



DATE: April 17, 2018

PPRTA Board Agenda Item No. 8A

TO: Pikes Peak Rural Transportation Authority Citizens' Advisory Committee
Pikes Peak Rural Transportation Authority Board

FROM: Brian Vitulli, Transit Planning Supervisor

SUBJECT: March, 2018 Monthly Mountain Metropolitan Transit (MMT) Update

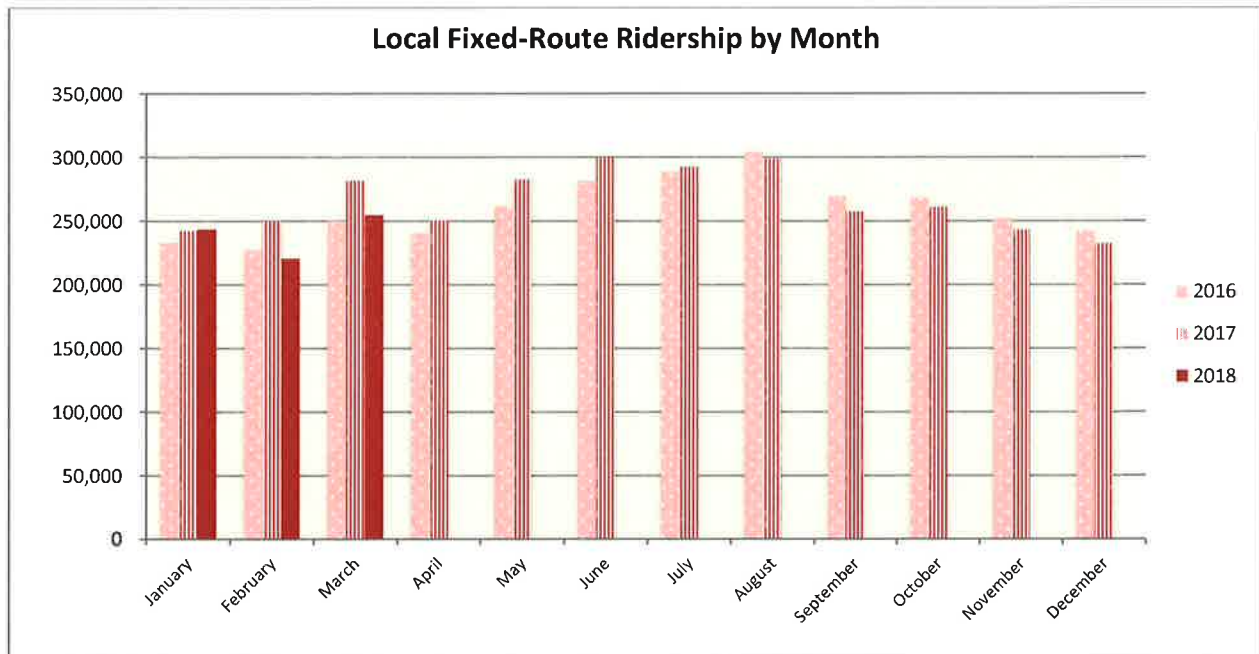
Ridership figures have not been FTA audited.

I. SERVICES

Local Routes

Mountain Metropolitan Transit (MMT) local routes provided 254,618 one-way trips during March of 2018. Service ran 31 out of the 31 days in March (22 weekdays, 5 Saturdays, and 4 Sundays). Ridership in 2018 shows a decrease of 9.64% as compared to the same month in 2017, which had the one additional weekday and one less Saturday. Total ridership for March, 2017 was 281,767. The boardings-per-revenue-service-hour rate for March, 2018 is lower than it was in 2017, due to an increase in revenue service hours.

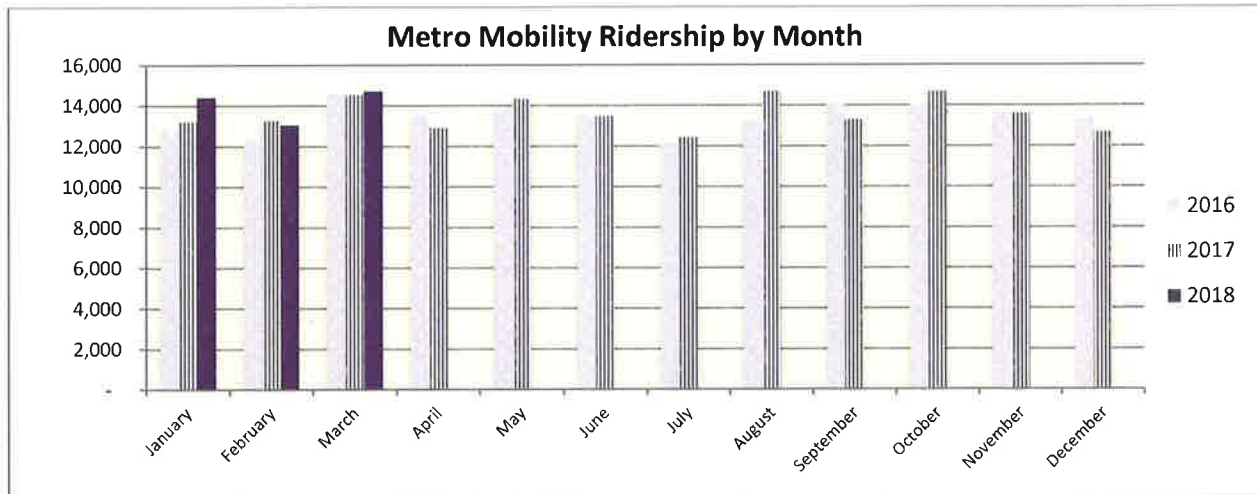
	March, 2017	March, 2018
Weekday Service – Ridership	246,350	217,004
Saturday Service – Ridership	23,987	27,977
Sunday Service – Ridership	11,430	9,637
Revenue Service Hours	13,803	14,798
Boardings per Revenue Service Hour	20.4	17.2



ADA Service

MMT’s “Metro Mobility” (A.D.A.) service transported 14,717 passengers in March, 2018 which was an increase of 1.19% compared to ridership from the same month in 2017. As with fixed-route, there were 31 service days (22 weekdays, 5 Saturdays, and 4 Sundays) in the month. It is MMT’s policy to limit ADA-required service due to its high per-trip cost but to do so in compliance with ADA and FTA regulations.

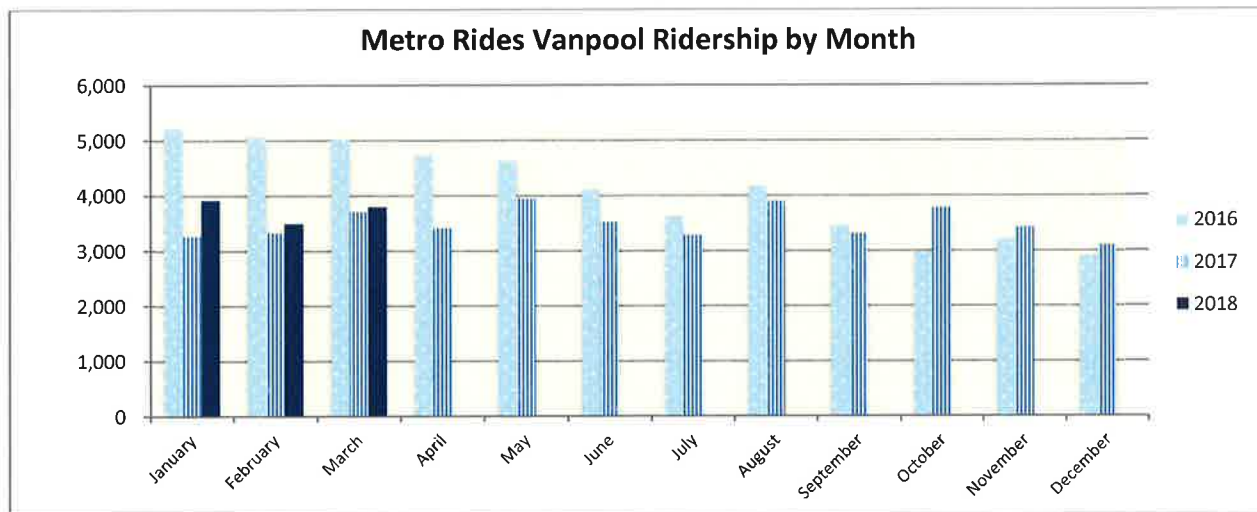
	March, 2017	March, 2018
Weekday Service – Ridership	13,817	13,821
Saturday Service – Ridership	534	672
Sunday Service – Ridership	193	224
Revenue Service Hours	6,566	6,465
Boardings per Revenue Service Hour	2.2	2.3



Vanpools

The Metro Rides Vanpool program had 25 vanpool vans operating during March and 147 total invoiced participants. There were 3,794 one-way trips reported, which was an increase of 2.34% over ridership in March, 2017.

	March, 2017	March, 2018
Weekdays – Ridership	3,691	3,786
Saturdays – Ridership	0	4
Sundays – Ridership	20	4
Revenue Service Hours	1,393	1,470
Boardings per Revenue Service Hour	2.7	2.6



II. PROJECTS

FINAL Spring 2018 Service Change:

The Spring 2018 Service Changes were implemented on Sunday, April 29, 2018. Details are below:

Off-Peak Service Improvements

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

Removal of Long-Term Detour

With the completion of the I-25/Cimarron Street interchange reconstruction, Route 4 will return to its original routing on Cimarron Street rather than Colorado Avenue.

Transit Ridership Development Efforts:

As we continually strive to rebuild our transit system following the Great Recession, we have employed numerous traditional and innovative ridership development strategies to improve services for our existing customers, as well as to attract new riders. Below are specific examples of service improvements, customer-service enhancements, and programs and projects that have been implemented over the past two years designed to provide a better product to our customers and to increase ridership. These improvements are made possible by increased City General Fund investment in transit and through additional Pikes Peak Rural Transportation Authority tax revenues.

Transit Service Improvements

- High frequency 15-minute bus service was added on North Academy Boulevard, connecting the Citadel Mall and Voyager Parkway transfer stations
- On-time performance improvements were made to nine key routes; enhancing service reliability on those routes and helping to improve system-wide on-time performance
- Increased annualized revenue service hours substantially
- Implemented 15-minute frequency bus service on North and South Nevada Avenue - a major north/south corridor - connecting Downtown to the UCCS campus and to destinations south of Downtown, including service through two urban renewal areas
- Added service to more routes on evenings and weekends (i.e. off-peak service)
- Reconfigured two long, circuitous "coverage" bus routes into four shorter, direct, functional routes – providing quicker travel times
- Adding fixed-route service to Memorial North / Children's Hospitals in Fall 2018

Key Projects and Programs

- A college student bus pass program was developed and launched for all UCCS and Colorado College students in 2017, using smart card technology. In April 2018, PPCC's student-body approved the bus pass program, with a new route due to begin operating to the Rampart Range campus in August.
- Making important progress toward a new specialized transportation call center providing one call/one click trip reservations for senior citizens and people with disabilities

Customer Service Enhancements

- Significant customer service improvements include online real time bus location and arrival information and real time service alerts available on Google Maps
- New software allowing vanpool participants to log onto and manage their accounts and reporting information online
- Improved ADA bus stop access at key transit locations and removed barriers for transit riders
- Implementation of smoking and vaping bans on buses and at the Downtown Transit Terminal
- Added 18 new fixed-route buses equipped with USB ports to the fleet.
- Added 14 new mobility vans to the fleet
- Transit's social media platforms, Facebook and twitter, continue to provide a reliable resource with up-to-date information for customers; Facebook followers increased by 36% and twitter impressions have jumped 82%.
- Expanded customer service hours
- Printed and distributed new transit system pocket maps
- Initiated social media alerts to customers when a bus is delayed or re-routed due to an incident
- Held bi-weekly DAT meetings focusing on improving service performance
- Implemented the Yield to Bus law, including new bus equipment