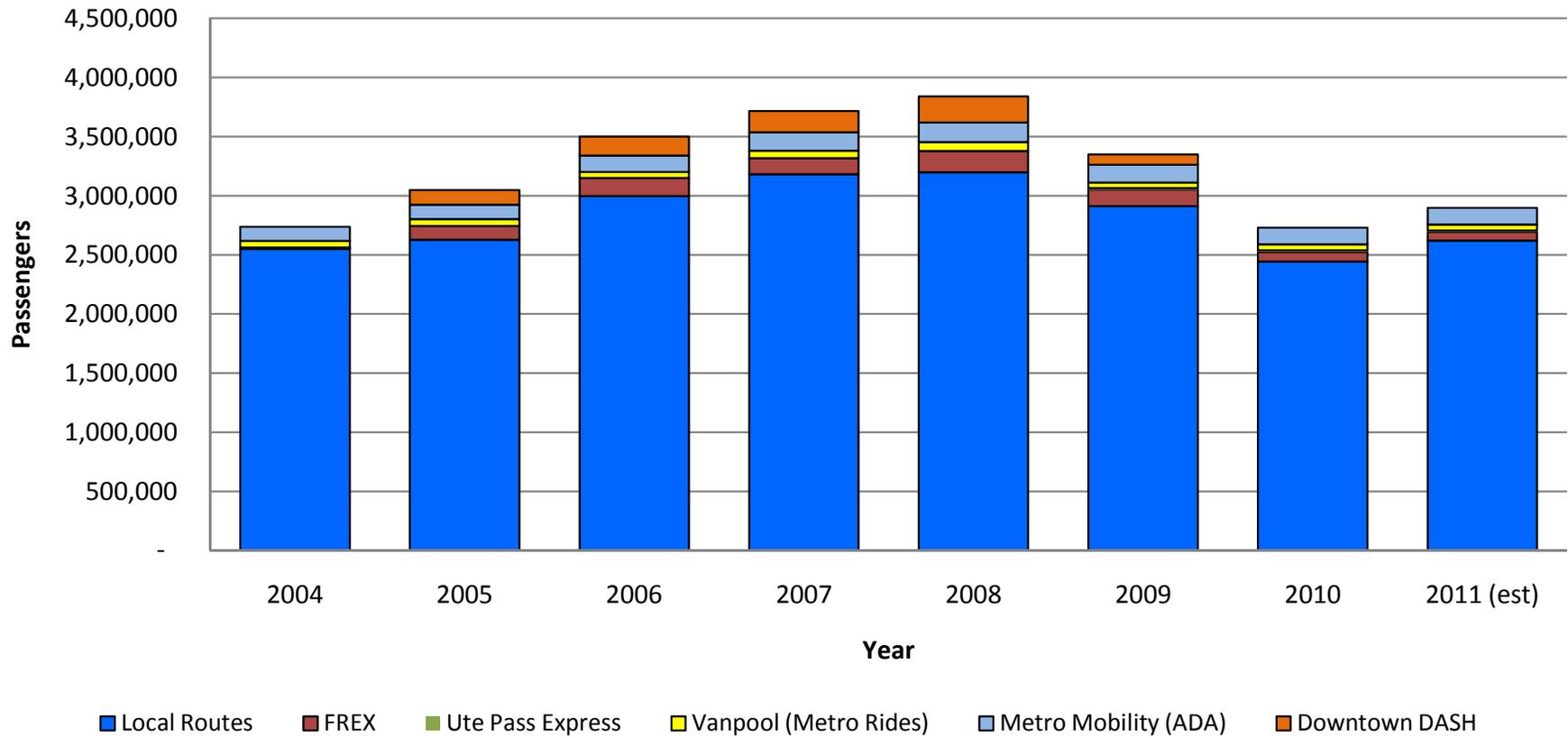
Ridership is provided for the last seven years. Table IV-4 and Figure IV-4 illustrate the ridership trends since 2004. Even though the ridership is for all the services provided, the emphasis in this report is on the local routes provided by Mountain Metropolitan Transit. The entire transit system was restructured and expanded starting in November 2005, including the new express routes and showed a slight ridership increase (three percent) in the local routes. The ridership in 2006 on the local routes showed a ridership increase of 14 percent from the previous year because it includes the ridership of the expanded system for a full year. It also included information on Route #53 4 Diamonds to UCCS (not currently operated by Mountain Metro). The ridership in 2007 includes the Cheyenne Mountain Zoo and the school routes—Route# 41 Sabin Junior High School, Route #42 Cheyenne Mountain Junior High/High School, Route #43 Cheyenne and Pinon Elementary Schools, and Route #40 Shopper's Shuttle—showing a further percentage increase of six percent in the local routes from the previous year. Due to the national economic crisis, there were severe funding shortfalls in the City of Colorado Springs general fund which resulted in many service cuts in 2009. In January 2009, the basic fare on all the fixed routes increased from \$1.50 to \$1.75. In April 2009, due to budget shortfall, the five express routes, the free Downtown Area Shuttle (DASH), and several low-ridership routes were eliminated. Note that DASH was entirely funded by the local downtown businesses and parking system revenues. There were also a few routes where the frequency was reduced from 30 minutes to 60 minutes. Due to all the changes in 2009, the ridership dropped by nine percent. After the failure of ballot Measure 2C, Mountain Metropolitan Transit significantly scaled back their services on January 1, 2010. This can be seen in the significant ridership drop of 16 percent. Mountain Metro eliminated Route 30-Fort Carson, Route 92-Schriever AFB North, Route 93-Schriever AFB Northeast, and Route 95-Schriever AFB Central. Evening and weekend services were also eliminated. In March 2011, limited Saturday hourly service on Routes 1, 3, 5, 7, 9, 11, 12, 14, and 25 was reintroduced.

Ridership in 2009 on the local routes was 2,911,448 passengers. There was a 16 percent decrease in passengers in 2010 with 2,444,247 passengers on the local routes. Currently, ridership for 2011 (from January through June) is 1,310,246

passengers on the local routes and is estimated to be approximately 2.6 million on the local routes for the year 2011.

Table IV-4 Annual Regional Transit Ridership by Service Type						
Year	Local* Routes	FREX	Ute Pass Express	Van Pool (Metro Rides)	Metro Mobility (ADA)**	Downtown DASH
2004	2,550,000	12,000	-	55,000	120,000	-
2005	2,627,066	118,387	-	58,000	119,608	126,096
2006	2,996,328	154,861	-	51,000	137,740	159,614
2007	3,182,149	136,765	-	61,000	157,766	178,889
2008	3,199,647	175,935	2,071	75,384	166,092	221,225
2009	2,911,448	141,316	12,827	45,590	149,778	
2010	2,444,247	79,444	14,853	50,340	141,281	-
2011 (est)	2,620,492	73,000	11,140 ***	52,000	142,000	-
<i>Ridership figures for each service shown are for boardings (one-way trips); Mountain Metropolitan Transit, 2011.</i>						
<i>**'Local' includes 'Schriever' Express routes and area 'E' routes (E 1-E4).</i>						
<i>***'Metro Mobility' is required ADA paratransit service. (Data shown do not include additional non-ADA service operated by area human service providers).</i>						
<i>***Ute Pass Express is nearing the end of its demonstration grant period and is scheduled to be discontinued in October 2011.</i>						
2011 transit ridership data shown are estimated. 2011 data estimate is based on first half of 2011 figures extrapolated to a full year.						
Vanpool ridership data shown are estimated and are for one-way rider trips (not based on actual boarding counts).						

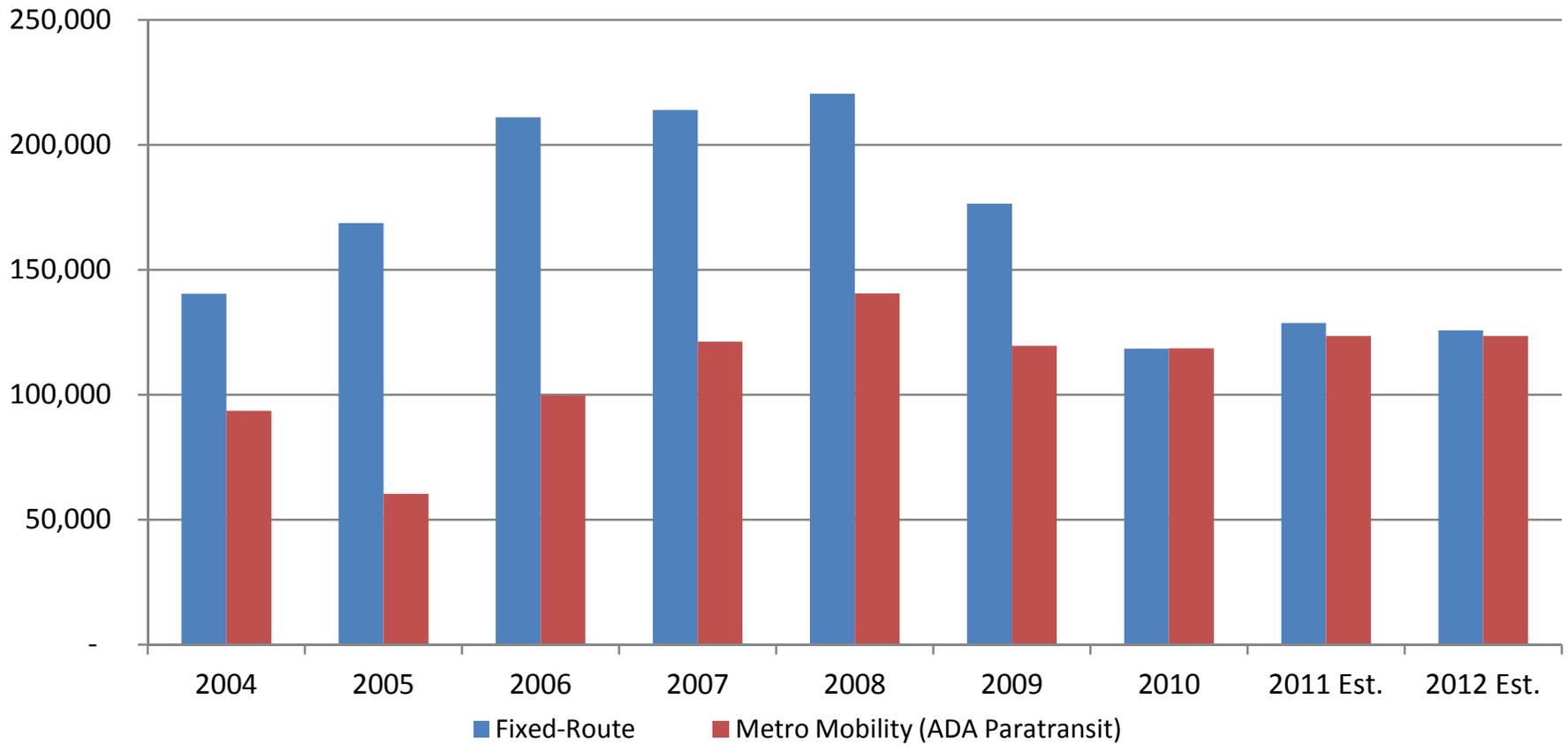
Figure IV-4 Annual Mountain Metro Ridership



System Review

Figure IV-5 shows a comparison of annual revenue service hours by Mountain Metropolitan Transit's fixed-route service and Metro Mobility paratransit service. As illustrated in the figure, Mountain Metro's annual fixed-route service hours follow a similar pattern to the ridership trends (seen in Figure IV-4). While the annual fixed-route service hours were reduced starting in 2009 to match funding cuts, the planning involved minimal cuts to the Metro Mobility paratransit service hours/service area so that it would not reduce the ADA paratransit services provided to the community.

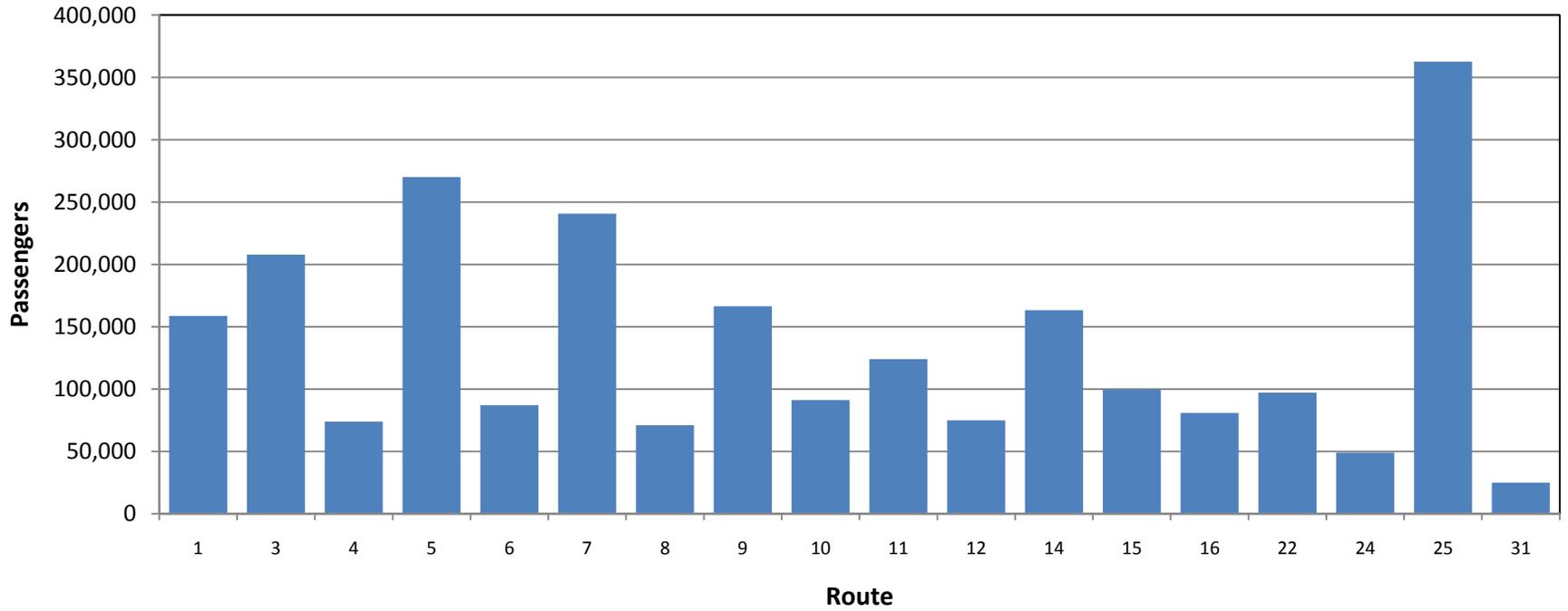
Figure IV-5 Annual Revenue Service Hours by Type of Service



Ridership by Route

Ridership for each of the Mountain Metropolitan Transit routes is presented in Figure IV-6. The Route #25 Academy route has the most riders with 362,573 passengers (15 percent of the ridership using this service). The high ridership on the #25 Academy route may be explained because of the destinations and neighborhoods served along Academy Boulevard. The Route #5 Boulder- Citadel route carries the second highest ridership by route with 270,000 passengers (approximately 11 percent of the total ridership). This is closely followed by Route# 7 Pikes Peak Avenue which carries 241,000 passengers (approximately 11 percent of the total ridership). The high ridership on these two routes could be because of the connection between the two transfer stations— the Downtown Terminal and the Citadel Mall, as well as the areas served by the two routes.

**Figure IV-6
2010 Ridership by Route**



Financial Status

Revenues

The revenue required to operate Mountain Metropolitan Transit comes from a variety of sources including federal grants, the City of Colorado Springs general fund, the Pikes Peak Rural Transportation Authority (PPRTA) sales tax, passenger fares, and advertising. Federal grants come from the Federal Transit Administration (FTA). Total revenue in 2010 was \$16,648,494.

Expenses

The other half of the equation is, of course, expenditures. Total expenditures for the 2010 calendar year were \$16,648,494. The primary expenses for Mountain Metropolitan Transit (and all other transit agencies across the United States) are salaries and benefits. The local route operating cost is \$8,774,900 which accounts for 53 percent of total expenditures. The remaining expenditures are for FREX (11 percent of the expenses), Ute Pass Express (two percent of the expenses), Metro Mobility paratransit service (23 percent of the expenses), Metro Rides (three percent of the expenses), and human service providers (eight percent of the expenses).

Route Performance

The route performance section presents the current passengers per hour, passengers per mile, and passengers per route. Table IV-5 presents this information.

Route #5 Boulder-Citadel had the highest number of passengers per hour for the system at approximately 48, followed by Route #11 World Arena-PPCC with approximately 37 passengers per hour. Mountain Metropolitan Transit averages 24.7 passengers per hour.

Table IV-5							
2010 Mountain Metropolitan Transit's Route Performance							
Route	Total Route Ridership	Avg Trips Per Month	% of Total	Total Route Hours	Pass. Per Hour	Total Route Miles	Pass. Per Mile
1 Hillside - Hancock Plaza	158,755	13,230	6.5%	6,417	24.74	101,880	1.56
3 Colorado Avenue	207,867	17,322	8.5%	6,446	32.25	91,236	2.28
4 8th Street	73,968	6,164	3.0%	3,174	23.30	41,023	1.80
5 Boulder - Citadel	270,030	22,503	11.0%	5,633	47.93	54,965	4.91
6 Wahsatch - Citadel	87,154	7,263	3.6%	4,223	20.64	62,746	1.39
7 Pikes Peak Avenue	240,717	20,060	9.8%	7,381	32.61	99,077	2.43
8 Cache La Poudre Street	71,134	5,928	2.9%	2,442	29.14	32,291	2.20
9 Cascade - N. Nevada Avenue	166,424	13,869	6.8%	9,915	16.78	140,386	1.19
10 Hwy 115 - PPCC	91,258	7,605	3.7%	3,063	29.79	49,680	1.84
11 World Arena - PPCC	124,072	10,339	5.1%	3,320	37.37	54,894	2.26
12 Palmer Park Blvd.	74,990	6,249	3.1%	3,315	22.62	50,015	1.50
14 Chestnut - Garden of the Gods Road	163,291	13,608	6.7%	6,554	24.92	106,374	1.54
15 CJC-PPCC	99,738	8,312	4.1%	4,934	20.21	92,410	1.08
16 Brookside Street	80,921	6,743	3.3%	4,626	17.49	67,213	1.20
22 Security - Widefield	97,212	8,101	4.0%	6,595	14.74	108,426	0.90
24 Galley Road- Peterson AFB	49,060	4,088	2.0%	3,290	14.91	63,796	0.77
25 Academy Blvd.	362,573	30,214	14.8%	14,464	25.07	253,440	1.43
31 Fountain	25,083	2,090	1.0%	3,341	7.51	83,584	0.30
TOTAL**	2,444,247	203,687	100.0%	99,133	<i>Average</i> 24.7	1,553,438	1.6
<p><i>**Note: This information does not include the Route #60 FREX and Route #65 Ute Pass Express (which will be discontinued in October 2011).</i></p> <p><i>Source: Mountain Metropolitan Transit, 2011.</i></p>							

ROUTE PROFILES

Route profiles have been prepared for each of the routes. These profiles show operating information and performance characteristics of the route. Key transit destinations are mentioned. Route profiles are provided on the following pages.

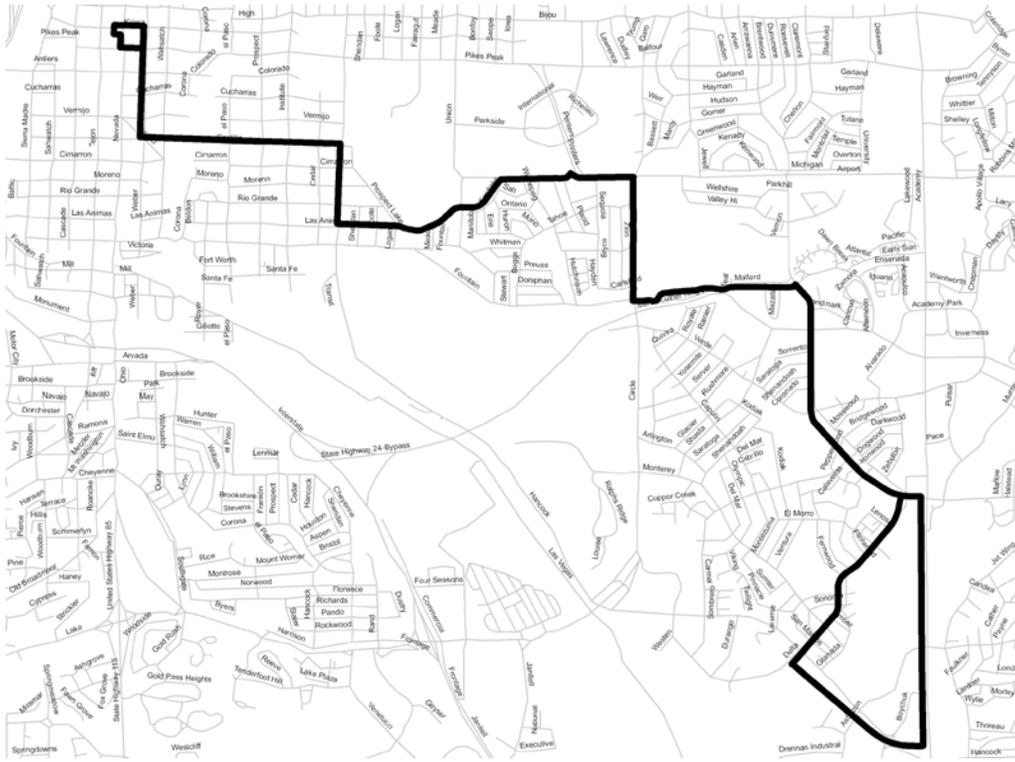
Route profiles show the service area demographics for each of the Mountain Metropolitan routes. Seven categories are shown for each route.

- Total Population
- Zero-Vehicle Households
- Minority Population
- Senior Population (60+ years)
- Mobility-Limited Population
- Limited-English Population/ Linguistically Isolated Households
- Low-Income Population

The demographic information is based on US Census population data within a quarter-mile boundary of the fixed routes. The quarter-mile represents a nationwide transit standard for reasonable walking distance to the fixed-route service. The population within the quarter-mile band was determined using the capabilities of a Geographic Information System (GIS).

1 - Hillside-Hancock Plaza (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	158,755
Passengers per Rev.-Hour:	24.74
Passengers per Mile:	1.56

Service Area Demographics:

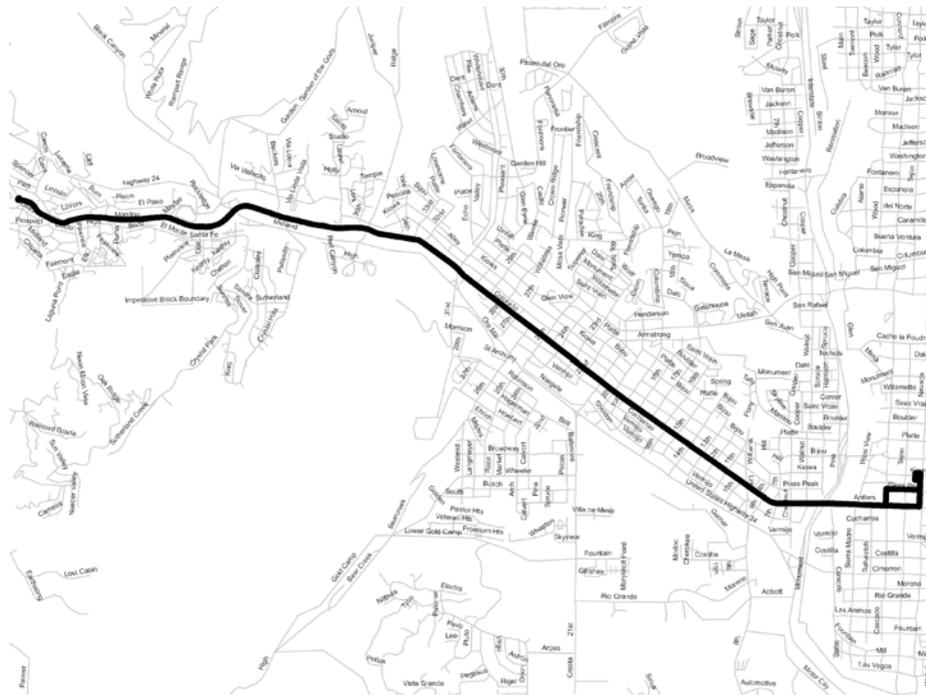
Total Population:	16,530	
Zero-Vehicle Households:	277	2%
Minority Population:	4,710	28%
Senior Population:	3,113	19%
Mobility-Limited Population:	508	3%
Limited-English Population:	185	1%
Low-Income Population:	1,629	10%

Major Transit Generators:

- Downtown
- Hancock Plaza

3 - Colorado Avenue (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	207,867
Passengers per Rev.-Hour:	32.25
Passengers per Mile:	2.28

Service Area Demographics:

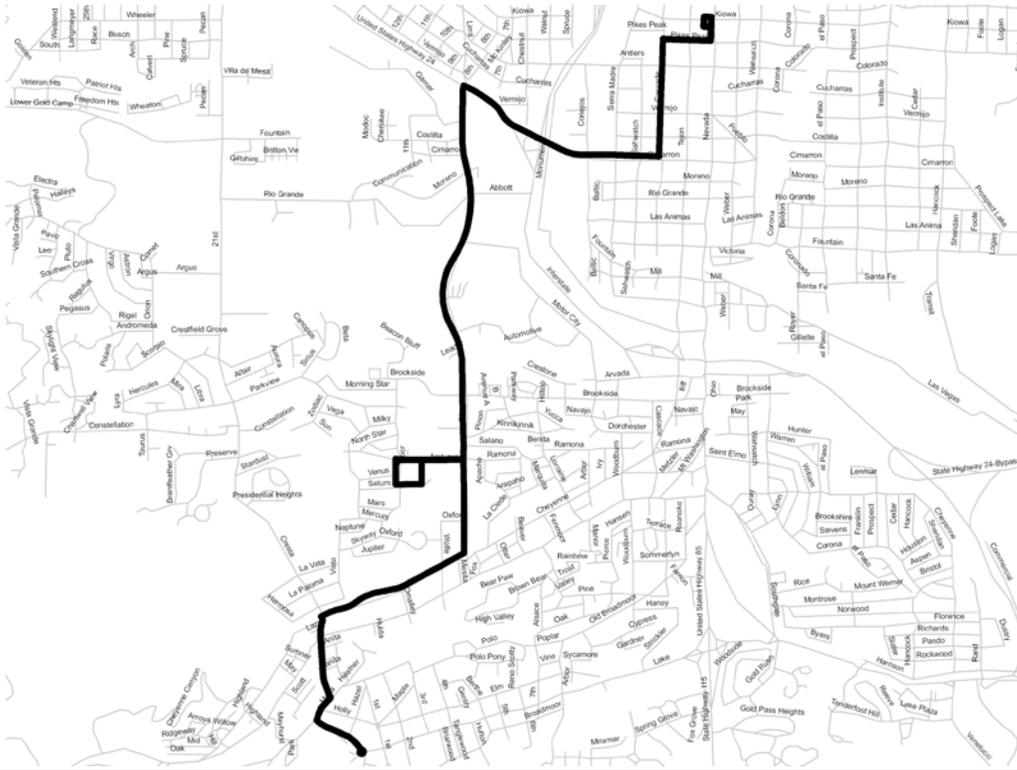
Total Population:	23,725	
Zero-Vehicle Households:	171	1%
Minority Population:	8,246	35%
Senior Population:	2,251	9%
Mobility-Limited Population:	374	2%
Limited-English Population:	107	0%
Low-Income Population:	1,891	8%

Major Transit Generators:

- Downtown
- Manitou Springs

4 - 8th Street (Mon-Fri)

Route Profile



Performance Characteristics:

Total Annual Boardings:	73,968
Passengers per Rev.-Hour:	23.30
Passengers per Mile:	1.80

Service Area Demographics:

Total Population:	8,746	
Zero-Vehicle Households:	87	1%
Minority Population:	2,720	31%
Senior Population:	981	11%
Mobility-Limited Population:	148	2%
Limited-English Population:	22	0%
Low-Income Population:	673	8%

Major Transit Generators:

- Downtown
- Broadmoor Hotel
- Walmart

5 Boulder-Citadel (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	270,030
Passengers per Rev.-Hour:	47.93
Passengers per Mile:	4.91

Service Area Demographics:

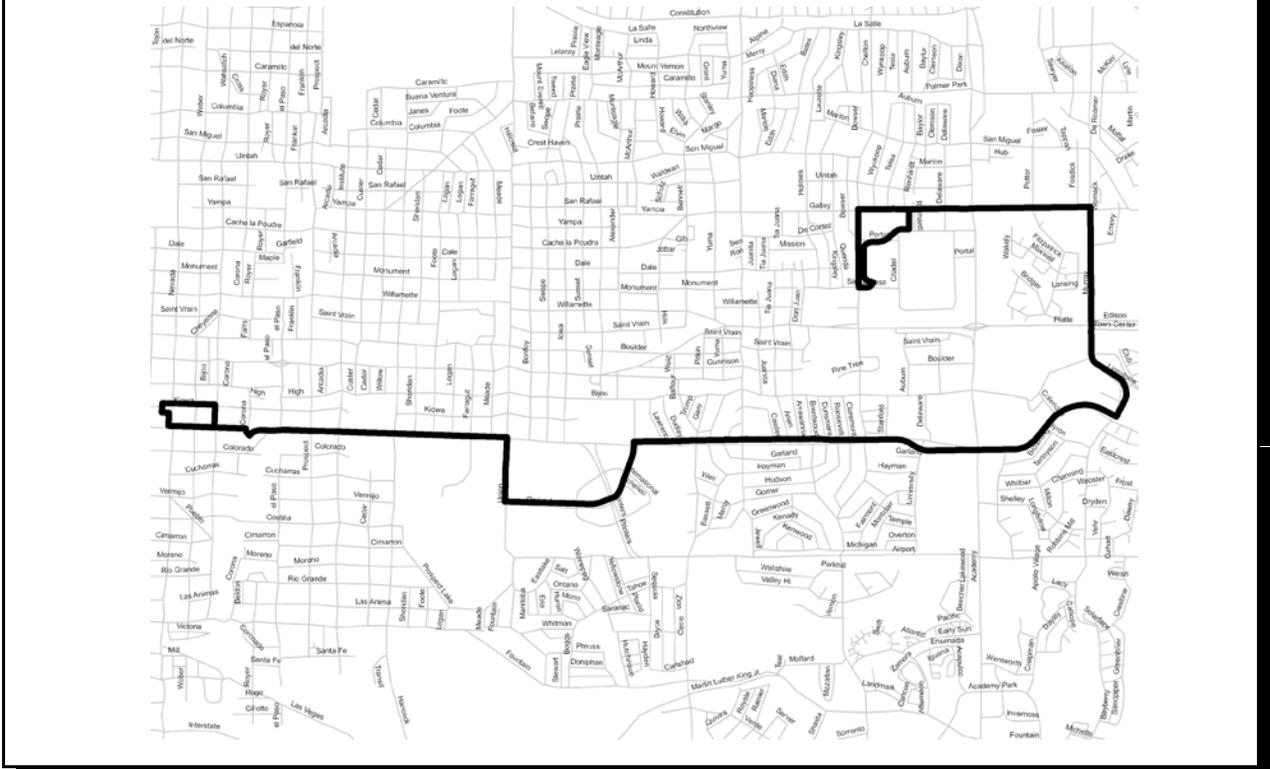
Total Population:	9,789	
Zero-Vehicle Households:	415	4%
Minority Population:	1,845	19%
Senior Population:	1,848	19%
Mobility-Limited Population:	314	3%
Limited-English Population:	25	0%
Low-Income Population:	1,067	11%

Major Transit Generators:

- Downtown
- Citadel Mall

7 Pikes Peak Avenue (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	240,717
Passengers per Rev.-Hour:	32.61
Passengers per Mile:	2.43

Service Area Demographics:

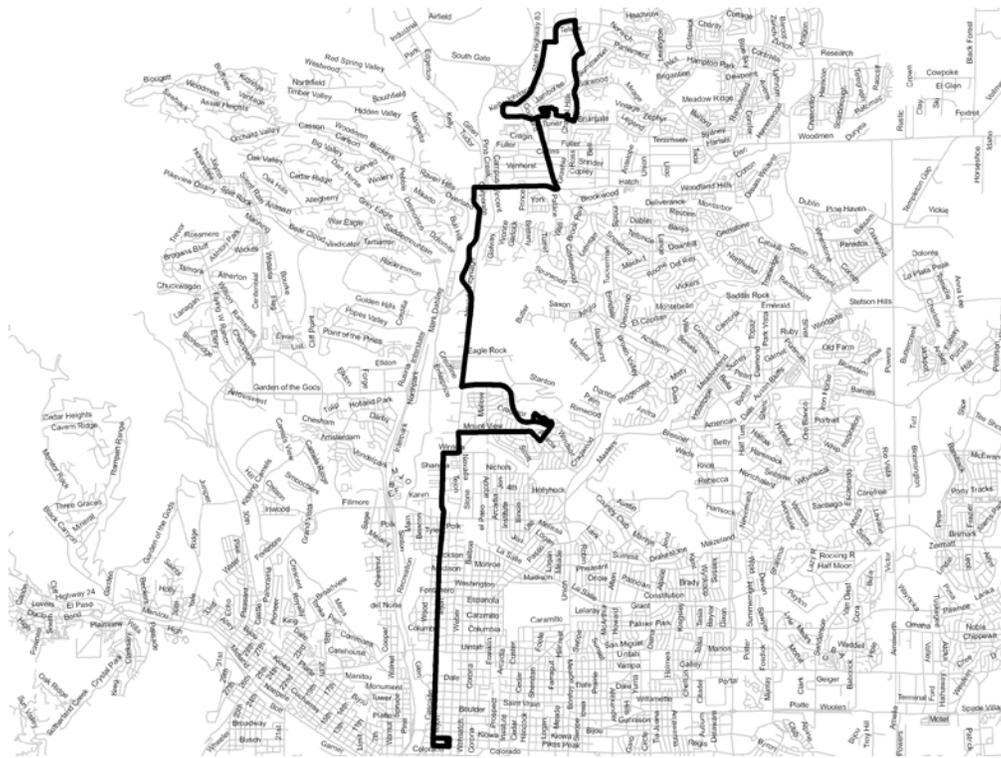
Total Population:	15,743	
Zero-Vehicle Households:	324	2%
Minority Population:	3,810	24%
Senior Population:	3,264	21%
Mobility-Limited Population:	459	3%
Limited-English Population:	139	1%
Low-Income Population:	1,605	10%

Major Transit Generators:

- Downtown
- Citadel Mall
- Pikes Peak Workforce Center

9 Cascade- N. Nevada Ave. (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	166,424
Passengers per Rev.-Hour:	16.78
Passengers per Mile:	1.19

Service Area Demographics:

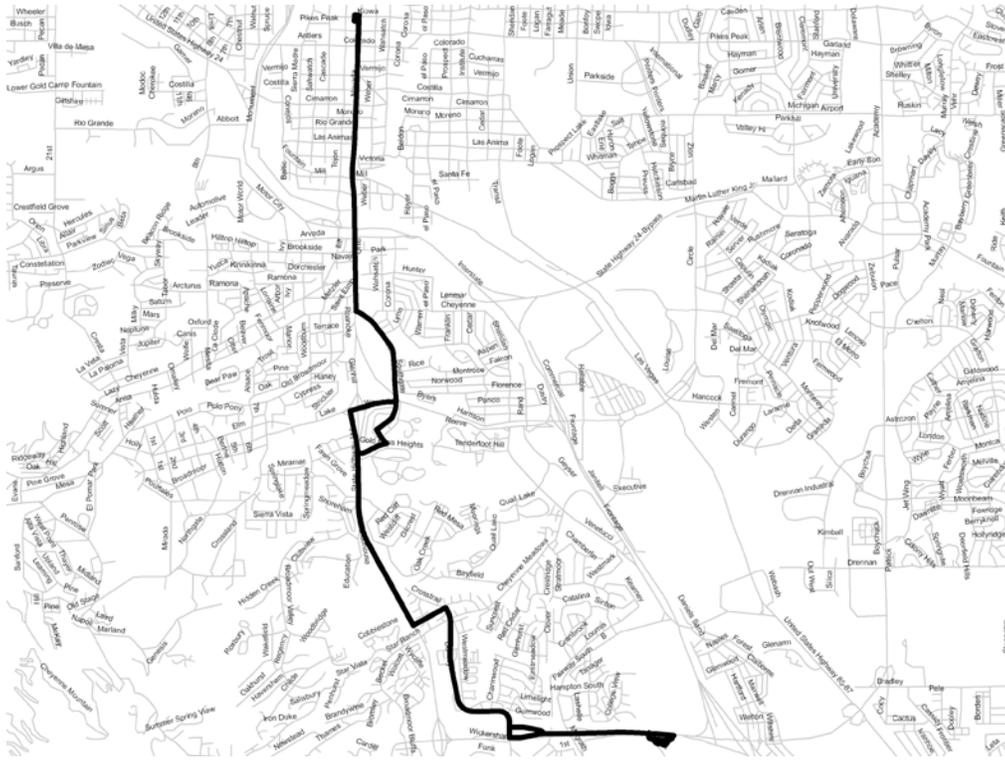
Total Population:	18,032	
Zero-Vehicle Households:	406	2%
Minority Population:	3,457	19%
Senior Population:	3,454	19%
Mobility-Limited Population:	451	3%
Limited-English Population:	49	0%
Low-Income Population:	1,533	9%

Major Transit Generators:

- Downtown
- University of Colorado at Colorado Springs (UCCS)
- Chapel Hills Mall
- Penrose Hospital
- Colorado College

10 Hwy 115-PPCC (Mon-Fri)

Route Profile



Performance Characteristics:

Total Annual Boardings:	91,258
Passengers per Rev.-Hour:	29.79
Passengers per Mile:	1.84

Service Area Demographics:

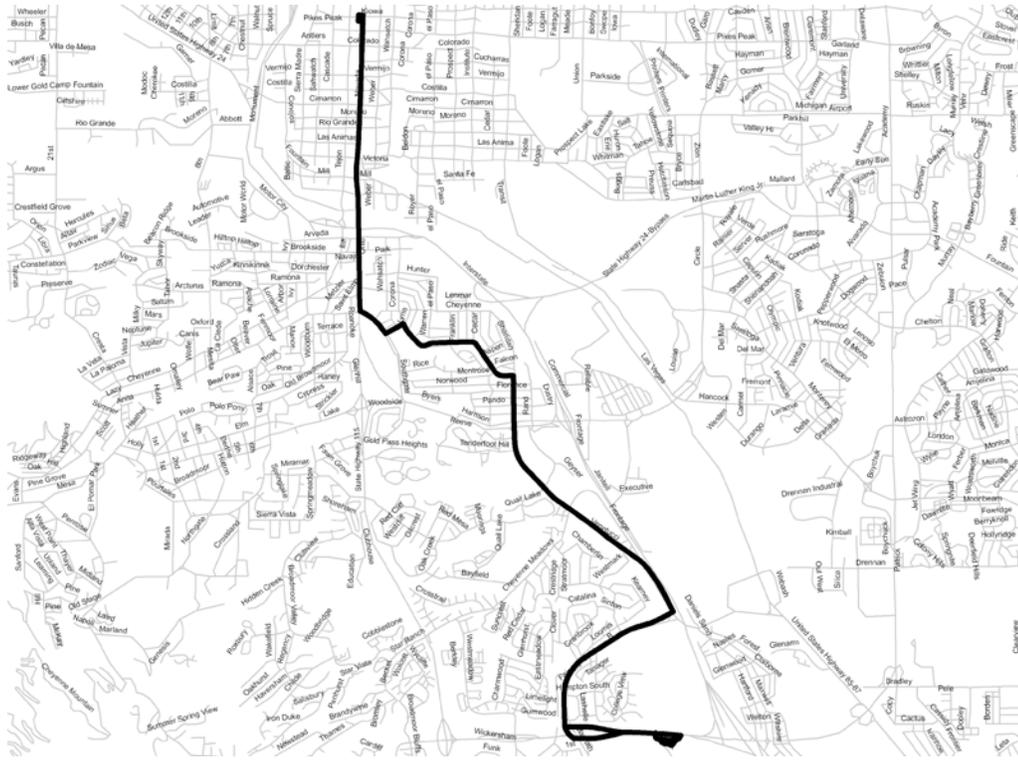
Total Population:	12,594	
Zero-Vehicle Households:	95	1%
Minority Population:	3,840	30%
Senior Population:	1,108	9%
Mobility-Limited Population:	230	2%
Limited-English Population:	46	0%
Low-Income Population:	2,898	23%

Major Transit Generators:

- Downtown
- Pikes Peak Community College (PPCC)
- Southgate Shopping Center
- King Soopers

11 World Arena-PPCC (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	124,072
Passengers per Rev.-Hour:	37.37
Passengers per Mile:	2.26

Service Area Demographics:

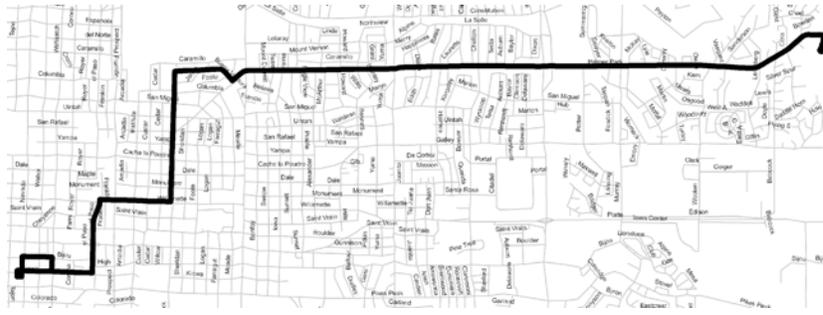
Total Population:	15,873	
Zero-Vehicle Households:	87	1%
Minority Population:	5,288	33%
Senior Population:	1,034	7%
Mobility-Limited Population:	260	2%
Limited-English Population:	56	0%
Low-Income Population:	5,051	32%

Major Transit Generators:

- Downtown
- Pikes Peak Community College (PPCC)
- Southgate Shopping Center
- Target
- World Arena
- Tinseltown

12 Palmer Park Blvd (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	74,990
Passengers per Rev.-Hour:	22.62
Passengers per Mile:	1.50

Service Area Demographics:

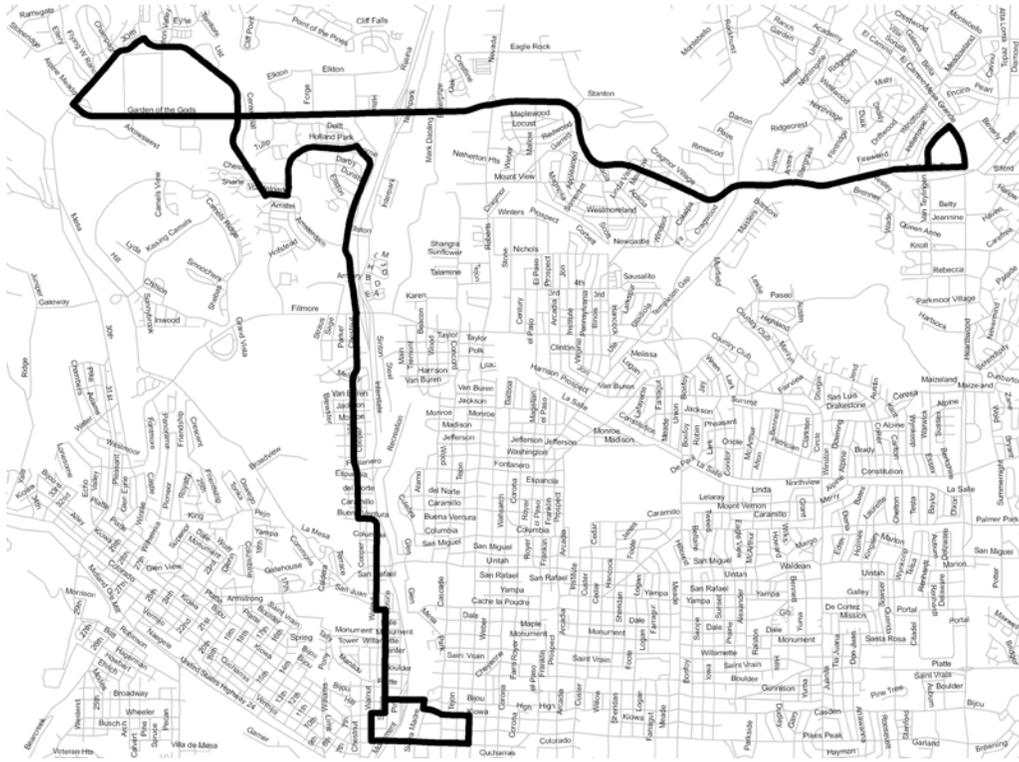
Total Population:	16,589	
Zero-Vehicle Households:	914	6%
Minority Population:	3,519	21%
Senior Population:	2,951	18%
Mobility-Limited Population:	622	4%
Limited-English Population:	80	0%
Low-Income Population:	2,582	16%

Major Transit Generators:

- Downtown
 - Space Center Drive
 - Sports Authority
 - Walmart
-

14 Chestnut - Garden of the Gods Rd. (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	163,291
Passengers per Rev.-Hour:	24.92
Passengers per Mile:	1.54

Service Area Demographics:

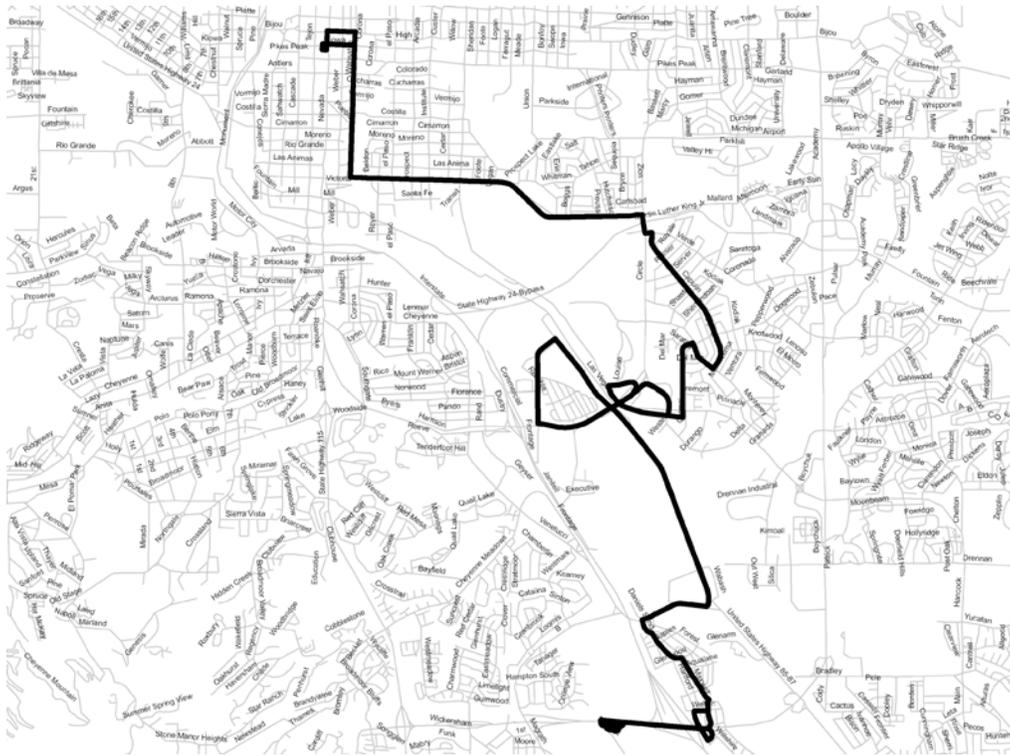
Total Population:	27,779	
Zero-Vehicle Households:	417	2%
Minority Population:	10,679	38%
Senior Population:	3,679	13%
Mobility-Limited Population:	712	3%
Limited-English Population:	389	1%
Low-Income Population:	4,048	15%

Major Transit Generators:

- Downtown
- UCCS
- Mall of the Bluffs
- Albertsons

15 CJC- PPCC (Mon-Fri)

Route Profile



Performance Characteristics:

Total Annual Boardings:	99,738
Passengers per Rev.-Hour:	20.21
Passengers per Mile:	1.08

Service Area Demographics:

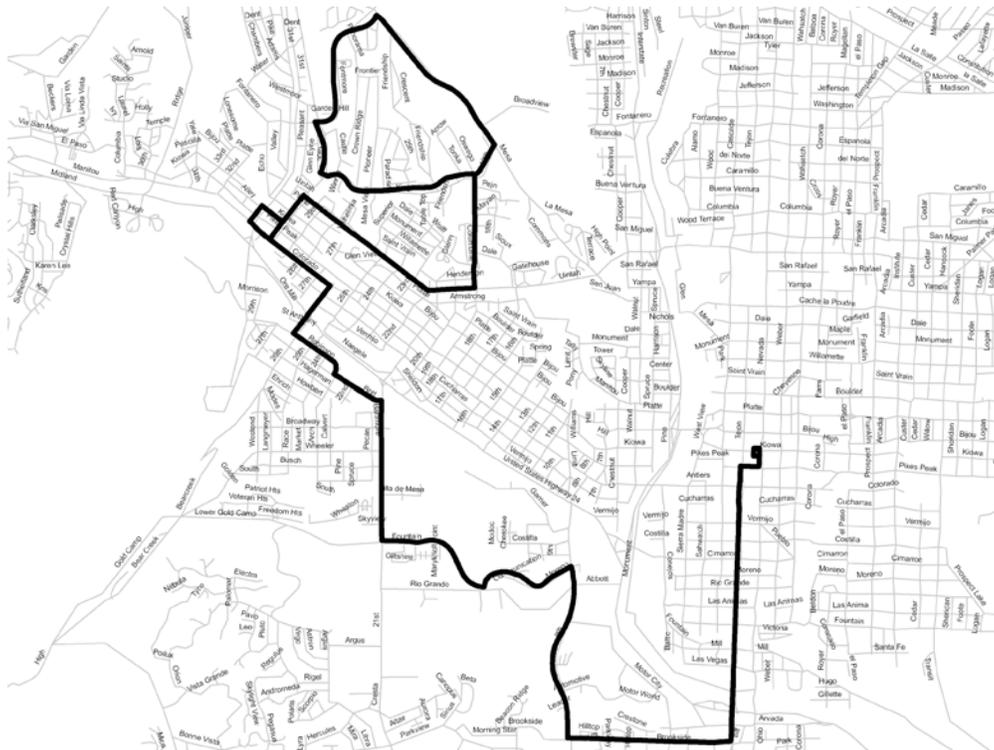
Total Population:	13,243	
Zero-Vehicle Households:	314	2%
Minority Population:	3,428	26%
Senior Population:	1,912	14%
Mobility-Limited Population:	387	3%
Limited-English Population:	119	1%
Low-Income Population:	2,437	18%

Major Transit Generators:

- Downtown
- Pikes Peak Community College (PPCC)
- Criminal Justice Center
- King Soopers
- Big Lots

16 Brookside St. (Mon-Fri)

Route Profile



Performance Characteristics:

Total Annual Boardings:	80,921
Passengers per Rev.-Hour:	17.49
Passengers per Mile:	1.20

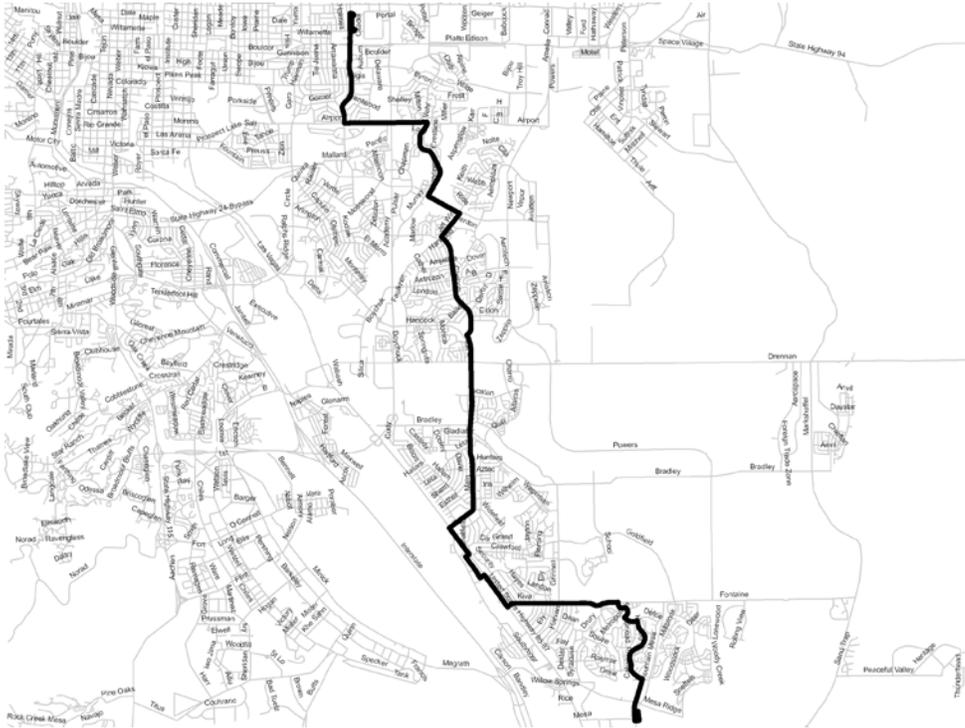
Service Area Demographics:

Total Population:	17,470	
Zero-Vehicle Households:	259	1%
Minority Population:	4,487	26%
Senior Population:	2,272	13%
Mobility-Limited Population:	301	2%
Limited-English Population:	90	1%
Low-Income Population:	1,411	8%

Major Transit Generators:

- Downtown
- Uintah Gardens
- Walmart

22 Security-Widfield (Mon-Fri) Route Profile



Performance Characteristics:

Total Annual Boardings:	97,212
Passengers per Rev.-Hour:	14.74
Passengers per Mile:	0.90

Service Area Demographics:

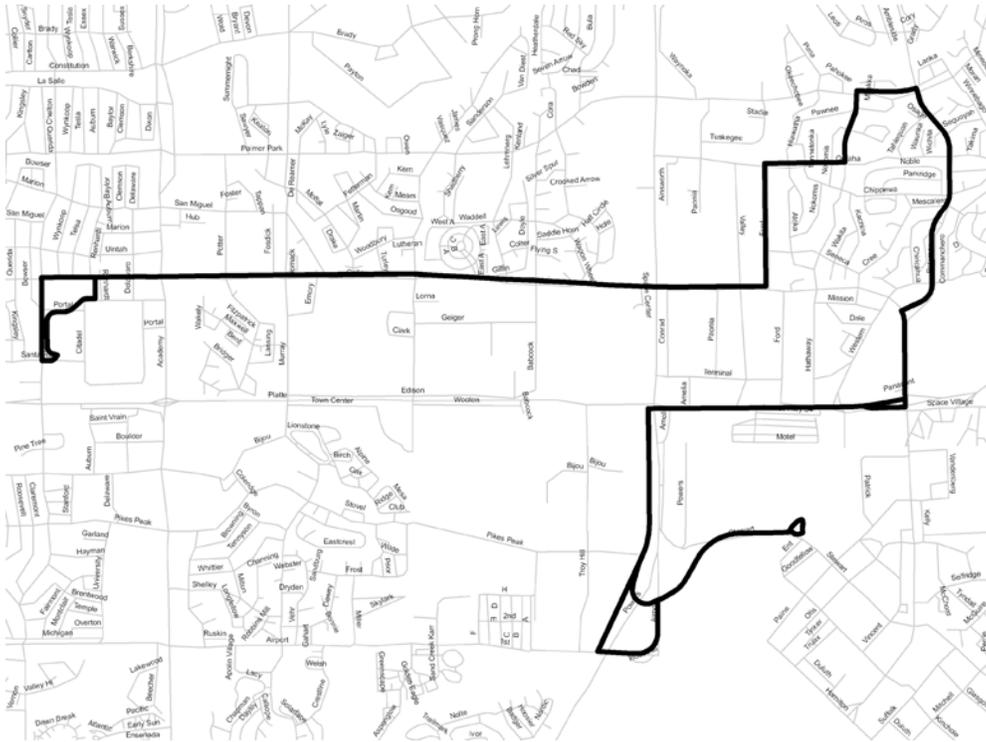
Total Population:	25,853	
Zero-Vehicle Households:	649	3%
Minority Population:	9,073	35%
Senior Population:	4,356	17%
Mobility-Limited Population:	874	3%
Limited-English Population:	385	1%
Low-Income Population:	4,087	16%

Major Transit Generators:

- Citadel Mall
- Walmart
- Security

24 Galley Rd.-Peterson AFB (Mon-Fri)

Route Profile



Performance Characteristics:

Total Annual Boardings:	49,060
Passengers per Rev.-Hour:	14.91
Passengers per Mile:	0.77

Service Area Demographics:

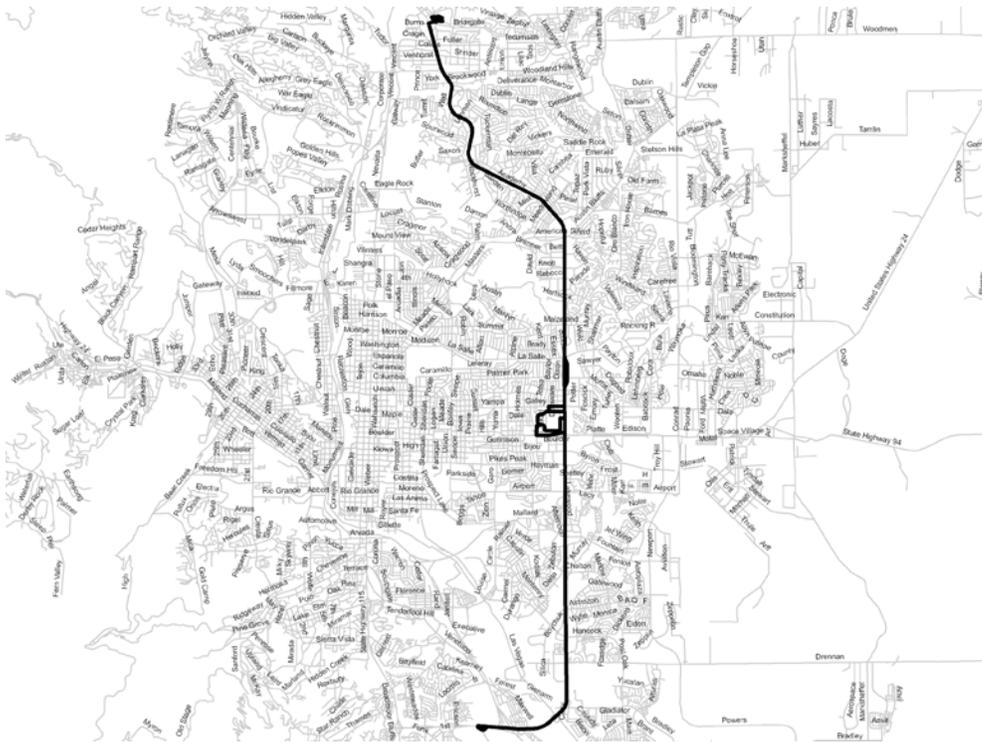
Total Population:	8,153	
Zero-Vehicle Households:	297	4%
Minority Population:	3,700	45%
Senior Population:	949	12%
Mobility-Limited Population:	284	3%
Limited-English Population:	109	1%
Low-Income Population:	1,441	18%

Major Transit Generators:

- Citadel Mall
- Peterson Air Force Base

25 Academy Blvd. (Mon-Sat)

Route Profile



Performance Characteristics:

Total Annual Boardings:	362,573
Passengers per Rev.-Hour:	25.07
Passengers per Mile:	1.43

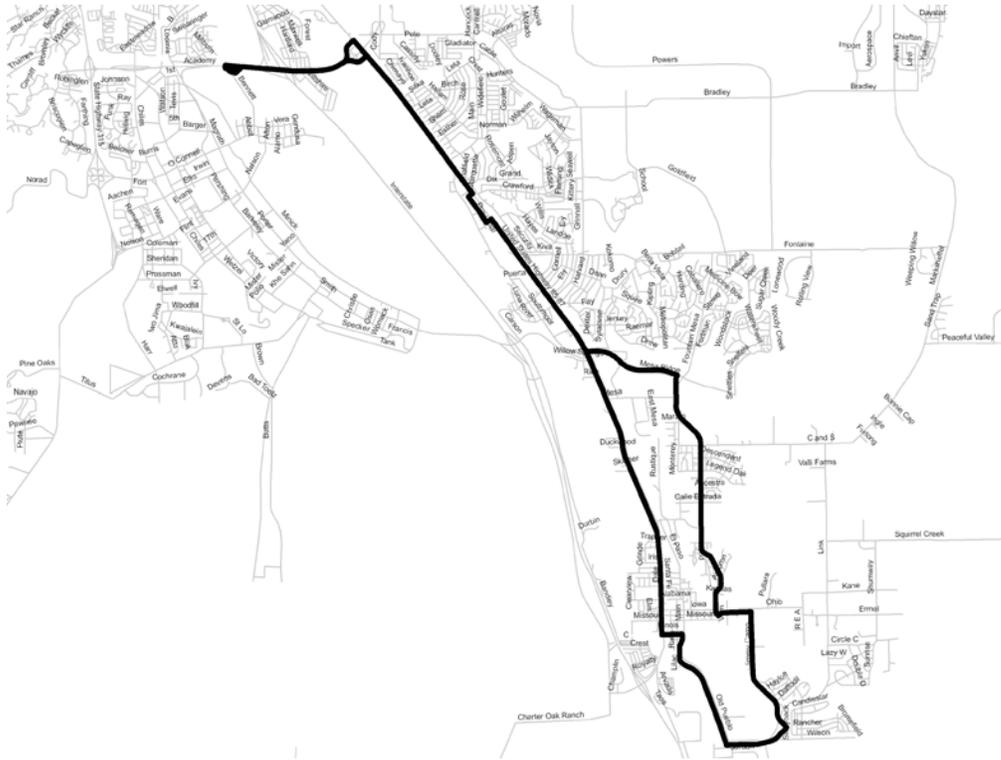
Service Area Demographics:

Total Population:	29,783	
Zero-Vehicle Households:	744	2%
Minority Population:	9,751	33%
Senior Population:	4,968	17%
Mobility-Limited Population:	965	3%
Limited-English Population:	443	1%
Low-Income Population:	3,726	13%

Major Transit Generators:

- Pikes Peak Community College (PPCC)
- Citadel Mall
- Chapel Hills Mall
- Mall of the Bluffs

31 Fountain (Mon-Fri) Route Profile



Performance Characteristics:

Total Annual Boardings:	25,083
Passengers per Rev.-Hour:	7.51
Passengers per Mile:	0.30

Service Area Demographics:

Total Population:	11,089	
Zero-Vehicle Households:	249	2%
Minority Population:	2,965	27%
Senior Population:	2,015	18%
Mobility-Limited Population:	304	3%
Limited-English Population:	111	1%
Low-Income Population:	1,770	16%

Major Transit Generators:

- Pikes Peak Community College (PPCC)
- Walmart
- Fountain



CHAPTER V

Greatest Transit Need

INTRODUCTION

“Greatest transit need” is defined as those areas in the Mountain Metropolitan Transit service area with the highest density of zero-vehicle households, minority population, elderly population, disabled population, limited-English-proficient population/linguistically isolated households, and below-poverty population.

METHODOLOGY

The American Community Survey (ACS) and the US Census data were used to calculate the greatest transit need. The categories used for the calculation were zero-vehicle households, elderly population, disabled population, minority population, limited-English-proficient population/linguistically isolated households, and below-poverty population. Using these categories, LSC developed a “transit need index” to determine the greatest transit need. The density of the population for each US Census tract within each category was calculated, placed in numerical order, and divided into six segments. Six segments were chosen to reflect a reasonable range. Each segment contained an approximately equal number of US Census tracts to provide equal representation.

Census tracts in the segment with the lowest densities were given a score of 1. The tracts in the segment with the next lowest densities were given a score of 2. This process continued for the remainder of the tracts. The census tracts in the segment with the highest densities were given a score of 6. This scoring was completed for each of the categories (zero-vehicle households, elderly population, disabled population, minority population, limited-English-proficient population/linguistically isolated households, and below-poverty population). After each of the census tracts was scored for the six categories, the six scores were added to achieve an overall score. Table V-1 presents the rank for each census tract in the

Greatest Transit Need

Mountain Metropolitan Transit (MMT) service area. The scores range from 4 (lowest need) to 35 (highest need).

Table V-1
Estimated Population Characteristics using 2005-2009 American Community Survey Five-Year Estimates
Mountain Metropolitan Transit Service Area

Census Tract	Land area (sq. miles)	Total Population ACS-2005-2009	Total Population est. 2011*	Total Number of Households ACS-2005-2009		Zero-Vehicle Households ACS-2005-2009		Minority Populations ACS-2005-2009			Total Number of Elderly 60 & Over ACS-2005-2009		Mobility-Limited Population est. 2011*		Limited-English-Proficiency/ Linguistically Isolated Households ACS-2005-2009			Low-Income Population ACS-2005-2009			Overall Score (6-35)	Final (1-6)		
				#	Density (Hhlds. Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Hhlds. Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)			Rank	
				#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#	#			#	#
1.01	2.624	6,024	6,653	2,711	155	59	3	1,214	463	3	1,664	634	4	186	71	3	70	27	4	796	303	3	20	3
1.02	0.617	3,271	3,721	1,300	41	66	3	521	844	4	770	1,248	6	67	109	4	0	0	1	289	468	4	22	3
2.02	1.041	4,235	5,350	1,796	63	61	3	1,146	1,101	5	798	767	5	111	107	4	0	0	1	322	309	3	21	3
2.03	1.003	3,866	4,676	1,694	82	82	4	705	703	3	722	720	4	103	103	4	53	53	5	524	522	4	24	4
3.01	0.718	3,004	3,532	1,359	156	217	5	914	1,273	5	752	1,047	6	58	81	3	34	47	5	557	776	5	29	5
3.02	2.154	3,652	4,230	1,635	110	51	3	1,256	583	3	767	356	3	193	90	3	73	34	4	665	309	3	19	3
4	0.663	2,343	2,392	955	20	30	2	329	496	3	583	879	5	39	59	2	0	0	1	172	259	3	16	2
5	0.524	1,792	2,436	944	47	90	4	200	382	2	465	887	5	73	139	4	0	0	1	132	252	3	19	3
6	0.651	3,021	3,640	1,263	25	38	3	471	724	3	748	1,149	6	75	116	4	8	12	3	108	166	2	21	3
7	0.619	2,898	3,714	1,372	37	60	3	622	1,005	4	578	934	6	88	141	5	34	55	5	427	690	5	28	5
8	0.866	2,644	3,252	1,267	141	163	5	571	659	3	441	509	3	129	149	5	53	61	5	344	397	4	25	4
9	0.41	2,191	2,428	1,013	40	98	4	178	434	2	316	771	5	77	189	5	0	0	1	431	1051	5	22	3
10	0.742	2,467	2,829	1,063	55	74	4	285	384	2	522	704	4	29	39	2	0	0	1	167	225	2	15	2
11.01	0.48	1,355	1,609	747	78	163	5	418	871	4	207	431	3	73	152	5	0	0	1	255	531	4	22	3
11.04	1.675	2,732	3,462	1,281	29	17	2	788	470	3	431	257	2	102	61	2	18	11	3	612	365	3	15	2
13.01	0.508	2,254	2,827	1,048	86	169	5	251	494	3	335	659	4	106	208	5	7	14	3	539	1061	5	25	4
13.02	1.172	5,068	6,035	2,370	211	180	5	1,226	1,046	5	844	720	4	164	140	4	0	0	1	752	642	5	24	4
14	0.757	3,609	4,089	1,704	148	196	5	694	917	4	505	667	4	92	122	4	10	13	3	628	830	5	25	4
15	0.71	2,366	2,923	1,116	75	106	4	463	652	3	265	373	3	121	171	5	0	0	1	549	773	5	21	3
16	0.592	3,034	3,677	1,047	164	277	6	389	657	3	218	368	3	58	99	3	12	20	4	346	584	4	23	4
17	0.302	2,127	1,968	788	111	368	6	309	1,023	4	345	1,142	6	73	242	6	8	26	4	684	2265	6	32	6
18	0.488	1,939	2,529	933	22	45	3	164	336	2	352	721	4	118	242	6	0	0	1	161	330	3	19	3
19	0.659	3,916	4,887	1,908	332	504	6	1,331	2,020	6	775	1,176	6	189	286	6	42	64	5	1202	1824	6	35	6
20	1.335	5,585	7,746	2,653	379	284	6	1,557	1,166	5	1,016	761	5	360	270	6	14	10	3	520	390	4	29	5
21.01	1.04	3,142	3,820	1,511	324	923	6	923	888	4	955	918	6	131	126	4	28	27	4	388	373	3	27	5
21.02	1.019	4,951	5,347	1,853	81	79	4	1,855	1,820	6	842	826	5	205	202	5	99	97	6	632	620	5	31	6
22	0.659	2,034	3,246	1,244	168	255	6	679	1,030	5	424	643	4	229	348	6	26	39	4	386	586	4	29	5
23	1.205	1,359	2,078	713	279	232	6	202	168	1	221	183	1	119	99	3	10	8	3	519	431	4	18	3
24	1.617	3,720	3,737	2,250	407	252	6	713	441	2	1,129	698	4	155	96	3	41	25	4	523	323	3	22	3
25.01	5.76	3,308	3,443	1,373	27	5	2	241	42	1	821	143	1	66	11	1	11	2	2	119	21	1	8	1
25.02	1.531	3,714	4,276	1,897	186	121	5	633	413	2	872	570	4	34	22	2	11	7	3	444	290	3	19	3
27	0.898	2,492	3,392	1,225	239	266	6	936	1,042	5	606	675	4	92	103	4	0	0	1	684	762	5	25	4
28	2.855	4,947	5,775	2,217	317	111	4	2,542	890	4	894	313	2	190	66	3	194	68	5	1138	399	4	22	3
29	1.209	6,246	8,130	2,491	530	438	6	2,858	2,364	6	935	773	5	234	193	5	302	250	6	1099	909	5	33	6
30	1.27	4,763	5,223	2,345	255	201	5	1,216	957	4	780	614	4	100	79	3	116	91	6	1023	806	5	27	5
31	4.343	4,858	5,156	1,853	52	12	2	357	82	1	1,465	337	2	27	6	1	17	4	2	257	59	1	9	1
33.01	70.415	9,071	9,734	3,514	75	1	1	1,256	18	1	1,903	27	1	167	2	1	49	1	2	277	4	1	7	1
33.03	2.05	5,106	6,753	2,354	164	80	4	1,712	835	4	1,102	538	3	185	90	3	33	16	3	865	422	4	21	3
33.04	1.393	9,004	9,512	3,962	55	39	3	3,329	2,390	6	946	679	4	219	157	5	95	68	5	798	573	4	27	5
34	78.14	3,569	4,265	1,515	43	1	1	360	5	1	820	10	1	99	1	1	0	0	1	298	4	1	6	1
37.05	4.172	5,512	6,273	2,007	0	0	1	748	179	1	1,082	259	2	82	20	1	0	0	1	284	68	1	7	1
37.07	3.175	4,273	5,045	1,619	0	0	1	575	181	1	422	133	1	71	22	2	8	3	2	254	80	1	8	1
37.08	1.327	2,946	3,188	1,272	40	30	2	459	346	2	426	321	2	29	22	2	11	8	3	85	64	1	12	2
37.09	3.165	5,716	6,584	2,483	70	22	2	1,054	333	2	663	209	2	113	36	2	106	33	4	121	38	1	13	2
38	28.892	7,495	8,460	551	9	0	1	1,341	46	1	22	1	1	30	1	1	9	0	2	57	2	1	7	1

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**Table V-1
Estimated Population Characteristics using 2005-2009 American Community Survey Five-Year Estimates
Mountain Metropolitan Transit Service Area**

Census Tract	Land area (sq. miles)	Total Population ACS-2005-2009	Total Population est. 2011*	Total Number of Households ACS-2005-2009		Zero-Vehicle Households ACS-2005-2009		Minority Populations ACS-2005-2009		Total Number of Elderly 60 & Over ACS-2005-2009		Mobility-Limited Population est. 2011*		Limited-English-Proficiency/ Linguistically Isolated Households ACS-2005-2009		Low-Income Population ACS-2005-2009		Overall Score (6-35)	Final (1-6)						
				#	#	#	Density (Hhlds. Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Persons Per Sq. Miles)	Rank	#	Density (Hhlds. Per Sq. Miles)	Rank			#	Density (Persons Per Sq. Miles)	Rank			
39.05	2.091	3,593	3,844	1,551	58	28	2	882	422	2	614	294	2	66	32	2	43	21	4	385	184	2	14	2	
39.06	2.012	6,840	7,025	2,451	0	0	1	1,367	679	3	942	468	3	74	37	2	66	33	4	288	143	2	15	2	
40.08	15.857	2,261	2,646	580	15	1	1	816	51	1	0	0	1	21	1	1	11	1	2	109	7	1	7	1	
40.09	0.152	1,361	2,044	576	44	289	6	805	5,296	6	122	803	5	55	362	6	32	211	6	205	1349	6	35	6	
41	0.98	4,715	5,754	1,686	59	60	3	1,527	1,558	5	731	746	5	153	156	5	46	47	5	203	207	2	25	4	
42	0.725	3,683	4,020	1,315	36	50	3	1,273	1,756	6	534	737	5	150	208	5	27	37	4	78	108	2	25	4	
43	2.528	6,299	6,998	1,990	61	24	2	2,334	923	4	674	267	2	172	68	3	47	19	3	6239	2468	6	20	3	
44	132.888	10,694	12,044	2,427	95	1	1	4,119	31	1	67	1	1	71	1	1	29	0	2	8114	61	1	7	1	
45.01	5.282	5,003	5,659	1,421	63	12	2	2,253	427	2	575	109	1	143	27	2	42	8	3	999	189	2	12	2	
45.02	4.427	4,159	3,060	1,335	0	0	1	1,870	422	2	401	91	1	83	19	1	10	2	2	425	96	1	8	1	
45.03	7.532	9,954	6,559	3,164	40	5	2	3,785	503	3	989	131	1	159	21	2	8	1	2	872	116	2	12	2	
45.06	1.029	4,283	5,625	1,456	70	68	3	1,281	1,245	5	986	958	6	152	147	5	9	9	3	138	134	2	24	4	
45.07	0.917	3,108	3,412	1,043	16	17	2	1,402	1,529	5	723	788	5	112	122	4	44	48	5	319	348	3	24	4	
45.08	3.697	6,412	6,633	2,323	114	31	2	2,693	728	3	706	191	1	183	49	2	51	14	3	1511	409	4	15	2	
45.09	70.475	12,976	8,372	4,243	0	0	1	4,249	60	1	898	13	1	168	2	1	10	0	2	825	12	1	7	1	
47.01	0.942	5,082	5,502	1,803	103	109	4	1,202	1,276	5	852	904	6	128	136	4	21	22	4	212	225	2	25	4	
48	0.884	5,375	5,650	1,934	71	80	4	1,187	1,343	5	653	739	5	93	105	4	25	28	4	1157	1309	6	28	5	
49.01	0.667	3,696	4,201	1,485	85	127	5	1,127	1,690	5	655	982	6	141	212	6	36	54	5	214	321	3	30	6	
50	1.89	4,585	6,308	1,970	261	138	5	1,643	869	4	543	287	2	180	95	3	89	47	5	1025	542	4	23	4	
51.03	3.108	9,541	7,318	3,563	17	5	2	2,626	845	4	887	285	2	210	68	3	37	12	3	789	254	3	17	2	
52.01	0.623	3,692	4,429	1,466	287	461	6	2,582	4,144	6	514	825	5	269	432	6	168	270	6	1065	1709	6	35	6	
52.02	0.404	2,106	2,490	1,116	154	381	6	894	2,213	6	391	968	6	101	250	6	13	32	4	388	960	5	33	6	
53	0.584	3,909	4,274	1,373	126	216	5	2,272	3,890	6	611	1,046	6	213	365	6	95	163	6	758	1298	6	35	6	
54	1.08	6,050	6,520	1,992	265	245	6	4,265	3,949	6	751	695	4	267	247	6	291	269	6	1914	1772	6	34	6	
55.02	0.677	3,967	4,877	1,566	145	214	5	1,093	1,614	5	362	535	3	148	219	6	100	148	6	372	549	4	29	5	
57	1.236	5,948	6,766	2,389	72	58	3	1,209	978	4	1,121	907	6	185	150	5	0	0	1	615	498	4	23	4	
59	2.427	7,010	7,202	2,711	91	37	3	2,072	854	4	1,360	560	4	180	74	3	109	45	5	582	240	2	21	3	
60	1.536	5,774	7,120	2,393	355	231	6	2,261	1,472	5	1,165	758	5	135	88	3	86	56	5	1646	1072	5	29	5	
61	0.513	3,978	5,254	1,382	253	493	6	2,349	4,579	6	102	199	1	229	446	6	190	370	6	1685	3285	6	31	6	
62	1.466	4,135	4,887	1,633	142	97	4	1,876	1,280	5	676	461	3	227	155	5	192	131	6	957	653	5	28	5	
63	1.581	8,921	9,815	3,371	154	97	4	5,269	3,333	6	511	323	2	162	102	4	418	264	6	1768	1118	6	28	5	
64	1.238	7,130	7,757	2,523	173	140	5	4,688	3,787	6	624	504	3	338	273	6	86	69	5	1097	886	5	30	6	
65.01	0.726	3,282	3,908	1,092	51	70	4	1,409	1,941	6	274	377	3	98	135	4	92	127	6	839	1156	6	29	5	
65.02	0.95	6,145	5,045	2,010	83	87	4	3,690	3,884	6	420	442	3	170	178	5	164	173	6	1313	1382	6	30	6	
66	1.016	2,543	2,800	1,124	13	13	2	75	74	1	568	559	4	65	64	2	0	0	1	130	128	2	12	2	
67	5.765	6,025	6,395	2,924	398	69	3	403	70	1	1,230	213	2	147	26	2	16	3	2	781	135	2	12	2	
70	1.94	4,777	4,521	1,536	0	0	1	951	490	3	530	273	2	11	6	1	0	0	1	73	38	1	9	1	
77	2.24	5,202	5,648	2,471	96	43	3	824	368	2	1,109	495	3	192	86	3	37	17	3	560	250	3	17	2	
78	2.134	3,636	3,349	1,419	55	26	2	608	285	2	561	263	2	84	39	2	0	0	1	314	147	2	11	1	
79	2.341	2,230	2,235	1,112	21	9	2	472	202	2	915	391	3	33	14	1	9	4	2	107	46	1	11	1	
80	1.049	3,813	4,881	1,841	116	111	4	557	531	3	552	526	3	139	133	4	72	69	5	325	310	3	22	3	
Study Area TOTAL:		387,512	426,894	151,976	10,186		6.7%	118,251		30.5%	58,648		15.1%	11,172		2.6%	4,423		2.9%	62,829		16.2%			

Note: * Mobility-Limited Population is not currently available in the 5-year ACS data, hence the 2000 U.S. Census data was used and projected to 2011.

Source: 2005-2009 American Community Survey 5-Year Estimates, 2035 Public Transportation Plan Update- Mountain Metropolitan Transit, 2000 US Census Bureau, LSC 2011.

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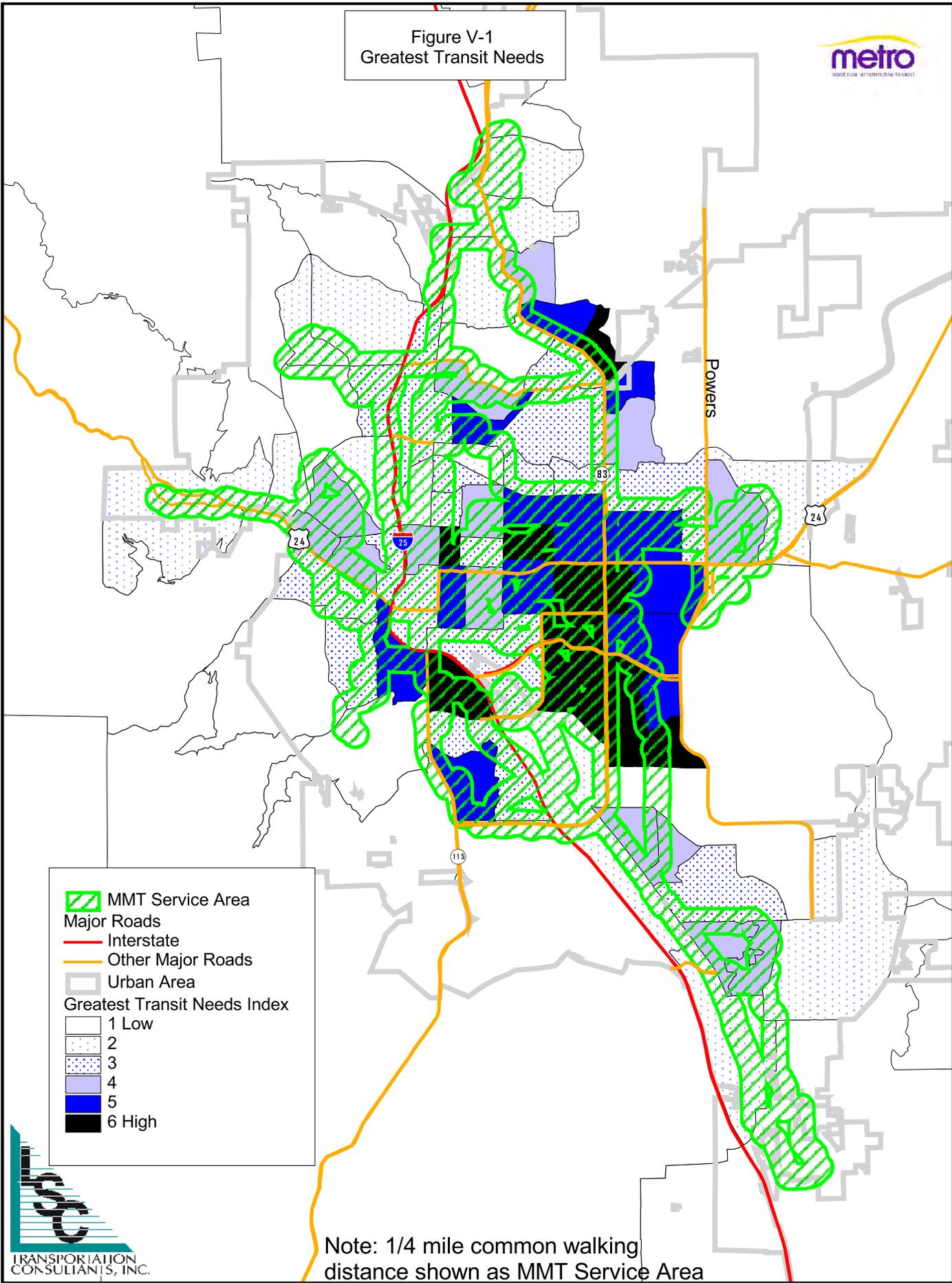
RESULTS

Figure V-1 presents Mountain Metro's census tracts with the greatest transit need, along with the transit need index. Thirteen census tracts were determined to have the greatest transit needs based on the zero-vehicle households, elderly population, disabled population, minority population, limited-English-proficient population/linguistically isolated households, and below-poverty population. As shown in Figure V-1, the greatest transit need is mainly in the core Mountain Metropolitan Transit service area. The greatest transit need areas are located primarily in portions of south and southeast of downtown. There is also an area in the northeast portion of Colorado Springs near the intersection of North Academy Boulevard and Austin Bluff Parkway that has a high need for public transportation which is currently being served by Route #25 - Academy.

By identifying those areas with a high need for public transportation, LSC was able to uncover a pattern for the areas with the highest propensity to use transit service. Those US Census tracts not scoring in the highest category but still having a high score could still be considered a high priority for transit service. These are the census tracts with an index of either four or five.

It should be noted that housing trends and neighborhood patterns change over time due to shifts in the economy, inflation, and cost of living. Because of this factor, the areas representing the greatest need for transit may shift in the future. This makes it important to periodically re-evaluate the Title VI populations to ensure that their needs are being met.

Figure V-1
Greatest Transit Needs



Note: 1/4 mile common walking distance shown as MMT Service Area





CHAPTER VI

Public Involvement

The public involvement program of this project is seen as an important element of the overall project. This plan includes efforts to ensure that local citizens have an opportunity to participate in the study process.

PUBLIC OPEN HOUSES

Efforts were made to involve members of minority and low-income communities to identify transit gaps in service. Three public open houses were held on Thursday, June 30, 2011 at City Hall from 12:00 noon to 1:00 p.m.; Mountain Metropolitan Transit Downtown Terminal from 1:30 to 2:30 p.m.; and Pikes Peak Community College (PPCC) at Centennial Campus from 4:00 to 5:00 p.m. The public open houses were publicized in the Gazette, Hispania News (in both Spanish and in English), and the Colorado Springs Independent as well as posted on buses. A copy of the newspaper advertisement from the Hispania News can be found in Appendix B.

The meetings followed a very informal format to allow sufficient time for attendees to ask questions, receive answers, and provide input. The number of people that showed up varied at each of the open houses. The downtown terminal had many passengers who wanted to comment while waiting for their bus or transferring between buses, and hence had a more open format. In general, members of the community were given an opportunity to identify potential gaps in the existing transit service that should be addressed as part of this transit study. Posters presented at the open house illustrated the various Title VI population groups with two maps for each group. One map illustrated the percentage of that specific market segment to the total population in each census tract. The second map displayed the density of that specific population.

Residents were asked to complete a questionnaire to help relate their comments to specific demographic categories. The public was also given an opportunity to

Public Involvement

provide input and feedback by filling out a questionnaire online. The online questionnaire was available through both the Mountain Metro and LSC project websites. Although this was not a randomly selected sample, questionnaire responses help to identify possible gaps in service.

Six people attended the City Hall open house, 20 people stopped at the Downtown Terminal to give comments, and four people attended the Pikes Peak Community College (PPCC) open house. Listed below are the comments received from the citizens that attended those open houses.

Colorado Springs City Hall

- People with disabilities have a high dependency on transit.
- Mission Medical Clinic has 350 patients who are people of color, have physical disabilities, and are low-income. There is no bus stop near the Mission Medical Clinic on La Salle Street, east of Union Boulevard, and south on Constitution Avenue.
- When Mountain Metro scaled back its services ADA paratransit services were scaled back along with fixed routes. This added stress on individual agencies to pick up some of those paratransit trips. There is a financial gap for specialized transportation services. Gas prices and demand for services have increased, but funding has stayed at the same level.
- The lack of transit service on Fort Carson has affected the low-income population, people with no vehicles, and people with disabilities.
- ServiceSource—a contractor on Fort Carson, 75 percent of whose employees are people with disabilities—is unable to accept half of its job applicants because they do not have any personal transportation.
- A Fort Carson retiree and a Widefield resident would like to get to the commissary and post exchange (PX) on the post. He currently has a long walk from the PPCC bus stop to Evans Army Hospital. He was informed that Silver Key Senior Services might be able to help him with transportation as they used to do pick-up/drop-off at the Fort Carson post.
- On Fort Carson, the workers start at approximately 6:00 a.m.; outpatients have doctor appointments from 9:30 a.m. to 4:00 p.m.
- Mission Medical Clinic focuses on low-income and uninsured people 18 to 64 years old. They do not look at populations above age 65 because people can get into Medicaid.
- What has happened to the Fort Carson shuttle bus similar to the one at Peterson Air Force Base?
- A client of Mission Medical Clinic walked to the bus stop, had a problem due to his congestive heart failure, and had to be rushed to the hospital. People

with disabilities can have different types of disabilities. They do not have to look like they have a disability. They can have a walking disability that limits them to a wheelchair, a mental disability where they do not know where to get off a bus stop, have seizures, or are recovering from surgery.

- Community Health Partners is a group of health care providers that is trying to serve low-income patients. There are 70,000 low-income people estimated to be served under this group. The biggest gap realized by this group has been transportation. Some of the members include Peak Vista (located on Printers Parkway), S.E.T. of Colorado Springs (old Penrose St. Francis Medical Center), and the Marion House.
- The Mission Medical Clinic is open on Monday/Tuesday 9:30 a.m.-6:00 p.m., on Thursday 9:30 a.m.-8:00 p.m., and on Saturday mornings once a month. They find that on Thursday from 7:00 to 8:00 p.m. a lot of people cannot get home because there is no transit service at that time. They do give bus vouchers to patients that need transportation, but this is greatly limited as it is based on a grant with limited funding.
- Human Services moved to Garden of Gods Road and people who need it the most live downtown.
- The frequency is bad. If you miss the bus, you have to wait an hour before you can catch the next bus.
- There has been an instance where the wheelchair lift was not working or out of service. This was experienced two years back. Mountain Metro had to sell their fleet as they scaled back services and the fleet was federally funded. Mountain Metro has a relatively young fleet and is probably not experiencing those problems.
- Bus wheelchair ramps usually open out onto curbs for a stable exit surface. There are no curbs at the Downtown Terminal, so instead, the new bus wheelchair ramps open out onto the truncated domes (which were installed for visually impaired passengers). This arrangement is not very stable and makes it difficult for people with disabilities to enter/exit the vehicles.
- Need for transit on Powers Corridor to serve the two new hospitals.
- Need for transit to the airport.
- A lot of people who had no other means of transportation lost their jobs because of service cuts.
- Need for transit in the suburbs and in the fringe areas. Empty buses in the downtown areas need to be taken away to be used in the fringe/suburban areas. Many times, while it may seem that downtown buses are running empty, they may be heading outbound and they may get full at the next pull out.
- Need for better service frequency at Templeton Gap/Union at the Medical Center Pointe/Audubon Center.
- No transportation to the soup kitchen. Proposed changes to Route 14 are planned to incorporate service to the soup kitchen.

Public Involvement

- Route 25 - Downtown Terminal /PPCC there is a lot of construction work, especially at Woodmen/Academy which slows down Route 25. Consider running an extra bus during certain times of day or when there is construction through those routes.
- There are so many bus stops on Route 25 that it slows down the bus speed on that route. Consider increasing service frequency.
- Route 5 has no in-between time points, hence it is difficult to tell whether the bus just left, especially if someone is waiting at Boulder/Union stop.

Mountain Metro Downtown Terminal

- Need to serve the northeast side of Colorado Springs—St. Francis Hospital and Memorial North. Maybe a route that serves medical facilities/hospitals.
- Need for more evening service.
- Need for more Saturday service.
- Add frequency to Route #5. It is always packed.
- Add more frequency to Route #14. It is usually packed from Downtown to Garden of the Gods.
- Add Route #23 back.
- Add service on the Powers/Tutt corridor.
- Add service to the northeast Colorado Springs area and to the northeast hospital areas.
- Add more service to the periphery and not always in the core city area.
- Add service to Fort Carson.
- Add service back to Lelaray Street (clinics).
- Add more service to Union/Fillmore (clinics).
- Need for better frequency on routes that serve the medical facilities on Union and Fillmore (Audubon Center).
- Routes 6 and 12 should have a service frequency of every 30 minutes instead of every hour.
- Need for more east-west travel.
- Little service on the west side. Need for transit to Fillmore on the east with service to the businesses, retail. Need for service to the medical facilities on Union/Fillmore. Need for service to the northeast side (to the East Library).
- Modern cities such as San Francisco and Boston have access to good transportation and Colorado Springs has a long way to go.
- Need for transit service in the Union/Dublin area; Garden of the Gods area to the East Library; and Academy/Austin Bluffs to the East Library.
- City Council makes decision about transit but does not use the service.
- Need for Wi-Fi service for students. Maybe a pass for that service.

- No transit schedules that can be picked up in the Downtown Terminal.
- Need for weekend service on Routes 4 and 16, as there is no service to Walmart on the weekends. The passenger was not aware that he could use Route 12 on the weekend to go to Walmart. May be a need for transit destinations served by each route to be put on all schedules.
- Colleges and school districts are a good way for the transit agency to inform parents/students who do not speak English about the various transit services.
- Operate Route 15 on Saturday.

Pikes Peak Community College, Centennial Campus

- Service needs to extend beyond 6:30 p.m.
- Need service from 8:30 to 9:30 p.m. on Route 11; that's when students from PPCC finish some of their classes.
- There is a long travel time from North Chestnut/Fillmore to downtown to PPCC. It takes 2.5 hours.
- Need for extended evening service on Route 11 from 9:00 to 10:00 p.m.
- Need to tax business.
- Peak hours (6 -9 a. m. and 3-6 p.m.) should have frequent service (every half-hour), while midday non-peak hours can be every hour or less. This way transit service can be better used. Mountain Metro reports that they do not have the traditional morning and evening peaks, but have one peak from 9:00 a.m. to 4:00 p.m.
- Presently the evening service gets me back home from work. Extended evening service will help with other activities like shopping and doing bank work.
- Need for service to the airport.
- Mountain Metro has to do a better job getting the word to people if they plan on not operating during a snowstorm. They can disseminate information through the news station and radio. They should give at least two hours advance notice. This is especially true when there is a snowstorm midday. It gives people a chance to leave early from work if they do not have any way to get home. The website can be a secondary source of information for transit service closure. A lot of people rely on Mountain Metro and if Mountain Metro doesn't give an advance notice, many people are stranded at the terminal and elsewhere.
- Mountain Metro does not have personnel to answer phones. They always have automated messages. Even if they plan on using automated messages, they should plan on updating information. This is especially true during snowstorms or cancellations. Mountain Metro staff informed the individual that they do have staff answering phone calls, but because they were greatly reduced because of budget cuts, the chances of getting through to a person,

especially during peak hours, is limited and people are then sent to the automated phone message system.

- The area around Tutt/Powers needs transit.
- Is there a policy in place for drivers to decide when they should be leaving the terminal/transfer station? Dispatchers make a decision for the drivers based on a number of factors such as construction work, etc.

COMMUNITY SURVEY RESULTS

Open house meetings were held to solicit feedback on how Mountain Metropolitan Transit can better serve its passengers, the residents of the Pikes Peak region and various Title VI population groups. Attendees were able to voice their opinions and were given the chance to fill out brief questionnaires that outlined their opinions of the system, frequency of use, and demographic information. This questionnaire was also available through the Mountain Metro Transit website and was available to the general public. Questionnaires were also distributed by staff of The Independence Center, which offers a variety of services for people with disabilities. In all, there were a total of 61 responses. A copy of the survey questionnaire can be viewed in Appendix C. The following is a brief summary of the responses. The number of responses is small and the results should not be interpreted as representing the community or any particular population group. The results should only be interpreted as input from those individuals who responded.

The respondents were almost evenly split between genders, with 32 female and 28 male respondents (one respondent did not answer this question). The age range of the respondents was between 17 and 70. The age of the participants was extremely varied, with users from many different age cohorts represented. Individuals in their forties made up approximately 25 percent of respondents, representing the largest age cohort. The majority of the respondents, approximately 69 percent, considered themselves white, but there were also others who reported themselves as American Indian/Alaskan Native, Hispanic/Latino, and Black/African American.

Many of the occupational categories were chosen, but the three that appeared most often are those individuals who describe themselves as being either retired,

unemployed, or “other” occupations. The most common answer in terms of annual income was less than \$15,000, representing more than half of the individuals.

Of the total respondents, 27 of the users (45 percent) indicated that they do not currently have a driver’s license. In addition, 21 respondents (34 percent) indicated that they do not have the ability to drive. These users can be said to be transit-dependent. A question was asked regarding what means of transportation the individuals filling out the surveys currently use, in which users were allowed to select multiple choices. Of those responding, a total of 87 percent reported that they use Mountain Metropolitan Transit. Other popular choices of transportation were walking (56 percent) and driving (30 percent).

When asked about how they would like to receive information about changes or improvements to the transit system, the respondents indicated that the onboard flyers/newsletters and the MMT website were the main ways they would like to hear of changes in the system. Few people selected the newspaper and online social media to hear about changes.

Nearly all of the respondents reported using public transportation daily or multiple times per week, indicating that they are frequent riders. When asked about why the users choose to ride public transit, the most commonly cited response was that they do not drive, with approximately one-third of responses. The second most popular response was from users that do not have a vehicle, followed by those who use the bus because it is economical.

The purpose of the majority of the respondent trips were for work, with 35 percent of total responses. Many people also chose shopping or recreational as the purpose for their trips, while very few selected medical and social purposes.

A total of 20 users reported that they had a health condition that limited their ability to engage in physical activities. Only seven of these 20 individuals indicated that they have difficulty going outside of their home while alone, representing approximately 11 percent of the total respondents.

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Users were asked to rate several characteristics of the transit system on a scale that consisted of poor, fair, good, and very good. The most often cited responses under 'very good' were for driver courtesy and safety. Both of these categories also received an average score of 3.1. Conversely, many users rated the evening service, weekend service, and bus routes/areas served as poor. Weekend and evening service had an average rating of 1.3 and 1.1, respectively. The lack of Sunday service most likely was the primary reason for the low service rating for overall weekend service, although Saturday service is provided. These are very low ratings, with almost all users selecting poor or fair as their choice.

The next question asked users to list places that they think bus service should be provided where it currently is not. The airport, Woodmen Road, Stetson Hills, Powers Boulevard, and Interquest Parkway were common responses. Many users also indicated that they would like to see expanded evening and weekend service, including providing service on Sunday. Many users reported desiring service beginning around 6:00 a.m. in the morning and ending between 9:00 and 10:00 p.m.

The last question gave respondents the opportunity to list any additional comments regarding their transportation needs. The majority of the comments in this section echoed the sentiment of the extension of service hours past their current hours and providing enhanced weekend service. Individuals also reported wanting better geographic coverage, cleaner buses, better frequencies, and on-time performance for service. The comments provided by respondents are listed below:

- Adjust Route 22 - service on Saturday and change start time at Citadel by 5 minutes.
- All routes need to run every 30 minutes. This is future dream. Route 10 is my primary route.
- An effort for the drivers to have less hassle with disabled and senior tickets; they should show the ID when buying the ticket to save the drivers time.
- Buses are absolutely horrible here. I wake up far too early to be late to work by bus. Fix your schedules, extend the service hours, BE ON TIME. BE ON TIME. Weekend service. That should include SUNDAY, not just Saturday. I've been taking the city bus since my freshmen year in high school. It was better then, still not good, and has only gone downhill since.

- Buses leaving the terminal without waiting two minutes for a late bus is ridiculous!
- Full Saturday service is needed to shop and run errands since work full-time during the week, as do most people who ride the bus. We need to help this community become more mobile and healthy by offering frequent bus service for shopping, visiting, school, and social services for the elderly, disabled, and teens.
- I am age 23 and unfortunately do not have a car and feel very left out in life because everybody else my age has their own car. In order to get a job, I need a car and in order for me to get a car, I need a job. I was terminated from a previous job after weekend and evening service was eliminated. I know many people who ride the bus smoke, but not everybody does. I hate going to the downtown terminal because the waiting area is so smoky.
- I hope you can bring back evening service.
- I need it to run later on all days and run on Sundays.
- I ride to get to college, but can't get home because the bus does not run that late. It would be nice to catch a bus home from school, but I can't because class ends at 6:30 p.m.
- I wish Routes 9 and 25 ran later, and I wish Route 9 came down to the Chapel Hills Mall on weekends. I wish service was on time. As a first-time rider last year, the transit system was hard for me. Summer Haul Pass is AMAZING! I hope for a discount for college students next year. I rarely see friendly bus drivers. They seem to be more bored and worried about a pay check than helping anyone. I wish FREX wasn't \$22 round-trip. I wish Ute Pass would stay around. I really wish weekends and extended weekday evenings would come back. The buses are neat, cool, and I enjoy them overall.
- I work evenings at PPCC and it would be great to get evening service back.
- I would like to see the streetcar taskforce suggestions come to fruition, more service in the northeast of the city, Woodmen/Powers (but not further north), and increase RTA sales tax + mass trans. + mandated percentage.
- I would use public transportation if it were convenient, i.e., shorter headways and more geographical coverage.
- Let your riders know one seat per person, feet off seats, and 22 rides lower prices. Colorado Springs is a poor town and people make less than \$20,000 to afford 34 and up passes?
- More buses to cover areas that do not get service
- More combined and circular routes should be available, like current routes 9/11 and 15/16, and old route 8/18.
- Need bus at Powers/Woodmen, Air Force Academy, Stetson Hills, Peterson AFB, and Fort Carson.
- Need bus service til 1030 or later again nightly and serve more of the city all the way to Powers Boulevard and in some parts east of Powers Boulevard Cimarron Hills area like the old route evening route 8/12, day route 12 used to do. I used to catch a bus home from work on Powers and Palmer Park to

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Academy Boulevard. Now I can't catch it after 10 p.m. like I used to when I get off work.

- Need council and mayor using transit, great PR for funding.
- Need more routes.
- Please, please, PLEASE make the buses cleaner and ON TIME.
- Remove bus stop structures to bus stops no longer served (Circle/Monterey). Get rid of the answer machine. Run the bus to the published schedule. Replace Mr. Blewit (sp).
- Survey completed representing Mission Medical Clinic. All patients are below federal poverty limit. Our patients would use service every day our clinic is open. Please talk with Donna Wurth, RN at the clinic (219-3402).
- The Uintah Gardens bus needs run by 25th & King Street earlier please! First bus at 6:20 a.m., NOT 7:20 a.m.
- They need to expand over at Chapel Hills Mall.
- This transit system is 30 years behind for the area of Colorado Springs. Seems to force car travel.
- What happened to vanpools? These are more agile than buses and with proper advertising (and incentive,) would reduce the ridiculous I-25 and Academy traffic jams. Some cooperation with the major employers to encourage ridership and nearby stops (thinking of the big players on Voyager and all the cars that have to file in and out). Maybe sometime consider a bus to the airport?
- With a big metro area and small downtown, you should eliminate downtown hub and spread the routes out to cover entire city. Downtown realistically only needs one N/S and one E/W route.
- You have Saturday, I wanna get around on SUNDAYS (work, play, errands, church). Bring on SUNDAY SERVICE!!!! and please update this page - <http://www.springsgov.com/Page.aspx?NavID=3271>. Thanks for taking the time to do this survey!



CHAPTER VII

Fare Changes

Chapter VII includes an evaluation of the fare increases performed by Mountain Metropolitan Transit (MMT) when considering a fare increase. The fare increase was implemented on January 4, 2009 on all Mountain Metropolitan Transit local fixed routes and Metro Mobility paratransit services, including FREX (the commuter service between Colorado Springs and Denver). The only exception to the fare increase was the Ute Pass Express. The fare increases were approved by the Colorado Springs City Council to help offset the rising operational costs and budget shortfalls.

The new fares were presented for public comment during four separate public meetings on October 22 and 23, 2008 at the Pikes Peak Community College, Colorado Springs City Hall, Falcon Police Station, and East Library. Comments were gathered and recorded at each public meeting, online, by e-mail, phone, and fax. Appendix D presents a flyer of the new bus fares.

ANALYSIS OF THE PROPOSED TICKET FARE INCREASE

Appendix D provides a memorandum prepared by Mountain Metropolitan Transit that details the analysis done on the proposed fare increase which is summarized in this section.

In October 2007, Mountain Metropolitan Transit did an analysis that compared their fare structures with other transit agencies of equal size or with similar fare structures. Mountain Metro Transit's fare structure was compared to Regional Transportation District (RTD) in Colorado; Nashville MTA in Tennessee; San Joaquin RTA in California; Grand Rapids, Michigan; and Charlotte, North Carolina. Based on the analysis, MMT updated its fare calculation from 2007 to 2008 to be more aligned with industry standards, comply with FTA half-fare regulations, and make sure that the fare increases applied were fair and equally distributed to all transit passengers.

Fare Changes

In May 2008, American Public Transportation (APTA) released a survey 'Impact of Rising Fuel Costs on Transit Services.' As MMT was also facing rising fuel costs, an analysis was done to see what other agencies were implementing to offset the rising fuel costs. Appendix D presents a table that summarizes the actions taken by various transit agencies. In summary, most agencies were implementing a \$0.25 fare increase similar to the one that MMT was planning to employ.

Table VII-1 shows a comparison of Mountain Metro Transit's past fare structure and the current fare structure. The one-way basic cash fare would go from \$1.50 to \$1.75 per trip for adults, which is a 17 percent fare increase. The one-way fare for senior citizens, Medicare/disabled passengers, students (aged 12 to 18), and children (aged 6 to 11) would go from \$0.75 to \$0.85, a 13 percent fare increase. A 17 percent increase in this group would violate the half-fare rules, hence a 13 percent fare increase in this group was used. The Express services were planned to be eliminated next year so the fares were removed from the chart. The Metro Mobility paratransit fare would increase from \$2.50 to \$3.00, a 20 percent fare increase. A 17 percent increase would make the fare on Metro Mobility \$2.93, but MMT used a 20 percent increase for easier cash collection. As illustrated, all other fares have changed an equal percentage to the basic fare. Since the proposed fare increases implemented in January 2009 represent what many agencies were using and based on the percentage increase of each fare/pass, the fare increase was fair and equitable to all passengers.

Table VII-1 Fare Structure Comparison			
Past Mountain Metro Fare Structure			
Basic Fare Information	Past Price (2008)	Current Price (2009)	% of change
Basic Fare	\$ 1.50	\$ 1.75	17%
Express Fare	\$ 2.50	n/a	n/a
Express Discount Fare (for Senior, Medicare, Disabled)	\$ 1.25	n/a	n/a
Student Fare (12-18 years)	\$ 0.75	\$ 0.85	13%
Child Fare (6-11 years)	\$ 0.75	\$ 0.85	13%
Basic Fare for Senior, Medicare, Disabled	\$ 0.75	\$ 0.85	13%
Zone Fare (additional fare to/from Fountain)	\$ 0.75	\$ 1.00	33%
ADA Paratransit	\$ 2.50	\$ 3.00	20%
Discount Passes/Tickets	Past Price (2008)	Current Price (2009)	% of change
31-Day Pass	\$ 54.00	\$ 63.00	17%
31-Day Express Ticket	\$ 62.00	n/a	n/a
31-Day Ticket w/Zone Pass	\$ 59.50	\$ 69.50	17%
22-Ride Express Ticket	\$ 50.00	n/a	n/a
22-Ride Adult Ticket	\$ 30.00	\$ 35.00	17%
22-Ride Student Ticket	\$ 15.00	\$ 17.50	17%
22-Ride Child, Senior, Medicare, Disabled Ticket	\$ 15.00	\$ 17.50	17%
Summer Youth Ticket/ Summer Haul Pass	\$ 20.00	\$ 20.00	0%
<i>Source: Mountain Metro Transit, July 2008.</i>			



Service Standards and Policies

GENERAL REPORTING REQUIREMENTS

This information refers to the City of Colorado Springs, specifically to the Transit Service Division - Mountain Metropolitan Transit (MMT). The City of Colorado Springs is the designated recipient of Federal Transit Administration (FTA) funds. MMT supervises the two operational contracts, currently in 2011 through Veolia Transportation (which operates the FREX and Metro Mobility services) and McDonald Transit Associates, Inc. (which operates the fixed-route services and Ute Pass Express). MMT also manages grants, oversees budgets, plans, and coordinates all transit activities.

Active Lawsuits and Complaints

The City of Colorado Springs/Mountain Metropolitan Transit has no active lawsuits and has not received any formal discrimination complaints on the basis of race, color, or national origin with respect to transit services provided since the last Title VI plan (in October 2008).

Pending Applications for Financial Assistance

Mountain Metropolitan Transit receives Federal Transit Administration (FTA) 5307 and 5309 funds, FTA 5316 Job Access and Reverse Commute (JARC) funds, FTA 5317 New Freedom funds, federal funds (jointly administered by FHWA and FTA) from Congestion Mitigation and Air Quality (CMAQ) program (for Metro Rides and the temporary demonstration grant for the Ute Pass Express which will be ending October 2011), Funding Advancement for Surface Transportation and Economic Recovery (FASTER) funds (administered by the Colorado Department of Transportation [CDOT]), Metro funds (administered by the Pikes Peak Area Council of Governments [PPACG]), and Transportation Enhancement funds (administered by PPACG and CDOT). Mountain Metro Transit has a good standing in the grant request for each of the programs mentioned above. In addition, Mountain Metro Transit receives local funding from the City of Colorado Springs General Fund and

the Pikes Peak Rural Transportation Authority (PPRTA) sales tax for the operation of transit services. Transit fare and advertising revenue is another source of MMT revenue.

Summary of Title VI Analysis

Mountain Metropolitan Transit had three main service cuts effective January 2009, April 2009, and January 2010. For each of these service cuts, data analysis was done on the effect the service cuts had on population income and minority status. The service cuts identified were in accordance with MMT service standards and were due to low ridership. Each of the service cuts have been found to not disproportionately impact low-income or minority populations.

Based on the 2010 onboard survey (which was done after the service cuts), 92 percent of MMT patrons are transit-dependent (no vehicle ownership and no driver's license). MMT will make their best effort to serve these population groups and other Title VI population groups (Chapter III) to ensure that these individuals are not disproportionately affected by any service changes.

MMT also added Saturday service back on a limited number of fixed-route services (effective March 12, 2011). Adequate ADA paratransit was provided to those fixed routes. The increase would take MMT from approximately 102,000 local fixed-route annual service hours for 2011 to the annual service hours of approximately 107,000 hours: or approximately a six percent service increase. These annual service hours were approved during an extensive and well-publicized public involvement period. This included onboard bus notices to fixed-route and ADA paratransit riders by City Council last fall during the City's 2011 budgeting process. However, since this limited service increase did not meet MMT's definition of a 'major service change,' no advance Title VI report was produced.

Annual FTA Certifications and Assurances

FTA FY2011 Annual Certifications and Assurances were signed by Interim City Manager Steven W. Cox on November 23, 2010 and by Robert J. Mack, the Senior Attorney in the City Attorney's office on November 17, 2010. Appendix E presents the signature page of the FTA Annual Certifications and Assurances.

Title VI Assurance

The Title VI assurance was part of the Annual Certifications and Assurances as outlined in the FTA Master Agreement.

Current Facilities and Future Plans for Replacement

Table VIII-1 and Figure VIII-1 show Mountain Metro Transit's current transit facilities. As shown, the main Mountain Metropolitan Transit administration building is located at 1015 Transit Drive. The two contractor administration and dispatch offices are located at 1070 Transit Drive and the 2390 North El Paso Street. The garage on Transit Drive houses the fixed-route operation (34 pullouts—31 for the fixed-route and three for the Ute Pass Express; 41 buses available). The garage on El Paso Street houses the Metro Mobility paratransit operation (41 pullouts, 48 buses available) and FREX (7 max pullout, 10 buses available). The maintenance facility (for the fixed-route operations) is located at 1145 Transit Drive. The maintenance for the Metro Mobility paratransit and FREX operation is done by the City Fleet (located at 404 West Fontanero Street). As illustrated in Figure VIII-1, the two main operations are located north and south within the MMT service area and since all the fixed-route buses come from a single garage, there is no disproportional impact to the low-income and minority population.

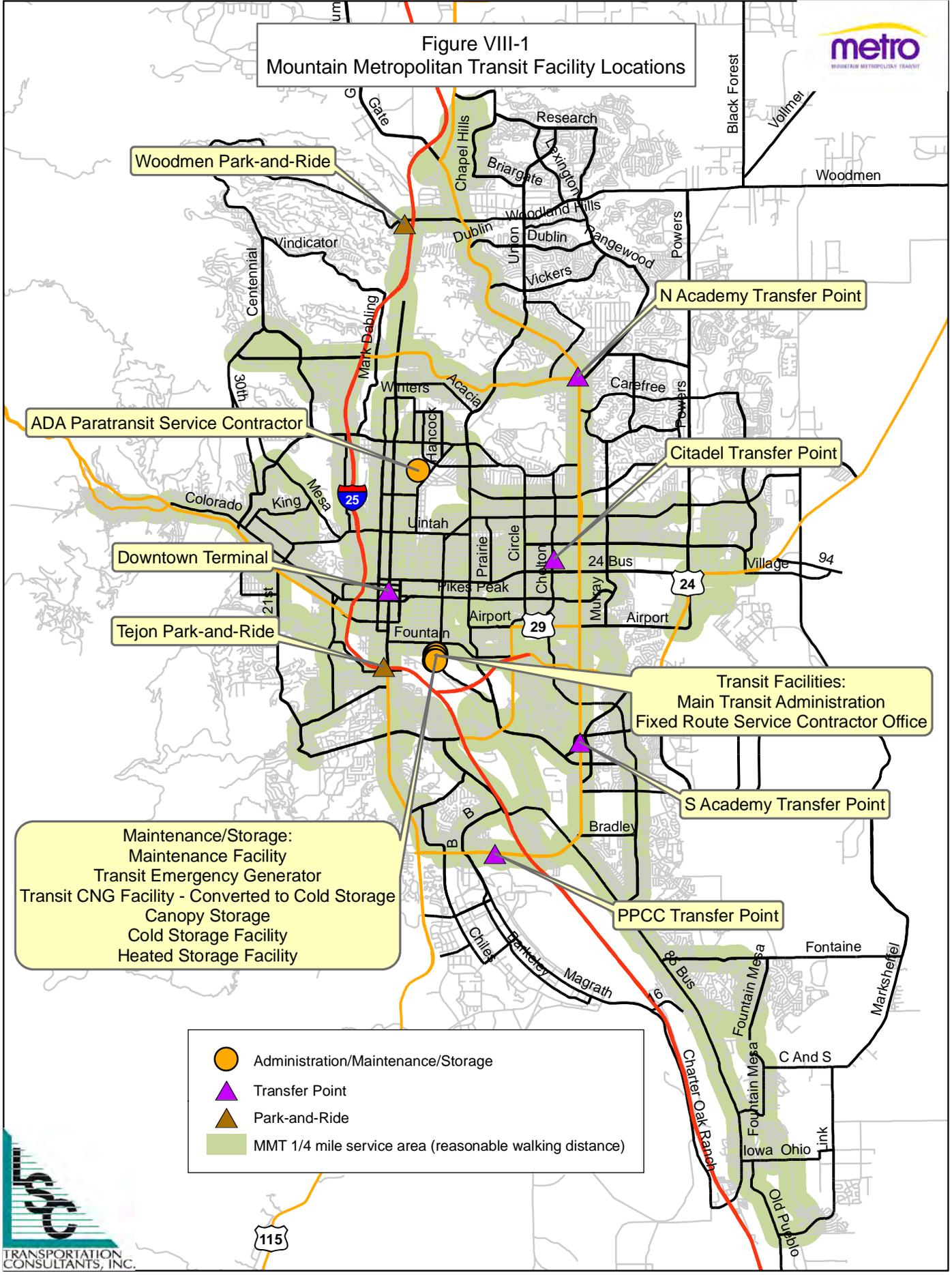
The only current plans for expansion include the Black Forest carpool lot and the Falcon Park-and-Ride. Other plans pending funding include upgrades to the Downtown Transit Terminal, and expansions to the Woodmen and Tejon Park-and-Rides.

**Table VIII-1
List of Transit Facilities**

No.	Transit Facilities	Location	Owned/ Rented
Transit Facilities			
1	Main Transit Administration	1015 Transit Drive	City Owned
2	Fixed-Route Service Contractor office - <i>McDonald Transit</i> (Administration and Dispatch)	1070 Transit Drive	City Owned
3	ADA Paratransit Service Contractor - <i>Veolia Transportation</i> (Administration and Dispatch)	2390 N. El Paso Street	Rented Facility
Transfer Point			
4	Downtown Terminal	127 E. Kiowa Street	City Parking System Enterprise Owned
5	Citadel Transfer Point	780 Citadel Drive West	City Owned
6	Pikes Peak Community College (PPCC) Transfer Point	5675 S. Academy Blvd	PPCC Owned
7	South Academy Transfer Point	2738 S. Academy Blvd	City Owned
8	North Academy Transfer Point	4110 N. Acadmy Blvd	City Owned
Park-and-Ride			
9	Tejon Park-and-Ride	1305 S. Tejon Street	CDOT Owned
10	Woodmen Park-and-Ride	6995 Mark Dabling Blvd.	CDOT Owned
11	Monument Park-and-Ride	1 Woodmoor Drive	CDOT Owned
Maintenance/Storage Facilities			
12	Maintenance Facility - <i>used by McDonald Transit</i>	1145 Transit Drive	City Owned
13	Transit Emergency Generator	1017 Transit Drive	City Owned
14	Transit CNG facility converted to cold storage	1019 Transit Drive	City Owned
15	Canopy Storage - <i>used by McDonald Transit</i>	1075 Transit Drive	City Owned
16	Cold Storage Facility - <i>used by McDonald Transit</i>	1155 Transit Drive	City Owned
17	Heated Storage Facility - <i>used by McDonald Transit</i>	1165 Transit Drive	City Owned

Source: Mountain Metropolitan Transit, 2011.

**Figure VIII-1
Mountain Metropolitan Transit Facility Locations**



PROGRAM-SPECIFIC REQUIREMENTS

Demographic and Service Profile Maps

Mountain Metropolitan Transit had service cuts in January and April 2009 and January 2010. The demographic characteristics of the current Mountain Metro service area is overlaid with Title VI population groups which are detailed in Chapter III.

Survey Information on Customer Demographics and Travel Patterns

Information from the June 2010 onboard survey is detailed in Chapter II. The chapter shows a comparison with onboard surveys conducted in September 2008 after Mountain Metropolitan Transit service cuts. As seen in the survey, the percentage of Title VI population groups has either increased or remained the same.

MOUNTAIN METROPOLITAN TRANSIT SERVICE STANDARDS

Appendix F is Mountain Metropolitan Transit's Service Standards and Guidelines for evaluation of transit services and future service changes.

Public Process for Major Service Change

This is MMT policy for public process for a major service change in its fixed-route and ADA paratransit services. This will be used by MMT in its Title VI Equity Evaluation of proposed adjustments to passenger routes, fares, hours of service, and other changes. This also applies to the FREX (commuter service between Colorado Springs and Denver). This *revised policy* will be incorporated into its existing Service Standards and Guidelines.

This public process is for use in implementing major service and/or fare changes resulting from city administrative/policy-maker direction and/or budget/financial impacts to the system. (This process might also be used for implementing general, ongoing route performance changes that do not constitute "major service changes" at the discretion of the city administration/staff.)

Subsequent to careful analysis to determine the impact of service and/or fare changes to minority, low-income, and disability populations as outlined in this Service Level/Performance Standards Plan, a public process will be conducted. The following steps will be taken:

Major Service Change: MMT defines its major service change as an increase or decrease of 25 percent of any route or service hours. Any change (increase or decrease) in MMT fare structure, or addition/elimination of a route will require public notices and public meetings of the proposed change as outlined in this policy.

MMT defines **public meeting** as a forum that is open to the general public and a way for the public to comment or weigh in on the topics of discussion. MMT defines **public hearing** as more formal in nature in that the meeting held and comments received are transcribed by a court stenographer.

1. Staff will hold at least three public meetings during weekdays in various locations, during bus hours at various times in the region to advise the public of recommended changes. In cases where only one route is affected (addition or elimination of a route), one public meeting will be held based on the spatial distribution of that route structure and the neighborhoods/areas affected due to the change.
2. Public meetings will be held in an accessible public building. MMT will follow City public meeting guidelines in addition to those specified here. Participants will be provided maps, data, and adequate information on proposed changes. Public notice will include the name of the point of contact, including the person's telephone number, fax number, and e-mail address. In addition, the notice will include a statement of making a reasonable accommodation to persons with special needs—e.g., translator for Limited-English Proficient (LEP) population and certified ASL interpreter (for people with hearing impairment) free of charge—which will be made available by request. Further, MMT will advertise the notice in Spanish (for all major service changes, fare changes, or addition/elimination of a route) to include LEP persons in its public involvement process.
3. Flyers outlining the proposed changes in service will be placed on fixed-route and paratransit buses and made available at the transit terminal and transfer stations. Paratransit drivers will also be requested to advise individuals with disabilities of the proposed changes. Audio and visual announcements will be made on all fixed-route buses.

Service Standards and Policies

4. The transit agency website will contain information on all proposed changes including maps and other appropriate visuals.
5. Provisions for gathering public comments will be provided through face-to-face interviews, comment cards, phone message option, e-mail, direct mail, fax, customer service representatives, and by other accessible means as requested by individuals with disabilities.
6. As appropriate, a public hearing will be held to provide a forum for citizens to provide direct input to policy-makers.
7. Once public comments are received and compiled, the information will be provided to city administration and policy-makers.
8. Public process will be initiated at least 30 days before implementation whenever possible and as allowed by fiscal constraints.
9. Any Title VI analysis will be based on either Option A or Option B as prescribed in Chapter V of the FTA Title VI Circular (Reference: FTA C 4702.1, dated 5/13/07).
10. If there is any fare change, a fare and/or service equity analysis will be conducted, finalized, and submitted to FTA before public meetings and changes are implemented.
11. The public process will be in compliance with federal guidelines as outlined in the Americans with Disability Act of 1990: 49 CFR Section 21.5(b)(2); Appendix C to 49 CFT part 21; nondiscrimination provisions of 49 CFR Parts 27, 37, 38; Section 504 of the Rehabilitation Act of 1973; Title VI of the Civil Rights Act of 1964; and state and local law.



Monitoring Requirements

TITLE VI MONITORING REQUIREMENTS

Mountain Metro has reviewed the FTA Circular for the Title VI Program and has concluded that its Title VI Program—through this report and subsequent monitoring—meets and exceeds the objectives of providing equal access to transit services and decision-making to various Title VI population groups.

The Title VI Circular requires that transit systems establish transit service policies and standards (addressed in Chapter VIII) and transit service indicators such as vehicle load, vehicle assignment, vehicle headway, distribution of transit amenities, and transit access to ensure that benefits are equally distributed and not discriminatory.

The subsequent text presents the transit service indicators that will be used by Mountain Metro to assess compliance as outlined in FTA C4702.1A.

Vehicle Load

As defined by FTA Circular 4702.1A, the vehicle load was calculated for each Mountain Metro route as shown in Table IX-1. The vehicle load in the table was expressed as the ratio of the number of passengers on the vehicle to the number of seats on a vehicle. The vehicle load (passengers per seat) was calculated based on a seating capacity of 40 passengers on Routes 5, 7, 9, 11, 14, and 25. All other routes were calculated based on a seating capacity of 32 passengers—the smallest capacity of a Mountain Metro vehicle on its fixed route. The seating capacity of Mountain Metro vehicles on the fixed-route service (does not include FREX) range from 32 to 40 passengers per vehicle. Mountain Metro has an average vehicle load of 39 percent (on its local fixed routes). Based on the analysis, none of the routes exceed their capacity. Please note that a 40-foot bus (that has a seating capacity of 40 passengers) can carry a maximum of 82 passengers (approximately 205 percent of seated passenger capacity). A 35-foot bus (that has a seating capacity

Monitoring Requirements

of 32 passengers) can carry a maximum of 83 passengers (approximately 259 percent). On the Ute Pass buses—one 29-foot bus (that has a seating capacity of 23 passengers)—the maximum number of passengers that can be carried is 33 passengers (approximately 143 percent). However, if Mountain Metro observes that the vehicle load on any route is consistently exceeding its capacity (vehicle load > 130 percent), Mountain Metro would consider adding vehicles, expanding the capacity of the vehicles or increase frequencies serving that route.

**Table IX-1
2010 Mountain Metropolitan Transit's Vehicle Load**

Route	Total Route Ridership	No. of Weekday Trips (Round Trips)	No. of Saturday Trips (Round Trips)	No. of Weekly Trips (Round Trips)	No. of Round Trips (Annual)	No. of One-way Trips (Annual)	Avg. Passengers per One-way Trip	Vehicle Load (Passengers/Seat*)
1 Hillside - Hancock Plaza	158,755	25	12	137	7,124	14,248	11	35%
3 Colorado Avenue	207,867	26	12.5	143	7,410	14,820	14	44%
4 8th Street	73,968	12.5	0	63	3,250	6,500	11	36%
5 Boulder - Citadel	270,030	25.5	12	140	7,254	14,508	19	47% **
6 Wahsatch - Citadel	87,154	13	0	65	3,380	6,760	13	40%
7 Pikes Peak Avenue	240,717	25.5	12	140	7,254	14,508	17	41% **
8 Cache La Poudre Street	71,134	13	0	65	3,380	6,760	11	33%
9 Cascade - N. Nevada Avenue	166,424	25.5	12	140	7,254	14,508	11	29% **
10 Hwy 115 - PPCC	91,258	12	0	60	3,120	6,240	15	46%
11 World Arena - PPCC	124,072	13	12	77	4,004	8,008	15	39% **
12 Palmer Park Blvd.	74,990	13	12	77	4,004	8,008	9	29%
14 Chestnut - Garden of the Gods Road	163,291	13	12	77	4,004	8,008	20	51% **
15 CJC-PPCC	99,738	13	0	65	3,380	6,760	15	46%
16 Brookside Street	80,921	12	0	60	3,120	6,240	13	41%
22 Security - Widefield	97,212	13	0	65	3,380	6,760	14	45%
24 Galley Road - Peterson AFB	49,060	13	0	65	3,380	6,760	7	23%
25 Academy Blvd.	362,573	27	13	148	7,696	15,392	24	59% **
31 Fountain	25,083	13	0	65	3,380	6,760	4	12%
TOTAL***	2,444,247	308	110	1,650	85,774	171,548	243	AVG 39%

***Note: This information does not include the Route #60 FREX and Route #65 Ute Pass Express (which will be discontinued in October 2011).

**Note: Routes 5, 7, 9, 11, 14, and 25 are based on a seating capacity of 40 passengers.

*Note: The vehicle load (passengers per seat) were calculated based on a seating capacity of 32 passengers (which is the smallest capacity for vehicles that MMT has for its fixed route service), except for Routes 5, 7, 9, 11, 14 and 15 which are based on a seating capacity of 40 passengers.

Source: Mountain Metropolitan Transit, 2011.

Vehicle Assignment

Mountain Metro has 41 vehicles that are used for the fixed-route operations (does not include FREX buses). All of the fixed-route buses are kept at the south garage—1040 Transit Drive. There are 34 bus pull-outs available at this garage—31 pullouts for the fixed-route services and three pullouts for the Ute Pass Express.

As indicated in Chapter IV, fixed-route buses are assigned to a particular route based on ridership and bus capacity. The 40-foot buses are assigned to higher volume routes such as Routes 5, 7, 9, 11, 14, and 25. The 30 to 35-foot buses are used on lower volume routes. The contractor is allowed to schedule or make changes to the bus that is used or needed on a route depending on the ridership. As of January 2010, Mountain Metro has only five 2001 buses and four 2002 buses. The rest of the Mountain Metro fleet is made up of 2005 or newer buses. The 2001 and 2002 buses are rotated throughout the fleet and throughout the route system, but are used primarily as backup vehicles. Since a very large part of the current fixed-route fleet is so young, most of the routes operating on a given day will have 2005 or newer buses operating on them. Hence, there is no disproportionate use of old buses in the MMT service area.

Vehicle Headways

Vehicle headway is a measurement of the time interval between two vehicles traveling in the same direction on the same route. Table IX-2 identifies the vehicle headways, or the frequency of each route, on weekdays and Saturdays. Several routes overlap, giving the Mountain Metro system flexibility, thereby allowing patrons to access destinations more frequently than the headways indicate.

During weekdays, all Mountain Metro fixed-route buses operate between 30- and 60-minute frequencies. On Saturdays, there are limited routes that operate on a 60-minute frequency. The Mountain Metro vehicle headway policy typically relates to ridership, vehicle load, and population density. As seen in Table IX-2, the annual ridership directly relates to the headways on a particular route. Presently, all routes with an annual ridership of more than 120,000 have a 30-minute headway, compared to routes that have a 60-minute headway. This clearly indicates

that headways are based on ridership and passenger demand, and not based on race, income, or other Title VI population groups.

Mountain Metro also follows the minimum service frequencies specified in the Service Standards and Guidelines under Frequency of Service and Enhanced Frequency of Service (located in Appendix F). MMT will continue to balance the service headways provided with annual ridership, minimum service frequencies, and available funding. The current configuration of service best meets the demand of when and where service is needed. Mountain Metro will increase service headways as annual ridership increases and funding becomes available.

**Table IX-2
Fixed-Route Service Frequencies by Route (in minutes)**

Route No	Route Name	Weekday M-F (All day)	Buses in Revenue Service Weekday Service	Saturday	Buses in Revenue Service Saturday Service	Annual Ridership (2010)
1	Hillside - Hancock Plaza	30	2	60	1	158,755
3	Colorado Avenue	30	2	60	1	207,867
4	8th Street	60	1	n/a	n/a	73,968
5	Boulder - Citadel	30	2	60	1	270,030
6	Wahsatch - Citadel	60	2	n/a	n/a	87,154
7	Pikes Peak Avenue	30	2	60	1	240,717
8	Cache La Poudre Street	60	1	n/a	n/a	71,134
9	Cascade - N. Nevada Avenue	30	2	60	1	166,424
10	Hwy 115 - PPCC	60	1	n/a	n/a	91,258
11	World Arena - PPCC	60	1	60	1	124,072
12	Palmer Park Blvd.	60	1	60	1	74,990
14	Chestnut - Garden of the Gods Road	60	2	60	2	163,291
15	CJC-PPCC	60	2	n/a	n/a	99,738
16	Brookside Street	60	2	n/a	n/a	80,921
22	Security - Widefield	60	2	n/a	n/a	97,212
24	Galley Road - Peterson AFB	60	1	n/a	n/a	49,060
25	Academy Blvd.	30	4	60	2	362,573
31	Fountain	60	1	n/a	n/a	25,083

Source: Mountain Metropolitan Transit; LSC, 2011.

Distribution of Transit Amenities for Local Fixed Route

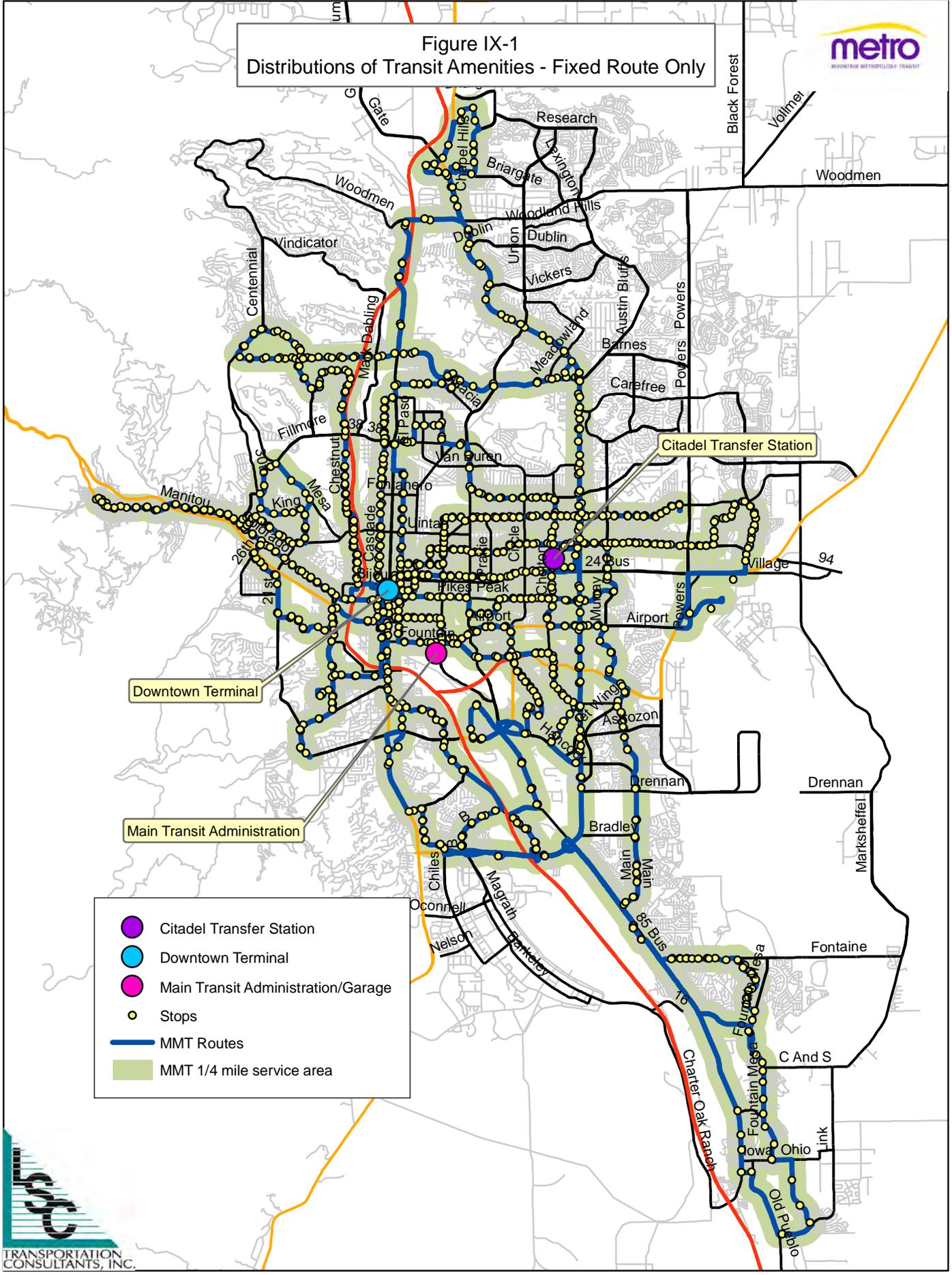
Mountain Metro has installed transit amenities along bus routes based on the number of passenger boardings that occur at the stops along the routes. Mountain Metro has bus stops geocoded as displayed in Figure IX-1 for the local fixed-route system. This map, however, does not have detailed capital amenities geocoded—such as bus shelters, bus schedules, and bus stop signs. Figure IX-1 shows that the bus stops are equitably placed throughout the Mountain Metro service area. Shelter placement has been based upon passenger boardings at the stop and availability of right-of-way, and not based on race, income, or other Title VI population groups. MMT follows its Service Standards and Guidelines (located in Appendix F) for bus stop guidelines. In addition, MMT will include the following minimum criteria:

1. All bus stops within the MMT service area will have a Metro sign.
2. A stop served by a single route with 25 to 50 daily boardings will be considered for a bench.
3. A stop served by a single route with 50 to 100 daily boardings will be considered for a shelter.
4. Transfer stations served by more than four routes with a daily boarding of 100 persons will be considered for a shelter, bench, and schedules.
5. The main transfer hub will be considered for shelter, benches, and rest-room facilities.

Transit Access

Since all Mountain Metro buses are equipped with wheelchair lifts, all routes serving the minority census tracts and other Title VI population groups are equally accessible. A map of Mountain Metro transit service area overlaid with various Title VI population census tracts has been developed to ensure that there is equity in service (Chapter III).

Figure IX-1
Distributions of Transit Amenities - Fixed Route Only



ORGANIZATION/STAFFING STRUCTURE

Figure IX-2 illustrates the current organization structure for Mountain Metropolitan Transit. Mountain Metro currently operates within the City of Colorado Springs Public Works Department. Since Mountain Metro Transit operates under the City of Colorado Springs, the Mayor is responsible for the operations of the Transit Services Division, with City Council being the policy board. The Mountain Metro transit system operates services through contracts, except for the dispatch and communication services that are internally handled.

Title VI Civil Rights Complaint Information

Mountain Metropolitan Transit (MMT) has posted information for the public regarding Title VI obligations and protections against discrimination on the MMT website at <http://www.springsgov.com/Page.aspx?NavID=3006>. Appendix G presents information provided on the MMT website, including MMT Title VI Complaint and Investigation procedures and the Title VI complaint form.

In addition, MMT has posted flyers at the Downtown Terminal, the Citadel Mall Transfer Station, and Pikes Peak Community College (PPCC) that are visible to the public and direct the public to the appropriate phone number and e-mail address to request more information. Appendix H presents the flyer posted at the various locations.

This is an extract of MMT policy on staff processing of Title VI complaints.

“Upon receiving a formal public complaint regarding discrimination of MMT transit service delivery or funding based on race, color or national origin as defined by Title VI, MMT staff will record the complaint with the MMT Customer Service Department and notify the MMT director (Craig Blewitt).

The Director, or his designee, will follow-up on the specific complaint. The Director, or his designee, will ensure subsequent follow-up actions are also recorded with the MMT Customer Service Department. The final outcome of the investigation will be sent to the complainant.”

Process After Title VI Complaint Has Been Received

Once a Title VI complaint has been received and filed, it is important that the information and the result of the investigation be logged in. Table IX-3 provides a sample complaint log which has been developed for Mountain Metro. The log records the complainant's name, the date of the alleged violation, the name of the individual purported to have discriminated against the complainant, a brief description of the alleged discrimination (this can be simply stating that it was racial discrimination or age discrimination), who investigated the allegation, and what actions (if any) were taken. This Title VI complaint log should be used for one year's compilation of complaints and should be filed with the discrimination complaint form, the investigator's report, and a formal Report of Investigation (shown in Figure IX-3).

Table IX-3

TITLE VI COMPLAINT LOG

	COMPLAINANT'S NAME	DATE	ALLEGATION	INVESTIGATED BY	ACTIONS
1					
2					
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Figure IX-3
Report of Investigation

PLACE ON CITY OF COLORADO SPRINGS/ MOUNTAIN
METROPOLITAN TRANSIT LETTERHEAD

I, (Name of Title VI Coordinator), representing Mountain Metropolitan Transit (City of Colorado Springs), investigated the complaint filed on (Date) by (Name of Complainant) alleging that the discrimination occurred which was in violation of the provisions of Title VI of the Federal Civil Rights Act of 1964.

The results of the investigation were as follows:

- The agency or person was found to be in violation of Title VI.
- The agency or person was not found to be in violation of Title VI.
- The complainant withdrew the complaint.

A copy of the investigative report is attached.

Withdrawal of the complaint (if applicable) _____

If the agency or person was found to be in violation of Title VI, a brief description of the remedial action taken to ensure future compliance follows:

Signed: _____

Date: _____

TITLE VI LEP PROCESS

The key to ensuring meaningful access for Limited-English Proficiency (LEP) persons is effective communication. An agency or provider can ensure effective communication by developing and implementing a comprehensive written language assistance program that includes policies and procedures for identifying and assessing the language needs of its LEP applicants/clients and that provides for a range of oral language assistance options, a notice to LEP persons of the right to language assistance, the periodic training of staff, monitoring of the program, and (in certain circumstances) the translation of written materials depending on the frequency of need and size of the LEP population being served.

Based on the US Department of Transportation (USDOT) - Federal Transit Administration Office of Civil Rights guidance concerning recipients' responsibilities to LEP persons, there are four factors to consider in determining MMT obligation to provide LEP services. Appendix I lists the details of the four-factor analysis and the tasks involved with each of these factors.

1. The number or proportion of LEP persons eligible to be served or likely to be encountered by a program, activity, or service of the recipient or grantee. Based on MMT Title VI demographic analysis (Chapter III), a small percentage (2.9 percent) of the total population belong to LEP population. This chapter also highlights the census tracts within the MMT service area where the proportion of LEP persons is higher than the MMT service area average. MMT will work with community organizations that serve LEP persons and focus its efforts specifically on the areas with the high proportions of LEP persons, and ways that they can better serve these LEP groups.

In order to reduce that gap, MMT customer service has a bilingual staff that provides information to Spanish-speaking members of the community. As part of its Service Standards and Guidelines (in Chapter VIII), MMT will advertise public notices (with a major service change, fare changes, or addition/elimination of a route) in Spanish to include LEP persons in its public involvement process, and will contract for interpreter services/translator for LEP services, depending upon the request for such services at public meetings. MMT will also keep records of LEP persons through the following means:

- Contacts with transit vehicle drivers.
- Contacts with transit station supervisors.
- Calls to MMT customer service telephone line.
- Visits to the MMT Administration office (located at 1015 Transit Drive).
- Access to MMT's website.
- Attendance at community meetings or public hearings hosted by MMT.
- Request for interpreter services/translator for LEP services at public meetings.
- Contacts with Metro Mobility's paratransit system (including applying for eligibility, making reservations, and communicating with drivers).

2. The frequency with which LEP individuals come in contact with the program. Based on the MMT customer service telephone line, contact with LEP individuals is rare. Many Spanish-speaking individuals are able to read English schedules, and MMT customer service has not received any requests for Spanish schedules. In the recent 2010 Onboard Survey, Spanish was indicated as a primary language by three percent of respondents. The 2010 Onboard Survey was also available in Spanish, where only one percent of the respondents completed the survey in Spanish (15 responses). MMT will collect specific information on the date and number of requests for Spanish schedules and other written material in another language. Based on the number of requests (more than 20 requests per year), MMT will print schedules in Spanish or another language as identified by the requests. Metro Mobility (ADA Paratransit information) provides ADA application forms and the ride-to-guide brochure in Spanish upon request. On a case-by-case basis, they work with the individual to communicate the information in that language. In some cases, they have hired interpreters/translators or asked help from the applicant's friend or family member. Metro Mobility reports that help with another language or interaction with an LEP individuals has taken place approximately four times in a year.

MMT plans to be involved with community organization representatives that deal with LEP persons which will help identify which of the language assistance forms are most beneficial and what, if any, language assistance measures may be needed.

3. The nature and importance of the program, activity, or service provided by the recipient to people's lives. MMT is important in providing access to employment, personal business/errands, followed by access to school/college. Based on the 2010 Onboard survey, 92 percent of MMT patrons are transit-dependent (no vehicle ownership and no driver's license). MMT will make their best effort to serve these population groups and other Title VI population groups (Chapter III) to ensure that these individuals are not disproportionately affected by any service changes.

4. The resources available to the recipient and costs. Since MMT is under the City of Colorado Springs, it is important that the City and all City departments (including MMT) incorporate bilingual means of providing information. At this time, providing a Spanish transit schedule for MMT is not seen as effective based on the low number of riders who would benefit from this resource. LSC recommends that Mountain Metro keep track of the number of requests through the various means identified above for written material in another language. Once the level of need or use is determined, contracting or hiring an interpreter, translation of written materials, or other language assistance options may be possible.

Based on MMT's four-factor analysis, MMT already incorporates or plans to incorporate the following written and oral language assistance measures:

Since MMT has a small percentage of LEP persons, MMT customer service has a bilingual staff that assists Spanish speaking members of the community. They will also advertise public notices (with a major service change) in Spanish and, upon request, will make available interpreter services/translator for LEP services. MMT can also choose to have patrons view their website in another language by using the Google Translator tool and/or making it audible to announce major service changes and other important transit announcements. MMT has outlined some of the measures that they plan to do to further include LEP persons. Based on their experiences with LEP persons and interactions with community organizations that deal with LEP persons, along with data from the US Census/American Community Survey and information from onboard surveys conducted, the level of need for improving its communication with LEP persons will be determined.

PUBLIC EDUCATION TOOLS

This section lists the possible tools and methods that can be used to inform the public about the transit service and any changes that may be needed to meet the needs of transit users. Some of these examples need to be implemented or continue to be implemented in the administrative operations of the Mountain Metro transit service.



Human Interest Stories

Mountain Metro should work through the local news to provide periodic human interest stories, written in both English and Spanish. Human interest stories can be used to reinforce the benefits of transit service for the community. Examples of good stories will be individuals who are able to work or attend school because of the availability of public transportation. Another example is someone with a disability who is able to make a contribution in the community because of public transportation or who is able to obtain medical treatment.



Vehicle Logo Design/Bus Wrap

Mountain Metropolitan Transit already has a distinctive logo that is easy to read and reproducible. MMT should continue using their logo on all transit buses and transit stops, possibly with a phone number and their website address (www.springs.gov.com/transit). The phone number will help people to know where to call if they need information about specific route schedules/fares or have other questions. The website is also a another resource where people can find information about the bus services.



Additionally, bus wraps offer an attractive alternative to paint schemes. Many times the bus wrap cost can be offset by advertising a local business or college. Additionally, a “Design a Bus Wrap” contest can be sponsored throughout the region. For example, a high



Monitoring Requirements

school student in Tempe, Arizona won the 2004 Valley Metro “Design a Bus Wrap” contest. Mountain Metropolitan Transit is currently doing a good job with displaying its logo and having bus wraps on its vehicles. MMT should also have bus wraps that are bilingual (including English and Spanish).

Passenger Information

One main element of passenger information which Mountain Metro does well is its bus schedules which are available online and in hard copy. The schedules should be informative and should be bilingual (depending on the number of requests received for a schedule in another language).

Another element of passenger information should include the development of posters and signs. These should be displayed on the buses as well as at businesses, places of employment, hospitals, bus stops, and community bulletin boards. The posters and signs can be bilingual (English and Spanish) as well. Mountain Metro currently has distinct bus stop sign with its logo displayed. Some of the bus stops have a carousel displaying a schedule of the routes served by that stop.

Guidelines for Radio and Newspaper Stories or Releases

It is important to remember that local people read local papers. Several written communication strategies may be used to “sell” the transit system. The following communication strategies should be considered if they are not already being used: yellow pages, directories, classified ads, newspapers, event flyers, referral flyers, and promotional flyers. Following are brief guidelines for preparing news advertisements or releases.

- Determine the goal: Why are we releasing this news story? Does it help to promote service? Does it reach our markets effectively? What market are we trying to reach with the advertisement or story? Determination of the overall goal of a news release or advertisement may help to assess if it is worth the cost to place the advertisement versus what the return may be. Overall, will anything be gained from the release or advertisement?
- What is needed? A determination of the objectives is necessary to assess how much is needed to convey the message. It is unlikely that one or two lines of text will suffice for releasing information in local papers about service

changes or improvements. Having several “eyes” read and critique the piece will help to know if the message is being conveyed as intended.

- When writing a release, follow this simple strategy: don’t forget about the primary goals, go overboard, use empty useless statements, or forget to be accurate.

Public Relations

Public relations and service announcements are activities by which Mountain Metro can be “sold” without having to incur paid advertisement costs. Public relations is vitally important to any company, but especially to transit systems because of the system’s dependence upon the public to sustain it financially. The fact that the transit system must provide dependable, convenient, and timely service to the public is fundamental. Without this element of efficiency, no amount of public relations, advertising, or other marketing strategies will be effective. Mountain Metro currently does service announcements for any transit service changes through its website. MMT may want to use radio and news media for more urgent service announcements.

Mountain Metro is good at conducting public meetings for any transit service changes that are implemented. Mountain Metro also has comment cards like the one presented in Appendix J that give passengers an opportunity to provide input regarding the transit system.

Performance Monitoring Program

Mountain Metro currently has a GFI bus fare collection system which records the ridership by market segment based on the various fare payments. Except for cash, all information is recorded automatically by the farebox equipment.

Monitoring of the Mountain Metro Transit service should continue. Data collection is essential to evaluating the service performance, determining if the service is in compliance with the Title VI requirements, and determining if changes should be made in the service delivery. Mountain Metro should continue to collect information on service quality and system performance (such as trips per hour and mile). Mountain Metro will need to track the number of trips per route to determine if each portion of the community is receiving a fair portion of the total transit

service. This can be done by tracking the boardings and alightings of each route and comparing the results to the overall demographics of the community.

SUMMARY OF TITLE VI

Below is a summary of recommended items for Mountain Metro to follow with regard to the Title VI/LEP process.

- Any Title VI analysis will be based on either Option A or Option B as prescribed in Chapter V of the FTA Title VI Circular. (FTA C 4702.1).
- MMT should monitor transit service indicators such as vehicle load, vehicle assignment, vehicle headway, distribution of transit amenities, and transit access to ensure that benefits are equally distributed and not discriminatory.
- Work with community organizations to determine ways that MMT can better serve LEP persons within its service area and additional services (if any) to provide meaningful access are needed.
- Keep track of contacts made with LEP persons or requests made for translating written material.
- Keep track of expenses specific to providing language assistance services such as interpreter/translator services or customer relations for LEP persons. Then determine what percentage or amount of MMT operating budget is practical toward language assistance for LEP persons.
- MMT will advertise public notices (with a major service change, fare changes, or addition/elimination of a route) in Spanish to include LEP persons in its public involvement process.
- If possible, continue to conduct onboard surveys and include questions on minority and income, especially when there are major service changes in the transit service.
- With the boarding and alighting data gathered, MMT should make sure that bus stop amenities provided are consistent with daily boarding and alighting data.
- Continue to maintain a formal Title VI complaint process and make sure that all MMT staff are aware of the staff direction for Title VI complaints.
- On all public meeting notices, include a statement of making a reasonable accommodation to persons with special needs.
- Closely follow MMT's Service Standards and Policies and the revised policies for the public process for a major service change.
- Explore options to have patrons view their website in another language by using the Google Translator tool or make it audible to announce major service changes and/or other important transit announcements.

Appendix A: Title VI Program Checklist



APPENDIX A

TITLE VI PROGRAM CHECKLIST FOR RECIPIENTS SERVING URBANIZED AREAS WITH POPULATIONS OF 200,000 PEOPLE OR GREATER

All recipients providing service to geographic areas with 200,000 people or greater should submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program..

Provision	Circular Reference	Citation	Information to be included in the Title VI report
Demographic Data Collection	Chapter V, Part 1	49 CFR 21.9(b);	Either demographic maps and charts prepared since the most recent decennial census, results of customer surveys that include demographic information, or demographic information on beneficiaries through locally developed procedure.
Service Standards	Chapter V, Part 2	49 CFR 21.5(b)(2); 49 CFR 21.5(b)(7); Appendix C to 49 CFR 21	System-wide service standards (such as standards for vehicle load, vehicle headway, distribution of transit amenities, on-time performance, transit availability, and transit security).
Service Policies	Chapter V, Part 3	49 CFR 21.5(b)(2); 49 CFR 21.5(b)(7); Appendix C to 49 CFR 21	System-wide policies (such as policies for vehicle assignment or transit security).
Equity Evaluation of Service and Fare Changes	Chapter V, Part 4	49 CFR 21.5(b)(2); 49CFR 21.5(b)(7); Appendix C to 49 CFR 21;	An analysis of the impacts on minority and low-income populations of any significant service and fare changes that occurred since the previous report was submitted.
Monitoring	Chapter V, Part 5	49 CFR 21.5(b)(2); 49CFR 21.5(b)(7); Appendix C to 49 CFR 21;	The results of either level of service monitoring, quality of service monitoring analysis of customer surveys, or locally developed monitoring procedure.

TITLE VI PROGRAM CHECKLIST FOR ALL GRANTEES

All recipients should submit the following information to the Federal Transit Administration (FTA) as part of their Title VI Program. Subrecipients shall submit the information below to their direct recipient.

Provision	Circular Reference	Citation in DOT Title VI Regulations or reference to the DOT Order on Environmental Justice	Reporting Requirement
Title VI Complaint Procedures	Chapter IV, part 2	49 CFR 21.9(b)	A copy of their procedures for filing a Title VI complaint
Record of Title VI investigations, complaints, or lawsuits	Chapter IV part 3	48 CFR 21.9(b)	A list of any Title VI investigations, complaints, or lawsuits filed with the agency since the time of the last submittal
Access to Services by Persons with LEP	Chapter IV, part 4	49 CFR 21.5(b) and the DOT LEP Guidelines	Either a copy of the agency's plan for providing access to meaningful activities and programs for persons with limited English proficiency which was based on the DOT LEP guidance or a copy of the agency's alternative framework for providing access to activities and programs.
Notifying beneficiaries of their rights under Title VI	Chapter IV part 5	49 CFR 21.9(d)	A notice that it complies with Title VI and procedures the public may follow to file a discrimination complaint.
Inclusive public participation	Chapter IV part 9	DOT Order 5610	A summary of public outreach and involvement activities undertaken since the last submission and a description of steps taken to ensure that minority persons had meaningful access to these activities.

Appendix B: Hispania News Ads



News in Spanish | Noticias en Español

Hispania News

Consumer Reports *Continua de página 1*

atractivo, pero al final, acaban costando mucho más que comprar el artículo desde el principio", nos dijo Anthony Giorgianni, Editor Asociado de *Consumer Reports*. "Si usted se encuentra entre ellos, busque alternativas, que incluyan posponer la compra hasta que esté en mejor situación de pagarla". □

El informe de "Consumer Reports Investiga ¿Pagaría usted el equivalente de 311% interés por un televisor de pantalla grande?" está disponible en ConsumerReportsenEspañol.org.

La industria de "rentar para

ser dueño" tiene más de 4 millones de clientes, y hay aproximadamente 8,600 tiendas en los Estados Unidos y Canadá que generan \$7,000 millones en ventas anuales.

El gancho de las tiendas como Aaron's y Rent-A-Center es que usted puede adquirir una lavadora, un televisor o una recámara completa de inmediato, y generalmente sin que le revisen su crédito y con pagos relativamente bajos por semana o por mes.

El acuerdo es por lo general semanal o mensual, y usted puede devolver un artículo y salir de la tienda sin pagar una

multa o sin dañar su puntaje crediticio, como pasaría si se retrasara en el pago de un préstamo tradicional.

Si usted hace todos los pagos, será dueño del artículo al final del periodo acordado. Pero hay un pequeño problema.

Algunas tiendas de "rentar para ser dueño" también han sido acusadas de estar involucradas en prácticas financieras sospechas que incluyen tácticas de cobro agresivas, no revelar daños a mercancía previamente rentada y de aconsejar a sus empleados que empiecen a hacer llamadas para cobrar aun antes de la primera fecha límite del primer pago.

Estas preocupaciones acerca de las prácticas de esta industria ha hecho que la

mayoría de los estados hayan decidido regular la industria, con el respaldo a ciertas leyes de la propia industria.

La mayor parte de los estatutos exigen la divulgación de la información, prohíben cuotas exageradas, y la imposición de seguros obligatorios de protección o pérdida de la propiedad, y conceden a los clientes que se atrasan en los pagos el derecho de reinstaurar el acuerdo dentro de un cierto periodo.

La realidad de los números

Considere la oferta de una computadora laptop Toshiba de \$612 que encontramos en una tienda de "rentar para ser dueño".

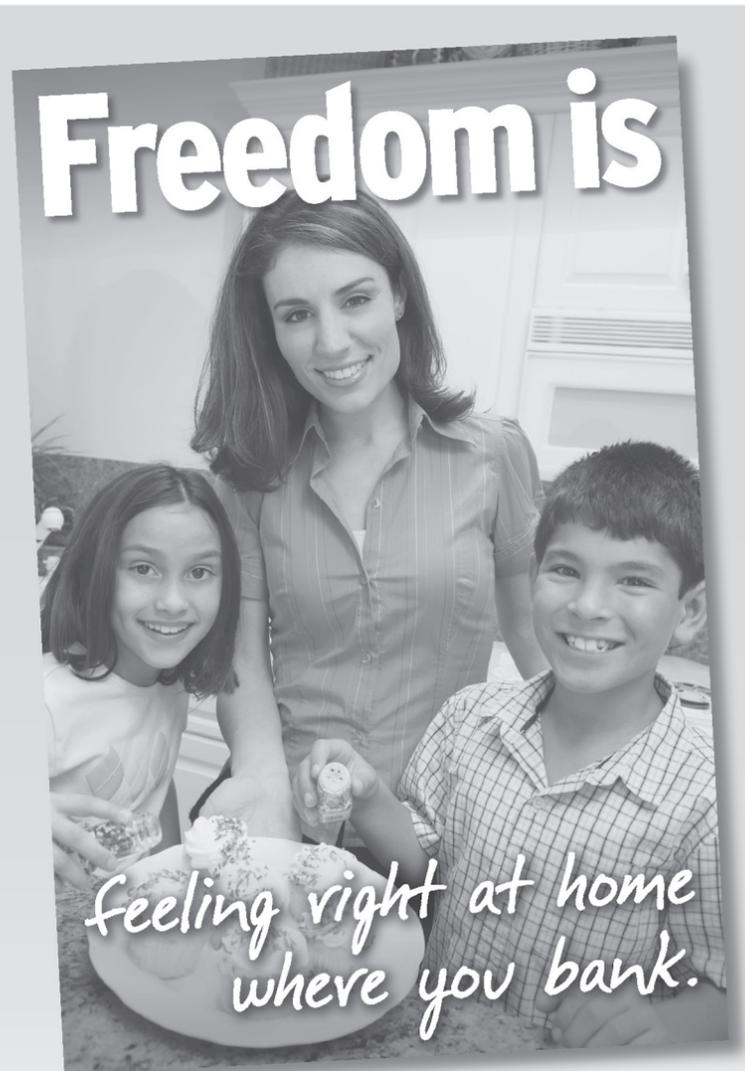
La estaban ofreciendo a \$38.99 a la semana por 48 semanas por un total de \$1,872, sin

contar impuestos y otros cargos. Es lo mismo que comprar una laptop al precio sugerido por el fabricante y financiarla a una tasa de interés de 311%. Usted podría comprar tres computadoras portátiles para empezar a \$1,872.

Aun una tarjeta de crédito con una tasa de interés muy alta es una opción mejor que "rentar para ser dueño". Digamos que usted quiere financiar una laptop al 29.99% de interés, el interés más alto que pudimos encontrar, y que pague los mismos \$38.99 a la semana.

Terminaría ahorrando más de \$1,000 comparado al escenario de "rentar para ser dueño" y sería dueño de su

Continua página 11



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¡Su opinión cuenta!

Mountain Metropolitan Transit presenta una serie de reuniones públicas para identificar las lagunas existentes en los servicios de transporte regionales de acuerdo con la Administración Federal de Tránsito (FTA) Requisito del Título VI Programa de Justicia Ambiental. □

Miembros de la comunidad están invitados a asistir a cualquiera de los siguientes:

Jueves, 30 de junio 2011

Mediodía hasta 13:00

Lugar: City Hall
 107 N. Nevada Ave.

13:00 hasta 14:30

Lugar: Terminal de Autobuses MMT del Centro
 127 E. Kiowa Street

16:00 hasta 17:00

Lugar: Atrio de Pikes Peak Community College
 5675 S. Academy Blvd.



Por favor notifique a MMT si necesita ayuda para la comunicación por lo menos 3 días antes de la reunión que desea asistir llamando al 385-7433. □

Mountain Metropolitan Transit (MMT) OPEN HOUSE
Your opinion counts!

Mountain Metropolitan Transit is hosting a series of public meetings to identify gaps in existing regional transit services in accordance with the Federal Transit Administration (FTA) Title VI Requirement Environmental Justice Program.

Community members are invited to attend any of the following:

Thursday, June 30, 2011

12:00 noon to 1:00 p.m.

Location: City Hall
 107 N. Nevada Ave.

1:30 to 2:30 p.m.

Location: Downtown MMT Bus Terminal
 127 E. Kiowa Street

4:00 to 5:00 p.m.

Location: Pikes Peak Community College Atrium
 5675 S. Academy Blvd.



Please notify MMT if you need communication assistance at least 3 days in advance of the meeting you wish to attend by calling 385-7433.

Appendix C: Community Survey Questionnaire



Please take a few minutes to answer the following questions about your personal transportation needs. Your answers will help to identify transportation needs in the Colorado Springs area.



1. In what City and Zip Code do you live?

City: _____ Zip Code: _____

1A: If employed, in what City do you work?

City: _____ Zip Code: _____

2. What is your age? _____

3. What is your gender? Male Female

4. Do you have a driver's license? Yes No

5. Are you able to drive? Yes No

6. Do you speak (check all that apply): English? Spanish? Other? _____

7. What is your Occupation?

- Active duty military or military contractor?
- Homemaker
- Laborer
- Managerial/Professional
- Production/Craft/Repair/Machine Operator
- Retired
- Sales
- Service Worker
- College Student
- Secondary Student
- Technical/Administration
- Unemployed
- Other (please specify) _____

8. The combined Total Annual Income of all members of my household is: (check only one)

- Less than \$14,999 per year
- \$15,000 - \$19,999 per year
- \$20,000 - \$29,999 per year
- \$30,000 - \$39,999 per year
- \$40,000 - \$49,999 per year
- \$50,000 - \$59,999 per year
- \$60,000 - \$74,999 per year
- \$75,000 - \$99,999 per year
- \$100,000 - \$134,999 per year
- \$135,000 or more per year

9. What is your ethnicity? (check only one)

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

10. What means of transportation do you use at this time? (check all that apply)

- Personal vehicle
- Walk
- Taxi
- Public Transit - Mountain Metro/FREX/Metro Mobility ADA service
- Van or bus by social service agency (senior centers, Goodwill, Amblicab, Veterans Admin)
- Friend or family vehicle
- Bicycle
- Other (Please name): _____

11. How do you prefer to receive information about transit system changes/improvements? (check only one)

- Newspaper
- Television
- Mailed letter
- Onboard flyers/newsletter
- Website @www.MMTransit.com
- Grocery stores
- E-mail notice
- Social online media outlet (Facebook, Twitter, etc.)

Appendix D: 2009 Fare Increase



New Bus Fares

Effective January 4, 2009

Due to rising operational costs and budget shortfalls, Colorado Springs City Council has approved a fare increase for Mountain Metropolitan Transit effective January 4, 2009.

The new fares were presented for public comment during four separate public meetings on October 22 & 23, 2008 at Pikes Peak Community College, Colorado Springs City Hall, the Falcon Police Sub-Station and East Library. Comments were gathered and recorded at each public meeting, online, by e-mail, phone and fax. Based on the approval of Colorado Springs City Council, the following fare structure will be implemented by Mountain Metropolitan Transit on January 4, 2009:

One-Ride Adult	\$1.75
Zone Fare (additional fare to/from Fountain)	\$1.00
Metro Express	\$3.00
Metro Express Discount Fare (for Seniors, Medicare, Disabled, & Students)	\$1.50
Senior	\$.85
Medicare	\$.85
Disabled	\$.85
Student (12-18 years)	\$.85
Child (6-11 years)	\$.85
22-Ride Adult Ticket	\$35.00
22-Ride Student Ticket	\$17.50
22-Ride Discount Fare (Child, Senior, Medicare, Disabled Ticket)	\$17.50
22-Ride Express Ticket	\$60.00
31-Day Ticket	\$63.00
31-Day Ticket with Zone Fare	\$69.50
31-Day Express Ticket	\$75.00
Transfers	FREE



385-RIDE (7433) www.mmtransit.com



DATE: July 17, 2008
TO: Sherre Ritenour, Transit Services Division Manager
Tim McKinney, Transit Contracting Manager
FROM: Chris Martinez, Contracts Analyst II
SUBJECT: **Analysis of the Proposed Ticket Fare Increase for 2009**

Summary:

Mountain Metropolitan Transit (MMT) will be implementing a fare increase for all of the transit services it offers with the exception of the Ute Pass Express for 2009. This is an analysis of the proposed increase to explain the current structure and ensure that the fare increases are fair and equitable to all transit passengers.

Review of Last Year's Changes:

In 2007, MMT performed a full analysis of its current fare structure to gain a comparison with agencies of like variables such as population, ridership, and ticket fare structure. Based on the analysis, MMT implemented the following changes to its fare structure:

- 1) Increased the basic fare from \$1.25 to \$1.50 (a 20% change)
- 2) Child, Senior, and Medicare/Disabled (CSMD) went from \$.65 to \$.75 and the Student went from \$.95 down to \$.75 based on agency comparisons, to be more consistent with CSMD fares, and to comply with Half-Fare rules.
- 3) All 22-Ride passes are calculated by multiplying 22 rides by the basic fare and then applying a 10% discount. CSMD 22-Ride passes were all changed to from \$12 to \$15 and Adult went from \$25 to \$30.
- 4) There were some price modifications to the 31-Day pass, an unlimited monthly ride pass. MMT found in its agency comparison analysis that MMT was undercharging based on industry standard. Based on this information, MMT now calculates its 31-Day ride by multiplying 40 rides by the basic fare and then apply a 10% discount. The fare went from \$35 to the more industry standard price of \$54.
- 5) The Express Ticket fare went up 25% from \$2 to \$2.50 as MMT decided it was easier to collect a \$2.50 cash fare versus a \$2.40 cash fare if implementing a 20% increase similar to the Fixed Route basic fare.
- 6) The multi-ride Express tickets followed the same calculation as the Fixed Route fare format for consistency.

Based on MMT's analysis, the changes from 2007 to 2008 updated fare calculations to be more inline with industry standards, complied with FTA Half-Fare regulations, and that the fare increases applied were fair and equally distributed to all transit passengers.

Fare Increase for 2009:

In May of 2008, APTA released a survey titled "Impact of Rising Fuel Costs on Transit Services". As MMT is also facing increased fuel costs to its operation, another analysis was performed to see what fare increases other agencies were implementing in light of increase operating costs. Attached is a summary spreadsheet titled "Overview of Fare Increases by Transit Agencies" that provides a quick summary of those actions. To summarize, most agencies were implementing a \$.25 fare increase similar to the one that MMT is looking to employ.

If MMT were to implement a \$.25 fare increase to the Basic Fare, here is a chart of how the rates will look as compared to 2008:

Mountain Metropolitan Transit Fixed-Route Bus Fares			
	Jan, 2008	Jan. 2009	% of Change
CASH FARES			
Basic Fare /One Ride Adult	\$1.50	\$1.75	17%
Express Fare	\$2.50	N/A	N/A
Express Discount Fare	\$1.25	N/A	N/A
Student ages 12-18	\$0.75	\$0.85	13%
Senior	\$0.75	\$0.85	13%
Medicare/Disabled	\$0.75	\$0.85	13%
Child ages 6-11	\$0.75	\$0.85	13%
Zone Fare	\$0.75	\$1.00	33%
<i>ADA Paratransit</i>	\$2.50	\$3.00	20%
DISCOUNT TICKETS			
31-Day Ticket	\$54.00	\$63.00	17%
31-Day Express Ticket	\$62.00	N/A	N/A
31-Day Ticket with Zone Fare	\$59.50	\$68.50	15%
Express 22-Ride Ticket	\$50.00	N/A	N/A
Adult 22-Ride Ticket	\$30.00	\$35.00	17%
Student 22-Ride Ticket	\$15.00	\$17.50	17%
Child 22-Ride Ticket	\$15.00	\$17.50	17%
Disabled 22-Ride Ticket	\$15.00	\$17.50	17%
Senior 22-Ride Ticket	\$15.00	\$17.50	17%
Summer Youth Ticket/Summer Haul Pass	\$20.00	\$20.00	0%

Statement of Equitability:

Based on the table above, the Basic Fare would go from \$1.50 to \$1.75 which represents a 17% increase. The CMSD fares go up from \$.75 to \$.85, only an increase of 13%, as going up to \$.90 would violate the Half-Fare rules. The Express services look to be eliminated next year so these fares are being removed from the chart. The ADA Paratransit fare will increase from \$2.50 to \$3.00, a 20% change. MMT used 20% for easier cash collection as a 17% would make the ADA fare \$2.93. All other fares have changed an equal percentage to the Basic Fare. In summary, the proposed fare increase represents what a lot other agencies are applying and the increases are fair and equitable to all of our passengers based on the percentage increases of each fare and pass.

List of Attachments -
Impact of Rising Fuel Costs on Transit Services

Impact of Rising Fuel Costs on Transit Services

Transit Agency	Location	Current Fare	Future Fare	Increase	Proposed Implementation Date	Summary/Notes
AC Transit	San Francisco, CA	\$ 1.75	\$ 2.00	\$ 0.25	May 08	Has not calculated elasticity. Increasing Snr pass 40%, snr cash fair 17%, \$.50 more for express, 30day pass: \$70 to \$80
Rhode Island Public Transit Authority	Providence, RI	\$ 1.50	\$ 1.75	\$ 0.25	July 08	New fare will affect monthly passes purchased in June. 15 day pass: \$23, Mon. Pass: \$55, ADA: \$3.50, 10-Ride: \$17.50
TriMet Transit Agency	Portland, OR	\$ 1.75	\$ 2.00	\$ 0.25	Sept 08	Monthly passes will change based on \$.25 increase. It's the 8th increase in 5yrs.
Greensboro DOT	Greensboro, NC	\$ 1.20	\$ 1.10	\$ 0.10	July 08	Will increase passes by 12.5%. Mon. Pass from \$40 to \$45. Stud. From \$20 to \$22.5.
Charlotte Area Transit	Charlotte, NC	\$ 1.30	\$ 1.50	\$ 0.20	Oct 08	Express: \$2.60 to \$3.00, Youth, Snr, & ADA up \$.10, Mon Pass: \$52 to \$60, Express Mo. Pass: \$70 to \$80.
King County Metro	Seattle, WA	\$ 1.50	\$ 1.75	\$ 0.25	Mar 08	All fares to increase by \$.25 except youth fare
Sun Tran	Tucson, AZ	\$ 1.00	\$ 1.25	\$ 0.25	July 08	Monthly pass price: \$28 to \$35, Express routes: \$1 to \$2
CTA	Chicago, IL	\$ 1.75	\$ 2.00	\$ 0.25	July 08	\$.25 increase base percentage increment will be applied to all passes
Pioneer Valley Transit Auth.	Springfield, MA	\$ 1.00	\$ 1.25	\$ 0.25	Jan 09	\$.25 increase base percentage increment will be applied to all passes
Metro Transit	St. Paul, MN	\$ 1.50	?	?	Oct 08	Hearings for increased fare will be set for July by the City Council
Miami-Dade Transit	Miami, FL	\$ 1.50	\$ 2.00	\$ 0.50	?	Talking about charging \$.25 for free Downtown Shuttle, reducing ineffective routes
Nashville MTA	Nashville, TN	\$ 1.25	\$ 1.35	\$ 0.10	Jan 08	Increased fares by \$.10, 31day from \$54 to \$65, and all other passes increase by base increment
Salem-Keizer Transit	Salem, OR	\$ 1.00	\$ 1.25	\$ 0.25	?	Has calculated a 10% elasticity percentage decrease in ridership due to increase.
Topeka Transit	Topeka, KS	\$ 1.00	\$ 1.25	\$ 0.25	May 08	Passes raised based on fare increase
San Diego Transit	San Diego, CA	\$ 1.75	\$ 2.25	\$ 0.50	Jan 08	Eliminated free transfers
Red Rose Transit	Lancaster, PA	\$ 1.35	\$ 1.60	\$ 0.25	July 08	Multi-ride passes will increase at a lower rate than the base price increase
Kitsap Transit	Kingsston, WA	\$ 1.25	\$ 1.50	\$ 0.25	Aug 08	Utilizing a fuel surcharge policy to raise fares on a temporary basis. If fuel remains above a specified cost for 6 cons. Months, then surcharge is perm.
Bloomington Transit	Bloomington, IN	\$ 0.75	\$ 1.00	\$ 0.25	Jan 08	\$.25 increase base percentage increment will be applied to all passes
Capital Area Transit Authority	Lansing, MI	\$ 1.00	\$ 1.25	\$ 0.25	Apr 08	\$.25 increase base percentage increment will be applied to all passes

Appendix E: 2011 Certifications/Assurances



FEDERAL FISCAL YEAR 2011 FTA CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE
(Required of all Applicants for FTA assistance and all FTA Grantees with an active capital or formula project)

AFFIRMATION OF APPLICANT

Name of Applicant: The City of Colorado Springs

Name and Relationship of Authorized Representative: Steven W. Cox, Interim City Manager

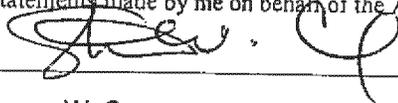
BY SIGNING BELOW, on behalf of the Applicant, I declare that the Applicant has duly authorized me to make these certifications and assurances and bind the Applicant's compliance. Thus, the Applicant agrees to comply with all Federal statutes and regulations, and follow applicable Federal directives, and comply with the certifications and assurances as indicated on the foregoing page applicable to each application it makes to the Federal Transit Administration (FTA) in Federal Fiscal Year 2011.

FTA intends that the certifications and assurances the Applicant selects on the other side of this document, as representative of the certifications and assurances in this document, should apply, as provided, to each project for which the Applicant seeks now, or may later, seek FTA assistance during Federal Fiscal Year 2011.

The Applicant affirms the truthfulness and accuracy of the certifications and assurances it has made in the statements submitted herein with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31 apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. 1001 apply to any certification, assurance, or submission made in connection with a Federal public transportation program authorized in 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing certifications and assurances, and any other statements made by me on behalf of the Applicant are true and correct.

Signature



Date: 11/23/10

Name Steven W. Cox

Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): The City of Colorado Springs

As the undersigned Attorney for the above named Applicant, I hereby affirm to the Applicant that it has authority under State, local, or tribal government law, as applicable, to make and comply with the certifications and assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the certifications and assurances have been legally made and constitute legal and binding obligations on the Applicant.

I further affirm to the Applicant that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these certifications and assurances, or of the performance of the project.

Signature



Date: 11/17/10

Name Robert J. Mack

Attorney for Applicant

Each Applicant for FTA financial assistance and each FTA Grantee with an active capital or formula project must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its signature in lieu of the Attorney's signature, provided the Applicant has on file this Affirmation, signed by the attorney and dated this Federal fiscal year.

Appendix F: MMT Service Standards/Guidelines



MOUNTAIN METROPOLITAN TRANSIT

SERVICE LEVEL / PERFORMANCE STANDARDS

MARCH 2009

AMENDED:
SEPTEMBER 2009

INTRODUCTION

The guidelines outlined in this document are intended to provide Mountain Metropolitan Transit (MMT) with a policy framework for future route changes and to define the design, development, operation and evaluation of system services.

The following sections and subsections outline the proposed service performance standards and guidelines.

SERVICE GUIDELINES

1. MMT will work in conjunction with the Pikes Peak Area Council of Governments to develop regional transportation plans and products.
2. *MMT staff will provide information and receive policy direction* through the City's Citizen's Transportation Advisory Board (CTAB) and City Council.
3. MMT will operate all of its services in a safe, timely and reliable manner.
4. MMT will evaluate services based on cost effectiveness and productivity. The availability and suitability of alternative service modes and technologies will be assessed in determining appropriate corrective actions, if any.
5. MMT will apply and monitor service standards for each type of service. Routes failing to achieve established performance standards will be considered for reduction, modification or elimination as appropriate at regular intervals.
6. Mountain Metropolitan Transit's highest priority is providing effective service on the core trunk (key primary local) routes. Trunk routes form the core of the system. Providing effective service on these routes is the system's highest priority.
7. MMT will review fares whenever the system wide farebox recovery ratio falls below the adopted goal for three consecutive years, at least every three years.
8. MMT will conform to the requirements of the Americans with Disabilities Act (ADA).
9. MMT will look for new alliances with non-traditional partners to expand cost-effective services for persons with disabilities.
10. MMT will take a leadership role in support of alternatives to single-occupant auto travel.
11. MMT will coordinate with local jurisdictions to ensure community planning and development practices promote alternatives to auto use. MMT will advocate land use practices and site design guidelines that support use of public transportation and other alternative travel modes.
12. MMT will pursue performance management and other quality efforts to understand and meet the needs of customers, businesses and employees.
13. Policy Guideline: Future service reductions/additions will generally be based upon the productivity of individual services, while also considering service duplications, financial implications, the potential impacts upon individual geographic communities and expressed need from members of the community.
14. In order to assure the continued cost-effective and productive deployment of transit services, fixed-route transit will be provided into new residential developments when funding becomes available and the residential density meets or exceeds six to seven dwelling units per acre. Where such densities cannot be attained, park and ride services should be considered as a means of aggregating demand and improving productivity.
15. These standards are intended to be updated as the system grows and matures.

SERVICE STANDARDS

In order to assure the continued cost-effective, productive and efficient operation of MMT services, a series of service standards is recommended for adoption. These standards govern operations in a number of operating categories including ridership and productivity, maintenance of vehicles and facilities, route and service design, appropriate alternative mode implementation, community integration, and jurisdictional coordination

Service standards, particularly those related to coverage and frequency of service are seen in light of financial considerations, i.e., a recognition that fiscal needs may preclude the implementation of appropriate service levels.

DEFINITIONS

The following table defines the various service classes based on service types. Full definitions of the four service classes are found in the glossary at the end of this document.

Class	Example of an existing Route in this Class	Type of Community Served	Orientation	Roadway Operated	Residential Employee Density (per sq. mi)	Bus Stop Spacing (per mile)
Trunk Routes (primary local routes)	#5	Urbanized	Commercial, Neighborhood	Arterial	>4,000	6
Secondary Routes (less important local & suburban routes)	#22	Suburban	Neighborhood	Arterial, local	>2,500	4
Rural/Suburban Routes (including outside RTA)	#31	Rural, suburban	Neighborhood	Arterial, local	1,500 to 2,500	4 or fewer
Express Routes (regional and inter-regional)	#E1, FREX*	Urban center, Park & Ride	Major employment generators	Major highway, freeway	Variable	Only at ends

*FREX service standards could also potentially be adopted separately that could add to or supersede these.

SERVICE DELIVERY

The following section discusses standards and guidelines pertaining to the delivery of services by Mountain Metropolitan Transit. These standards are intended for existing MMT fixed-route services, including: local fixed-routes, Express, and Front Range Express (FREX) services. They are not intended for the Downtown Shuttle nor potential call-n-rides. Additional or altered FREX performance standards may come forward for consideration pending the results of the 2007/2008 FREX Sustainability Study process. MMT is considering at this time some potential future 'call-n-ride' services which could lead to the possible future development of additional call-n-ride service and performance standards.

Span of Service

Differing service types are designed to operate during differing time periods. For example, commuter services generally operate only during peak periods, while other services can operate during variable time periods. The following minimum policy service spans are recommended:

Type	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	x	x	x	x	x
Secondary	x	x		x	
Rural	x	x			
Express	x				

Exceptions to this policy will be evaluated on a case by case basis.

Frequency of Service

In general, service types serving the more densely developed service areas will receive the greatest levels of service. Since local service frequencies less than one trip per hour in each direction have little likelihood of generating sufficient ridership to satisfy productivity standards, the following minimum policy service frequencies are recommended:

Type	Directional trips per hour				
	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	2	2	1	1	1
Secondary	1	1	1	1	
Rural	1	1			
Express	variable				

Service frequencies may exceed policy levels if ridership and productivity permit. If routes cannot meet productivity standards at these recommended levels, they will be considered for elimination.

Enhanced Frequency of Service

Current headways reflect present service and funding conditions. If additional operating resources become available, enhanced frequencies will be considered, based on the certain class of service, to determine if additional frequencies can be supported by documented demand. Those enhanced service frequency recommendations are summarized in the following table.

Type	Directional trips per hour				
	Weekday Peak	Weekday Midday	Evening, Night	Saturday	Sunday
Trunk	2	2	1	2	1
Secondary	2	1	1	1	
Rural	1	1			
Express	2				

Schedule Guidelines

Schedule criteria relate to the way in which the system sets-up and operates its service schedule. Insufficient running time conditions often develop on many routes. The following guidelines will be considered when writing and publishing schedules:

- ❖ At least 10% of route running time should be allowed whenever possible as recovery time at the outer ends of routes on all trips not destined for the garage. Where unsatisfactory levels of late operation occur, additional recovery time should be provided.
- ❖ The inconvenience to through riders shall be primary consideration in the determination of the location at which the recovery time is to be taken.
- ❖ No less than five minutes dwell time should be provided for all routes passing through a major transfer center such as the Downtown Terminal or Citadel for the purpose of ensuring safe, reliable and convenient transfers between routes.
- ❖ Minor transfer stations such as Astrozon, Morning Sun, PPCC and Chapel Hills may or may not have minimum dwell time standards, based on schedule complexity.
- ❖ Routes passing through a transfer station should be interlined or connected to better serve trip desires and to reduce the need for a transfer.

- ❖ Additional running time should be provided on routes passing through congested areas, particularly during commuter hours, to reflect the slower and more unpredictable operating speeds frequently in effect during that time period.
- ❖ Annual running time checks should be performed on all routes and schedule adjustments should be made accordingly.

Service Reliability

Service reliability is a major determinant of ridership and overall system effectiveness. MMT seeks to maximize the reliability of transit service by minimizing the number of missed trips and by optimizing on-time service. Schedule surveys should provide the basis for evaluating service reliability.

Service reliability is often dictated by factors over which MMT has little control, such as emergencies, changing traffic conditions and inclement weather. However, significant control over mechanical performance and schedule development is possible. To reflect street traffic conditions which vary seasonally, by day of week and by time of day, schedules will be periodically revised.

During peak periods traffic congestion often results in late operation. The effects of late operation in a timed transfer environment may propagate throughout the system. Where service is frequent, transfer times are correspondingly short and detrimental side effects of late operations are minimized. In such cases, on-time performance standards may be relaxed somewhat because of the higher cost and reduced adverse affects of enforcing performance under such conditions. During other periods, or where service frequencies are reduced, transfer dysfunction may be significantly aggravated by off-schedule performance and a stricter standard needs to be enforced. The following table suggests the minimum percentage of all trips that should operate on-time, defined as operating between 0 and 5 minutes behind scheduled time, for a combination of service headways and operating periods for the fixed-route system.

Operating Period	Headways	
	30 minutes or less	More than 30 minutes
Peak	85%	95%
Off-Peak	95%	95%
Eve/Weekend	95%	95%

RIDERSHIP

Route Ridership

Service ridership performance will be periodically and frequently measured. Ridership performance has historically been measured by riders per revenue hour. However, increasing traffic congestion and slower operating speeds may require additional service hour investments with no increase in service frequencies, unfairly penalizing route productivity declines not related to diminished use. The riders per revenue mile performance measure is not affected by variations in travel time.

In order to capture a route's overall performance, productivity standards will be based on both riders per revenue hour and riders per revenue mile (or per trip for commuter and express modes).

Standard	Trunk	Secondary	Rural	Express
Riders per Hour				
Exceeds standard	>28	>14	>11	
Satisfactory	18-28	9-14	8-11	
Marginal	14-18	7-9	6-8	
Unsatisfactory	<14	<7	<6	
Riders per Mile				
Exceeds standard	>2.1	>1.0	>0.9	
Satisfactory	1.4 to 2.1	0.7 to 1.0	0.6 to 0.9	
Marginal	1.1 to 2.1	0.5 to 0.7	0.4 to 0.6	
Unsatisfactory	<1.1	<0.5	<0.4	
Riders per Trip				
Exceeds standard				25 or more
Satisfactory				15.0 to 24.9
Marginal				9.0 to 14.9
Unsatisfactory				Less than 9

Individual Trip Ridership

Individual peak hour, midday, night and weekend trips will be evaluated according to the number of riders they carry each revenue mile as the service standard for the time period in which they operate. Trips that do not meet the minimum standard will be considered for modification or elimination. Unsatisfactory trips may be retained for service span (the general beginning and end times of the day for the system as a whole) or schedule consistency purposes, even though they fail the standard for minimum ridership.

Service	Minimum Riders per Mile			
	Peak	Midday	Night	Weekend
Trunk	1.0	0.8	0.6	0.8
Secondary	0.8	0.6	n/a	0.6
Rural	0.6	0.5	n/a	n/a

New Route Ridership

New bus routes will be given a grace period to bring their productivities up to standard. The grace period is necessary to allow the appropriate marketing and business development efforts to be effective. New routes will be monitored approximately once every six months to assess performance and improvement. New services will, except under unique circumstances, be given a minimum of eighteen months to meet full conformance with standards for their type and time period, according to the following schedule.

Time after implementation	Minimum percent of standard
< 4 months	25%
4 to 6 months	33%
6 to 12 months	60%
12 to 18 months	80%
> 18 months	100%

Low Ridership Guidelines

Maintaining routes with low ridership may prevent the application of scarce service resources to the areas of greatest need, thereby incurring operating costs while failing to generate needed farebox revenues.

Remedial actions in such instances should generally follow one of two approaches: (1) attempts to increase the demand for existing underutilized services or (2) reducing the passenger capacity of provided services. Increasing demand should be evaluated via a number of methods, including targeted marketing campaigns, pass promotions, advertising or other methods as allowed by funding and staff time. Reducing passenger capacity is generally accomplished in one of two ways: (A) operating vehicles with smaller passenger capacities to improve the image to the public and to free-up seating capacity needed on other routes or (B) reducing the level of service being provided. Specific approaches may include, but not necessarily be restricted to the following:

Improving Demand

- ❖ Adjusting the route alignment or schedule to increase the desirability of the service.
- ❖ Increase marketing efforts.

Reducing Passenger Capacity

The following strategies may be considered:

- ❖ Reduce the size of revenue vehicles assigned to the route.
- ❖ Institute an alternative mode of service, such as demand-response, vanpool, carpool or call and ride.
- ❖ Reduce the level of service provided to the route or route segment exhibiting low productivity.
- ❖ Eliminate service in its entirety in extreme cases.

Overcrowding

Services that are consistently overcrowded are undesirable because of the increased potential for injury to passengers, and for ridership declines due to the uncomfortable and unattractive nature of the overcrowded conditions as perceived by the rider. Typically, a route or scheduled trip has reached a decision point for some type of remedial action based upon overcrowding wherever it violates one or more of the following:

- ❖ The route as a whole is consistently operated at more than 95% of rated seated capacity during a given time period (this level of ridership generally results in multiple instances of trips with standees),

- ❖ The route consistently operates with standees comprising more than 15% of total passengers on one or more trips,
- ❖ The route receives persistent complaints from riders concerning its overcrowded condition, or
- ❖ The route is consistently in the top 15% of routes in its service class in terms of riders per hour or riders per mile and offers greater than 30-minute service headways. Given the high productivity of routes in this class, service levels of less than 2 trips per hour are inadequate.

Remedial actions in such instances generally follow one of two paths. In cases of single trip overcrowding, attempts will be made to redistribute passenger loads more equitably among trips by rescheduling arrival and leave times of one or more trips.

Where overcrowding is more widespread, two other approaches may be taken:

- ❖ Add additional trips to affected routes to provide additional seated capacity, or
- ❖ Increase the passenger capacity of vehicles assigned to service, (e.g., assigning larger vehicles to service, if possible.)

In some cases, where two or more routes serve the same general area, route modifications may be made to one or more routes in order to distribute total demand among routes. If walk access distances to the offending route are significant, adding a new route may be another alternative.

Additional Ridership Considerations

When taking remedial action on either high -or low- productivity thresholds, the following considerations, in addition to a quantitative ridership analysis, will also be taken into account:

- ❖ The relationship between the perceived problem and the seating capacity of vehicles serving the affected area. (Is it a capacity problem or a scheduling problem?)
- ❖ The operating cost and public service consequences of each alternative course of action. (Which approach is the most cost effective?)
- ❖ The suitability of each alternative action to the environment in which service is, or is to be, provided. (Is the operation of larger vehicles in residential areas desirable from a public relations point of view, even in areas where overcrowding is taking place?)
- ❖ The potential for future transit use due to the implementation of the preferred strategy. (Will the strategy exacerbate the existing problem in the long term?)
- ❖ Performance standards should be used to identify problem areas and opportunities. They should be used in conjunction with professional judgment and the determination of merit based upon the circumstances of individual cases.
- ❖ The possibility that non-quantifiable social needs are being met which preclude the taking of significant remedial action.

Transit system ridership reflects the ability to provide mobility for both discretionary (“choice”) and dependent riders and to meet other goals established for the transit system. Minimum levels of ridership system wide are necessary to promote financial and overall efficiency of the transit system. Ridership on individual routes is a determinant of that route’s ability to provide service and generate revenue and is a measure of the relative allocation of scarce service resources.

Ridership on a particular route will vary depending on type of service, passenger cost of service, time of day and day of week. Ridership is measured in terms of revenue passengers per mile, per trip and/or per hour. In conformance with system goals, routes which serve highly transit dependent areas may be permitted lower levels of ridership.

Express routes and other services for which a premium is paid by the passenger, or subsidized by an independent organization that desires to support the service, may be permitted lower levels of ridership. Ridership productivity and service effectiveness are predominant concerns of this decision.

Rider Data Collection Guidelines

Adoption of productivity criteria for service evaluation purposes presupposes the collection, aggregation and analysis of ridership and operating data sufficient to serve as the basis of service policy decisions. This section describes the recommended minimum requirements for the data collection and analysis program.

Route ridership data consists of many different levels of information. Because of cost constraints, the more detailed the information, the less frequently it can be collected. For that reason, decisions must often be based upon the more frequently-gathered, generalized, information with important more specific information inferred. This is typically done based upon previously established correlations between two or more informational databases.

MMT will collect the following data monthly:

- ❖ Total ridership by route, including paratransit services.
- ❖ Total system ridership.

More detailed, aggregated data may be collected at more infrequent intervals, reflecting the higher cost of collection and the time required to gather and input such data in a usable database format. MMT will collect the following data once per quarter:

- ❖ Route ridership by trip.
- ❖ On-time performance at all transfer stations and major transfer points.

MMT will strive to collect the following data once every two to three years:

- ❖ Transfer survey identifying origin and destination routes for all transferring passengers.
- ❖ Pass holder survey identifying trip-making characteristics of all current pass holders, including frequently-made transfer connections.

A stop-by-stop boarding and alighting count will generally be collected at least every two to three years, particularly on routes that are a focus of interest for productivity-related reasons. An on-board survey of riders, identifying trip origins and destinations, will generally be conducted every three to five years, but may be conducted more often as needed for new services or pertinent focus areas.

Data	Recommended Collection Schedule
Ridership by route, including paratransit System ridership	Monthly
Ridership by trip On-time performance at major transit stations	Quarterly
Ridership by fare category	Annually
Transfer survey Pass holder survey Stop-by-stop boarding count	Every two to three years
On-board survey of riders	Every three to five years
General public telephone survey	Every five years

USER INFORMATION

For the system to continually provide effective service to both transit dependent and "choice" riders, MMT will strive to continuously seek to attract new riders and keep current riders informed of service changes.

Effective public information concerning provided service will be readily available to users and potential users in a convenient and easily understood form by a variety of means. Public timetables will be provided which show current route and schedules, including route maps which indicate a sufficient number of time points so that intermediate arrival and departure times can be easily estimated. Public timetables will be available and be placed at the Transit Administration Building, the Downtown Terminal, on buses, businesses and organizations and by mail as funding allows.

Route information will be available by telephone during primary hours of operation and on the web at all times. Buses will be clearly marked to identify the route name and/or number in front, on the curb side and the rear.

DESIGN STANDARDS

Coverage

If the system appears too complicated, many people may never use transit. However, some complications are often necessary to provide cost-efficient operations that offer coverage to as many service area residents as possible. Generally, the overall industry urban service coverage guideline is to have a route within a quarter mile of at least 95 percent of the service area population. However, the popular "service coverage" guideline becomes counter productive if the routes on a transit system map represent bus services provided only a few times a day. Care will also be taken to avoid meandering alignments that take riders on a circuitous tour rather than directly to their desired destination.

Bus service becomes even less attractive and advantageous when the route is adjusted without adequately notifying passengers, when service is unreliable, when buses arrive late or early, or becomes inconvenient because service is not offered when customers need to travel. The industry "service coverage" guidelines will be applied in combination with other service design guidelines.

MMT will have a long term goal of serving 90 percent of the urbanized service area with all-day weekday service. This goal will only be applied to those areas that are transit supportive – i.e. non-buildable areas will be excluded from this calculation – and will be adjustable.

Alignment and Schedule Design

Consistent route planning techniques will be used by MMT to maintain optimum service coverage while providing the most efficient transit operation possible. In some cases, the service design of an individual route may be made primarily to optimize the utilization of limited equipment and personnel. However, this may not represent the most efficient use of resources to maximize ridership. Nor will it necessarily serve the best long-range interests of the system.

When routes and services are assembled into a complete network, they will convey a public transportation service that operates effectively as a system. Route design guidelines that will be used in the development and maintenance of Mountain Metropolitan Transit's fixed route system are included in the following chart:

Loops	Should be included only at the ends of a route and only under the following conditions: they will be anchored by a timepoint at the beginning of the loop, and the total elapsed time to complete the loop will not exceed five minutes.
Branches	May be included at the ends of a route. Branches should be anchored by a timepoint at the common juncture of the two branches. Only one branch should be served on each trip, typically resulting in branch service headways significantly greater than trunk headways.
Turnbacks	Should be used when possible to increase service frequency on trunk portions of a route where the majority of the route's boardings occur. Turnbacks typically occur at or before the midpoint of a route, but may be utilized anywhere along the trunk portion of the route. The location of the turnback should also be a timepoint.
Route Alignment	The coefficient of directness (one-way route mileage divided by the most direct roadway distance between the two terminal points) should not exceed 1.2 and more properly will remain below 1.1.
Route Deviations	Should only be provided if the number of average daily boardings exceed ten, if the deviation does not exceed five minutes in length, if the average number of on-board passengers being inconvenienced by the deviation does not exceed the number of boardings served by the deviation, and if the deviation serves at least 10% of the total number of boardings on the route.
Route Designations	Branches should be given a different route name and number to avoid confusion.
Round Trip Cycle Times	Should be in 15 minute increments including recovery time to allow for interlining and pulse scheduling at transfer stations.
Interlining	Routes should be interlined where possible to better serve trip desires and to reduce transfer volumes and operating costs.
Bus Stops	Should be provided on the average every 600 to 900 feet in contiguous urban development areas. Spacing will be more frequent in high density areas and less frequent in outlying areas.
Passenger Shelters	Should be provided at locations having 25 or more boardings per day. MMT should participate with neighborhood requests for a passenger shelter when private or other public funds are contributed regardless of passenger boarding activity. The degree of support will be discretionary based upon the level of commitment from the neighborhood or commercial enterprise.

ACCESSIBILITY

MMT service will be reasonably accessible to existing and potential users within the public transit service area in order to provide mobility for the transit dependent as well as the "choice" rider.

Access to Mountain Metropolitan Transit's fixed-route system by the general population is defined by the distance from the place of residence to the closest (local route) transit line, as well as by the proximity of transit lines to major activity centers. Residential areas of higher population densities typically have bus lines in closer proximity than areas of moderate or low densities. The following table shows criteria for measuring Mountain Metropolitan Transit's performance in the area of ensuring that transit service is accessible.

Dwelling Units per Acre	Maximum Distance to Transit Route
More than 6.0	0.25 mile
3.0 to 6.0	*0.50 mile
Less than 3.0	*1.00 mile

** Alternative service modes may be appropriate*

These criteria are developed with the recognition that the cost of providing superior geographic service coverage, as compared with the resulting ridership returns, may be prohibitive in areas of low developmental density. MMT may not have funding available to serve all low density development areas. For this reason, MMT may force longer walk distances on intending riders in those areas. In areas of higher developmental density, the ridership returns on the investment in improved geographic coverage are much higher. As a result, MMT will strive to provide a much higher quality of geographic coverage in those areas.

The most applicable current data readily available will be used in determining residential densities and activity centers. Census data may be used within a reasonable time period from the decennial census. During the other time periods, planning analysis zone population and employment data estimates, when available from the City, County or PPACG, may be more appropriate. The following table shows additional criteria for measuring Mountain Metropolitan Transit's performance in the area of ensuring that transit service is accessible.

Number of Employees	Maximum Distance to Transit Route
Over 100	0.25 mile
50 to 100	0.50 mile
25 to 49	1.00 mile

Equity

MMT will provide equitable transit service necessary to meet the goals of public transportation, the Americans with Disabilities Act, and Title VI, Section 601 of the 1964 Civil Rights Act, as amended, which states that:

"No person in the United States shall, on the ground of race, color or national origin, be excluded from participating in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Equitable transit service, including price, will be available to all segments of the population. MMT service will comply with Title VI requirements as determined by Federal Transit Administration (FTA) and notification of compliance is made to the operator.

Determination of transit service equity can be based on numerous factors. The following policies will guide the establishing of equitable transit service.

- ❖ Transit service will be provided on an equal basis to minority, low-income, non-English proficient and non-minority areas.
- ❖ Routes offering express services with significant time advantages may assess a fare surcharge appropriate to those time savings.

- ❖ Fare rate discrepancies will reflect only the quality of service or the service cost characteristics of the service area.
- ❖ Transit requirements and concerns expressed by valid citizen and public groups shall be addressed.

Demographic information for determination of service equity is based on census data or periodic ridership surveys.

GENERAL SERVICE POLICIES

The following general service policy statements are designed as guidelines to be used in the development, maintenance, and operation of MMT in providing service to the public on its fixed-route bus network:

- ❖ Service on any route alignment should be operated a minimum of one year without major modification in order to allow ridership to develop. Both during and after that period, a rigorous and continuous program of ridership monitoring and service evaluation will be maintained.
- ❖ New services should be aggressively and continuously marketed to the public.
- ❖ Routes operated exclusively during peak commuter hours ideally should provide a minimum of at least two peak directional trips during both AM and PM peak periods, at intervals of no more than one hour unless specific conditions render such level of service unnecessary or undesirable. Provisions should ideally be made to allow riders of these routes to return to their point of origin during non-peak periods for emergency purposes if possible.

BUS STOP GUIDELINES

To provide effective, convenient and safe transit service, bus stops will be appropriately spaced, properly located, of required length and with necessary passenger conveniences. Bus stop spacing influences both vehicle speed and rider convenience.

Closely spaced bus stops along a route allow improved passenger access and alleviate confusion. Widely-spaced bus stops permit greater route operating speeds, often making the system more attractive to riders. Actual bus stop spacing, therefore, reflects desired vehicle speeds as well as passenger boardings. Areas of high population or commercial density and consequently high boarding levels, will typically have shorter distances between stops, while less dense areas typically exhibit greater average distances between stops.

Bus stops that serve local bus lines will generally be located at all major trip generators, major intersections and locations where two or more bus lines intersect. Whenever possible, bus stops will be located on the far side of street intersections to reduce the space required for the bus stop and to minimize conflicts between buses re-entering the traffic stream and vehicles making right turns onto cross streets.

To provide greater passenger, pedestrian and vehicular safety, bus stops will be of adequate length to allow the vehicle to clear crosswalks and not obstruct traffic. The bus capacity at a stop (i.e., number of bus bays) will typically be increased with the rate of bus arrivals and passenger boardings.

Recommended Criteria for Measuring Performance	
Length of Bus Stop	
Near-side stop	150 ft. plus 65 ft. for each additional bus
Far-side stop	125 ft. plus 65 ft. for each additional bus
Mid-block stop	140 ft. plus 65 ft. for each additional bus

Bus stops within the MMT service area will be identified with an approved bus stop sign bearing the System's name and logo, or branded service name, and will include a telephone number and website address for obtaining route information. Schedules will be displayed in shelters and carousels indicating route designations and schedule information whenever possible.

In general, it is preferable to stop only at marked bus zones. This policy allows a more thorough determination of safety considerations relating to passenger interchange locations.

Where flag stops (non-marked stops) are permitted, the following guidelines will be followed:

- ❖ Buses should stop at the far-side of most intersections, thereby minimizing auto-pedestrian conflicts at poor visibility locations and minimizing right turns in front of buses attempting to re-enter traffic.
- ❖ Buses should minimize mid-block stops except in cases of exceptionally long blocks or at entrances to major traffic generators in order to minimize the number of stops each bus is required to make and to improve average operating speeds.

PROPOSED PROCESS

The following general ongoing route performance review process is recommended:

1. Conduct the route performance review in a regular process of 1 or 2 times per year. Target for possible Spring and/or Fall schedule implementation.
2. Staff collects route trip data as noted in the performance standards.
3. Staff reviews and makes internal recommendations on which routes should be addressed regarding possible: cuts, changes, new routes (i.e. 3 - 4 months in advance of the possible implementation).
4. Staff solicits City administrative input on the internally identified cuts, changes, etc. prior to notifying public.
5. Staff notifies riders via flyers/posters on buses, website, paid advertisements of "proposed route changes" and the method they can comment (e.g. public meeting, website, voice mail, e-mail, letter, fax). The public comment period should last 30 calendar days.
6. Staff holds public meeting(s), if necessary, to explain "proposed route changes" and record public comments.
7. Staff reviews comments from the public meeting(s), makes any changes if needed and forwards a recommendation(s) via a memo to CTAB. The PPRTA CAC and PPRTA Board are also notified (informational memos).
8. CTAB reviews staff memo and makes its recommendation to Council.
9. City Council reviews staff recommendation(s), holding a public hearing if necessary, and votes on the staff recommendation(s).
10. City Council approves, disapproves, or modifies recommendation.
11. Staff notifies riders via flyers/posters on buses, website, "final route changes" (30 days in advance of implementation) and staff finalizes changes and begins run cuts, driver scheduling, driver vote process and printed schedule changes as necessary. The PPRTA CAC and PPRTA Board are also notified (informational memos).
12. Implementation date. (Spring and/or Fall implementation dates targeted).

PUBLIC PROCESS FOR MAJOR SERVICE (defined as 25% of service hours), FARE CHANGES, INCLUDING POLICY CHANGES TO ADA PARTRANSIT

This public process is for use in implementing major service and/or fare changes resulting from policy-maker/administrative direction and/or budget/financial impacts to the system. (This process might also be used for implementing general, ongoing route performance changes that do not constitute "major service changes", at the discretion of the management/staff).

Subsequent to careful analysis to determination the impact of service and/or fare changes to minority, low-income, and disability populations as outlined in this Service Level/Performance Standards Plan, a public process will be conducted. The following steps will be taken:

1. Staff will hold at least three public meetings in various locations in the region to advise the public of recommended changes.
2. Public meetings will be held in an accessible public building. Participants will be provided maps, data, and adequate information on proposed changes. A certified ASL interpreter for the deaf and/or accessible materials will be available on request.
3. Flyers outlining the proposed changes in service will be placed on buses and made available at transit terminal and transfer stations. The transit terminal personnel and bus and paratransit drivers will advise individuals' with disabilities of the proposed changes.
4. The Transit agency website will contain information on all proposed changes including maps and other appropriate visuals.
5. Provisions for gathering public comments will be provided through face-to-face interviews, comment cards, phone message option, e-mail address, direct mail, fax, customer service representatives, and by other accessible means as requested by individuals with disabilities.
6. Once public comments are received and compiled the information will be provided to policy-makers and administration.
7. As appropriate, a public hearing will be held to provide a forum for citizens to provide direct input to policy-makers
8. Public process will be initiated at least 30 days before implementation whenever possible and as allowed by fiscal constraints
9. The public process will be in compliance with federal guidelines as outlined in the Americans with Disability Act of 1990: 49 CFR Section 21.5 (b) (2); Appendix C to 49 CFT part 21; nondiscrimination provisions of 49 CFR Parts 27, 37, 38; Section 504 of the Rehabilitation Act of 1973; Title VI of the Civil Rights Act of 1964; and state and local law.

GLOSSARY:

Trunk Routes – Trunk routes are the major local fixed-routes that traverse the most densely populated portions of the Colorado Springs metropolitan area. Examples of trunk routes include Routes 3-Manitou or 5-Citadel.

Secondary Local and Suburban Routes – Secondary local and suburban routes are those fixed-routes within Colorado Springs that provide coverage to less densely populated areas. Examples of a secondary route include: Route 20-Circle/UCCS and Route 32-Uintah Gardens.

Rural / Suburban Routes – Rural / Suburban routes are those fixed-routes located outside of the primary urbanized area. They tend to have significantly lower residential and employment densities. An example of a rural route is Route 31-Fountain.

Express Routes – Express routes are targeted with schedules to serve specific employment markets and tend to use park and rides to concentrate their rider market. FREX and all of the 'E'-1/2/3/4 routes may be considered express routes.

Service Efficiency – The efficiency of a transit system is a measure of its ability to provide services with minimal expenditure of financial resources.

Service Effectiveness – Effectiveness relates the cost of providing service to the ridership productivity of that service.

Appendix G: MMT Title VI Complaint Process





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[City of Colorado Springs](#) / [Transit Service](#) / Title VI Civil Rights Complaint Process and Form

Title VI Civil Rights Complaint Process and Form

The City of Colorado Springs Transit Services Division/Mountain Metropolitan Transit operates without regard to race, color, or national origin.

Mountain Metropolitan Transit provides equal access to its programs and services to all members of the public. The following information serves to inform the public of its right to this access, and to educate members of the public so that they may understand their rights under the civil rights law which protects the receipt and benefit of services as defined by Title VI of the Civil Rights Act of 1964.

What is Title VI?

Title VI is a section of the Civil Rights Act of 1964 requiring that "No person in the United States shall on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance." Title VI does not address gender discrimination. It only covers race, color and national origin. Other Civil Rights laws prohibit gender discrimination.

For information on Title VI complaint and investigation procedures, or to fill out a Title VI complaint form,

1015 Transit Drive
 Colorado Springs, CO 80903
 Phone: 719-385-RIDE
 Fax: 719-385-5419
 Email: transitinfo@spring. . .
 Hours: Monday- Friday 8:00 a.m. -
 5:00 p.m.



please see the following Mountain Metropolitan Transit Title VI Complaint and Investigation Procedures and [Title VI Civil Rights Complaint Form](#). To obtain more information on Mountain Metropolitan Transit's non-discrimination obligations, please submit a written request to: Mountain Metropolitan Transit, Attn: Title VI Coordinator, 1015 Transit Drive, Colorado Springs, CO 80903, or contact the Federal Transit Administration's Office of Civil Rights, 12300 West Dakota Ave., Suite 310, Lakewood, CO 80228-2583, (720) 963-3313.

Mountain Metropolitan Transit Title VI Complaint and Investigation Procedures

The following procedures cover complaints filed under Title VI of the Civil Rights Act of 1964 for alleged discrimination in any program or activity administered by Mountain Metropolitan Transit.

These procedures do not affect the right of the Complainant to file formal complaints with other State or Federal agencies or to seek private counsel for complaints alleging discrimination. Every effort will be made to obtain early resolution of complaints at the lowest level possible. The option of informal mediation meeting(s) between the affected parties and Mountain Metropolitan Transit may be utilized for resolution. Any individual, group of individuals or entity that believes they have been subjected to discrimination prohibited under Title VI and related statutes may file a [written complaint](#) and send it to the following:

Title VI Coordinator
 Mountain Metropolitan Transit
 1015 Transit Drive
 Colorado Springs, CO 80903
 Phone: (719) 385-7433

Complaints may also be filed with the Federal Transit Administration's Office of Civil Rights no later than one-hundred eighty (180) calendar days after the date of the alleged discrimination at 12300 West Dakota Avenue, Suite 310, Lakewood, CO 80228-2583, Phone: (720) 963-3313.

The following measures will be taken to resolve Title VI complaints:

1.) A formal complaint must be filed within one-hundred eighty (180) calendar days of the alleged occurrence. Complaints shall be in writing and signed by the individual or his/her representative, and will include the Complainant's name, address and telephone number; name of the alleged discriminating person(s), basis of complaint (race, color, national origin), and the date of the alleged act or acts. A statement detailing the facts and circumstances of the alleged discrimination must accompany all complaints. A [Mountain Metropolitan Transit Title VI Complaint Form](#) can be found on this website or may be requested by calling (719) 385-7433 or writing Mountain Metropolitan Transit's Title VI Coordinator at the address listed below. Mountain Metropolitan Transit encourages individuals to submit Title VI complaints in writing using this form and mailing to:

Title VI Coordinator
 Mountain Metropolitan Transit
 1015 Transit Drive
 Colorado Springs, CO 80903

2.) In the case where a Complainant is unable or incapable of providing a written statement, a verbal complaint of discrimination may be made to Mountain Metropolitan Transit's Title VI Coordinator. Under these circumstances, the Complainant will be interviewed, and the Title VI Coordinator will assist the Complainant in converting the verbal allegations to writing.

3.) When a complaint is received, the Title VI Coordinator will provide written acknowledgment to the Complainant within ten (10) calendar days by registered mail.

4.) If a complaint is deemed incomplete, additional information will be requested, and the Complainant will be provided sixty (60) calendar days to submit the required information. Failure to do so may be considered good cause for a determination of no investigative merit.

5.) Within fifteen (15) calendar days from receipt of a complete complaint, Mountain Metropolitan Transit will determine its jurisdiction in pursuing the matter and whether the complaint has sufficient merit to warrant investigation. Within five (5) calendar days of this decision, the Transit Services Division Manager or his/her authorized designee will notify the Complainant and Respondent, by registered mail, informing them of the disposition.

a. If the decision is not to investigate the complaint, the notification shall specifically state the reason for the decision.

b. If the complaint is to be investigated, the notification shall state the grounds of Mountain Metropolitan Transit's jurisdiction, while informing the parties that their full cooperation will be required in gathering additional information and assisting in the investigation.

6.) When Mountain Metropolitan Transit does not have sufficient jurisdiction, the Transit Services Division Manager or his/her authorized designee will refer the complaint to the appropriate State or Federal agency holding such jurisdiction.

7.) If the complaint has investigative merit, the Transit Services Division Manager or his/her authorized designee will assign an investigator. A complete investigation will be conducted, and an investigative report will be submitted to the Transit Services Division Manager within sixty (60) calendar days from receipt of the complaint. The report will include a narrative description of the incident, summaries of all persons interviewed, and a finding with recommendations and conciliatory measures where appropriate. If the investigation is delayed for any reason, the investigator will notify the appropriate authorities, and an extension will be requested.

8.) The Transit Services Division Manager or his/her authorized designee will issue letters of finding to the Complainant and Respondent within ninety (90) calendar days from receipt of the complaint.

9.) If the Complainant is dissatisfied with Mountain Metropolitan Transit's resolution of the complaint, he/she has the right to file a complaint with the Departmental Office of Civil Rights, U.S. Department of Transportation, 1200 New Jersey Ave., S.E. Washington D.C. 20590, Phone: 202-366-4648

[Title VI Civil Rights Complaint Form](#)

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[Contact Us](#) - Call: 385-CITY (719-385-2489) - [RSS](#) - [Privacy, Linking and ADA Policies](#)

 [Printer friendly version](#)

designed, developed and deployed by [projecta.com](#)

Mountain Metropolitan Transit Title VI Civil Rights Complaint Form



Instructions: To submit a Title VI complaint to Mountain Metropolitan Transit, please print and complete the following form, sign and return to: Mountain Metropolitan Transit, Attention: Title VI Coordinator, 1015 Transit Drive, Colorado Springs, CO 80903. For questions or a full copy of Mountain Metropolitan Transit's Title VI policy and complaint procedures, please submit a written request to the above address, visit www.mmtransit.com, call (719) 385-7433, or Email transitinfo@springsgov.com.

Section I:

1. Name (Complainant):	
3. Home Address (Street No., City, State, Zip)	
3. Phone:	4. Email Address:
5. Accessible format requirements? (please check preference)	
<input type="checkbox"/> Large Print <input type="checkbox"/> Audio Tape <input type="checkbox"/> TDD	
<input type="checkbox"/> Other (please indicate) _____	

Section II:

6. Are you filing this complaint on your own behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No (If you answered "yes" to this question, please go to Section III.)
7. If you answered "no" to question 6, please describe your relationship to the person (Complainant) for whom you are filing and why you are filing for a third party:
8. Have you obtained permission of the aggrieved party (Complainant) to file this complaint on his or her behalf? <input type="checkbox"/> Yes <input type="checkbox"/> No

Section III:

9. Have you previously filed a Title VI complaint with Mountain Metropolitan Transit? <input type="checkbox"/> Yes <input type="checkbox"/> No				
10. Have you filed this complaint with any other federal, state, or local agencies or with any federal or state court? <input type="checkbox"/> Yes <input type="checkbox"/> No				
11. If "yes," please check all that apply: <input type="checkbox"/> Federal Agency <input type="checkbox"/> Federal Court <input type="checkbox"/> State Agency <input type="checkbox"/> State Court <input type="checkbox"/> Local Agency				
12. If filed at an agency and/or court, please provide information for your point of contact at the agency/court where the complaint was filed:				
<table style="width: 100%; border: none;"> <tr> <td style="width: 25%; border-bottom: 1px solid black;"><u>Agency/Court:</u></td> <td style="width: 25%; border-bottom: 1px solid black;"><u>Contact Name:</u></td> <td style="width: 25%; border-bottom: 1px solid black;"><u>Address:</u></td> <td style="width: 25%; border-bottom: 1px solid black;"><u>Phone Number:</u></td> </tr> </table>	<u>Agency/Court:</u>	<u>Contact Name:</u>	<u>Address:</u>	<u>Phone Number:</u>
<u>Agency/Court:</u>	<u>Contact Name:</u>	<u>Address:</u>	<u>Phone Number:</u>	

Section IV:

13. Date of Incident:	14. If applicable, name of person(s) who allegedly discriminated against you:
-----------------------	---

15. Discrimination based on (please check all that apply): Race Color National Origin

16. Please provide a brief explanation of the incident and how you feel you were discriminated against, including how you feel others may have been treated differently than you. If you require additional space or have additional written material pertaining to your complaint, please attach to this form.

17. Why do you believe this event occurred?

Appendix H: MMT Title VI Contact Information



**Mountain Metropolitan Transit
operates without regard to
race, color, or national origin.**

For non-discrimination
policy information or to file a
discrimination complaint,
please contact:

Mountain Metropolitan Transit
Title VI Coordinator
1015 Transit Drive
Colorado Springs, CO 80903
719-385-RIDE (7433)
transitinfo@springsgov.com



Appendix I: Four-Factor Framework



APPLYING THE FOUR-FACTOR FRAMEWORK

This section briefly provides grantees with suggestions for conducting an LEP needs assessment based on the four-factor framework in Section V of the DOT LEP Guidance.

Factor 1: The Number and Proportion of LEP Persons Served or Encountered in the Eligible Service Population.

- Step 1: Examine prior experiences with LEP individuals.
- Step 2: Become familiar with data from the US Census.
- Step 2A: Identify the geographic boundaries of the area that your agency serves.
- Step 2B: Obtain Census data on the LEP population in your service area.
- Step 2C: Analyze the data you have collected.
- Step 2D: Identify any concentrations of LEP persons within your service area.
- Step 3: Consult state and local sources of data.
- Step 4: Reach out to community organizations that serve LEP persons.
- Step 4A: Identify community organizations.
- Step 4B: Contact relevant community organizations.
- Step 4C: Obtain information.

Factor 2: The Frequency with Which LEP Individuals Come into Contact with Your Programs, Activities, and Services.

- Step 1: Review the relevant programs, activities, and services you provide.
- Step 2: Review information obtained from community organizations.
- Step 3: Consult directly with LEP persons.

Factor 3: The Importance to LEP Persons of Your Program, Activities, and Services.

- Step 1: Identify your agency's most critical services.
- Step 2: Review input from community organizations and LEP persons.

Factor 4: The Resources Available to the Recipient and Costs.

- Step 1: Inventory language assistance measures currently being provided, along with associated costs.
- Step 2: Determine what, if any, additional services are needed to provide meaningful access.
- Step 3: Analyze your budget.
- Step 4: Consider cost-effective practices for providing language services.

Appendix J: MMT Comment Card



Comments?



**We're
all ears...**

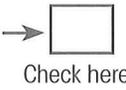
**Tell us
what
you
think.**

Name _____

Today's Date _____

Email _____

Daytime Phone _____



Subject (circle one):
Commendation
Suggestion
Complaint

Direction of Travel _____

Route Number _____

Boarding Location _____

Bus Number _____

Occurrence Date _____

Occurrence Time _____

Destination _____

Occurrence Location _____

Comments _____

_____ (please use back for more room)

Return to bus driver, terminal supervisor, or mail to:
Mountain Metropolitan Transit
1015 Transit Drive, Colorado Springs, CO 80903
Email: transitinfo@springsgov.com

