



# Cheyenne Transit Program

## Five-Year Transit Development Plan

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### FINAL REPORT

December 3<sup>rd</sup>, 2013

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# TABLE OF CONTENTS

<b>1: Project Overview .....</b>	<b>1</b>
Introduction.....	1
<b>2: Community Profile .....</b>	<b>5</b>
Population and Demographics.....	5
Employment and Activity Centers.....	17
Issues Affecting TRansit Services .....	23
<b>3: Existing Transit System.....</b>	<b>25</b>
Complementary Paratransit Service .....	44
Operating Expenses and Revenues .....	47
Capital Resources .....	49
ADA Bus Stop Evaluation .....	52
Rider and Non-Rider Survey Summary .....	53
Transit Demand .....	55
<b>4: Proposed Service plan .....</b>	<b>57</b>
Short Range Recommendations.....	57
Long Range Direction .....	61
Conceptual Alternatives .....	65
Cost of Alternatives .....	74
<b>5: Safety and Performance Standards.....</b>	<b>75</b>
Safety Standards .....	75
System Performance Standards.....	76
Public Involvement Activities .....	80
Field and Operations Activities .....	83
General Public and Non-Riders .....	84

# TABLE OF TABLES

<b>Table 2.1 – Age Distribution in Laramie County and the City of Cheyenne .....</b>	<b>8</b>
<b>Table 2.2 – Cheyenne Urbanized Metropolitan Area Disabled Residents.....</b>	<b>11</b>
<b>Table 2.3 – Job Growth by Employment Sector.....</b>	<b>19</b>
<b>Table 2.4 – Cheyenne Large Employers.....</b>	<b>20</b>
<b>Table 3.1 – Fixed Route System Operating Results .....</b>	<b>28</b>
<b>Table 3.2 – Fixed Route Operating Statistics and Key Performance Indicators.....</b>	<b>28</b>
<b>Table 3.3 – CTP Complementary Paratransit Operation Results .....</b>	<b>45</b>
<b>Table 3.4 – CTP Operating Expenses and Revenues.....</b>	<b>48</b>
<b>Table 3.5 – CTP Fixed Route Farebox Recovery and Net Costs.....</b>	<b>49</b>
<b>Table 3.6 – CTP Complementary Paratransit Farebox Recovery and Net Costs .....</b>	<b>49</b>
<b>Table 3.7 – Fleet Characteristics .....</b>	<b>51</b>
<b>Table 3.8 – Accessibility Ratings of Selected Stops .....</b>	<b>53</b>
<b>Table 3.9 – Transit Demand Estimates .....</b>	<b>55</b>

Table 4.1 – Timing and Cost of Recommended Alternatives .....	74
Table 5.1 – Recommended Performance Standards.....	78
Table B.1 – Public Involvement Plan Summary.....	79
Table B.2 – Steering Committee Members .....	80
Table C.1 – Bus Stop Access Rating Matrix .....	87
Table C.2 – Accessibility Ratings of Selected Stops.....	88
Table C.3 – Detailed Accessibility of Selected Bus Stops .....	89

## **TABLE OF FIGURES**

Figure 2.1 – Population Density of Study Area .....	6
Figure 2.2 – Laramie County Long-Range Population Trends.....	7
Figure 2.3 – Laramie County Study Period Population Trends.....	7
Figure 2.4 – Population Density of Youthful Residents .....	9
Figure 2.5 – Population Density of Elderly Residents .....	10
Figure 2.6 – 2000 Census Disabled Population Distribution.....	12
Figure 2.7 – Household Income .....	13
Figure 2.8 – Location of Families Below Poverty Level.....	14
Figure 2.9 – Zero-Vehicle Households .....	16
Figure 2.10 – Commuter Trips by Travel Mode.....	17
Figure 2.11 – Employment by Industry .....	18
Figure 2.12 – Location of Major Activity Centers .....	22
Figure 3.1 – CTP Fixed Route Network .....	26
Figure 3.2 – Passenger Boardings per Revenue Vehicle Hour .....	29
Figure 3.3 – Passenger Boardings per Revenue Vehicle Mile.....	30
Figure 3.4 – Passenger Boardings per Bus Deployed in Daily Service .....	30
Figure 3.5 – East Route: Average Daily Boardings by Time of Day .....	31
Figure 3.6 – East Route: Average Daily Boardings by Stop .....	32
Figure 3.7 – Northeast: Average Daily Boardings by Time of Day .....	33
Figure 3.8 – Northeast: Average Daily Boardings by Stop .....	34
Figure 3.9 – Northwest: Average Daily Boardings by Time of Day .....	35
Figure 3.10 – Northwest: Average Daily Boardings by Stop.....	36
Figure 3.11 – West: Average Daily Boardings by Time of Day.....	38
Figure 3.12 – West: Average Daily Boardings by Stop.....	39
Figure 3.13 – South: Average Daily Boardings by Time of Day .....	40
Figure 3.14 – South: Average Daily Boardings by Stop .....	40
Figure 3.15 – Downtown: Average Daily Boardings by Time of Day .....	42
Figure 3.16 – Downtown: Average Daily Boardings by Stop .....	43
Figure 3.17 – Travel Patterns of Current Complementary Paratransit Riders .....	46
Figure 3.18 – Curb-to-Curb Travel Patterns of County Residents.....	47
Figure 4.1 – South Route Short Range Option .....	58
Figure 4.2 – East Route Short Range Option .....	60



<b>Figure 4.3 – Expanded Curb-to-Curb Service.....</b>	<b>61</b>
<b>Figure 4.4 – Dell Range Corridor .....</b>	<b>64</b>
<b>Figure 4.5 – Two South Routes Option.....</b>	<b>65</b>
<b>Figure 4.6 – Three-Route Network.....</b>	<b>68</b>
<b>Figure 4.7 – Route 1 (Dell Range / East) Conceptual Alignment .....</b>	<b>69</b>
<b>Figure 4.8 – Route 2 (West / Northeast) Conceptual Alignment .....</b>	<b>70</b>
<b>Figure 4.9 – Route 3 (Northwest / South) Conceptual Alignment.....</b>	<b>71</b>
<b>Figure 4.10 – Conceptual 6-Route Network .....</b>	<b>73</b>
<b>Figure B.1 – Survey Letter from the Mayor of Cheyenne .....</b>	<b>82</b>
<b>Figure B.3 – Public Service Announcement .....</b>	<b>84</b>
<b>Figure C.1 – Onboard Survey .....</b>	<b>94</b>



# 1: PROJECT OVERVIEW

## INTRODUCTION

The Cheyenne Transit Program (CTP) and the Cheyenne Metropolitan Planning Organization (MPO) contracted with TransitPlus to develop a Five-Year Transit Development Plan. The purpose of the plan is to provide recommendations for system improvements that could be implemented immediately in response to specific issues, as well as more comprehensive recommendations that could be implemented at a later date.

## REPORT ORGANIZATION

The report is broken down into five separate chapters that arranged to reflect the flow of the project and lead to logical conclusions for service and operational improvements. The chapters are arranged as follows:

- Chapter 1 – Project Overview highlights the steps that were taken to complete the Five-Year Transit Development plan
- Chapter 2 – Community Profile details the demographics, activities, and issues that will impact recommendations for service changes.
- Chapter 3 – Existing Transit System provides detailed analysis of the efficiency and effectiveness of the current CTP fixed route and complementary paratransit services
- Chapter 4 – Proposed Service Plan recommends short-range and long-range alternatives for improvement or service expansion
- Chapter 5 – Safety and Performance Standards explains relevant transit performance measures and provides recommendations for CTP

## ISSUES AFFECTING TRANSIT SERVICE

Through the study process, the project team has identified a number of issues including:

- High transit-dependent population and high number of zero vehicle households in the study area
- The transit-dependent populations are dispersed throughout the service area
- Essential services and large area employers are also geographically dispersed
- Areas that have high potential for transit use that are not covered by CTP are primarily north of the airport and northeast of Dell Range Boulevard.

## STUDY PROCESS

The project team undertook a number of steps to gain the data and information that would ultimately drive the recommendations. Included in this phase of our study process was:

- A review of background documents and prior studies
- A public and stakeholder involvement process
- An ADA assessment of the pedestrian network providing access to the system
- A review of demographic, employment, transportation issues, and other variables that impact the need and location of future CTP services
- A comprehensive performance and organizational review of CTP fixed route and demand response services

## Public and Stakeholder Involvement

The project team initiated a public involvement process that is detailed in Appendix A. The process included the Technical Advisory Committee (TAC), MPO and CTP staff, CTP riders, and the non-riding general public. Included were the following activities:

- Project kickoff meeting with the Transit Advisory Committee and the TransitPlus team
- Four (4) meetings with the Transit Advisory Committee
- Six (6) meetings and observations with CTP staff and bus drivers
- An on-board survey of bus riders
- An online survey of the non-riding general public
- Two (2) public open houses

## Demographics and Activity Centers

We analyzed the demographics of populations that are likely to utilize transit including people who are at or below the Federal poverty guidelines, between the age of 10 and 24 or are over the age of 65, or have zero vehicles in their household.

The team also identified key transit activity generators such as large area employers, medical facilities, human services agencies, and large box stores and shopping centers.

## Existing Transit Services

The team reviewed the operational and financial performance of the fixed route and complementary paratransit systems to determine how well they are meeting the needs of the community. We reviewed specific performance measures that included:

- Passengers per vehicle revenue hour

- Passengers per vehicle revenue mile
- Cost per vehicle revenue hour
- Cost per vehicle revenue mile
- Fixed route boardings by stop and time of day
- Complementary paratransit common destinations
- Travel patterns of county residents

### Summary

These tasks provided the background information that was necessary to form service alternatives that were not only logical, but represent the wishes of CTP riders. Subsequent to the completion of these tasks and study components, the project team developed service recommendations that address public desires, financial constraints, and CTP staff concerns.

### PROPOSED SERVICE PLAN

The culmination of activities and analysis that describe the conditions affecting transit usage and the current CTP system is the Proposed Service Plan. The proposed service plan outlines strategies for immediate consideration, the short-range and the long-term.

### SYSTEM SAFETY AND PERFORMANCE MEASURES

This section reviews safety and security protocols to establish measures that are consistent with the direction of the FTA under MAP-21. Also, system performance measures that are required by FTA and are relevant to the system are recommended for implementation



## 2: COMMUNITY PROFILE

The project team reviewed population demographics, employment data, and area activity centers to form a community profile. The community profile extends the background knowledge acquired through document review and the ongoing public participation process and complements the CTP system analysis detailed in Chapter 3.

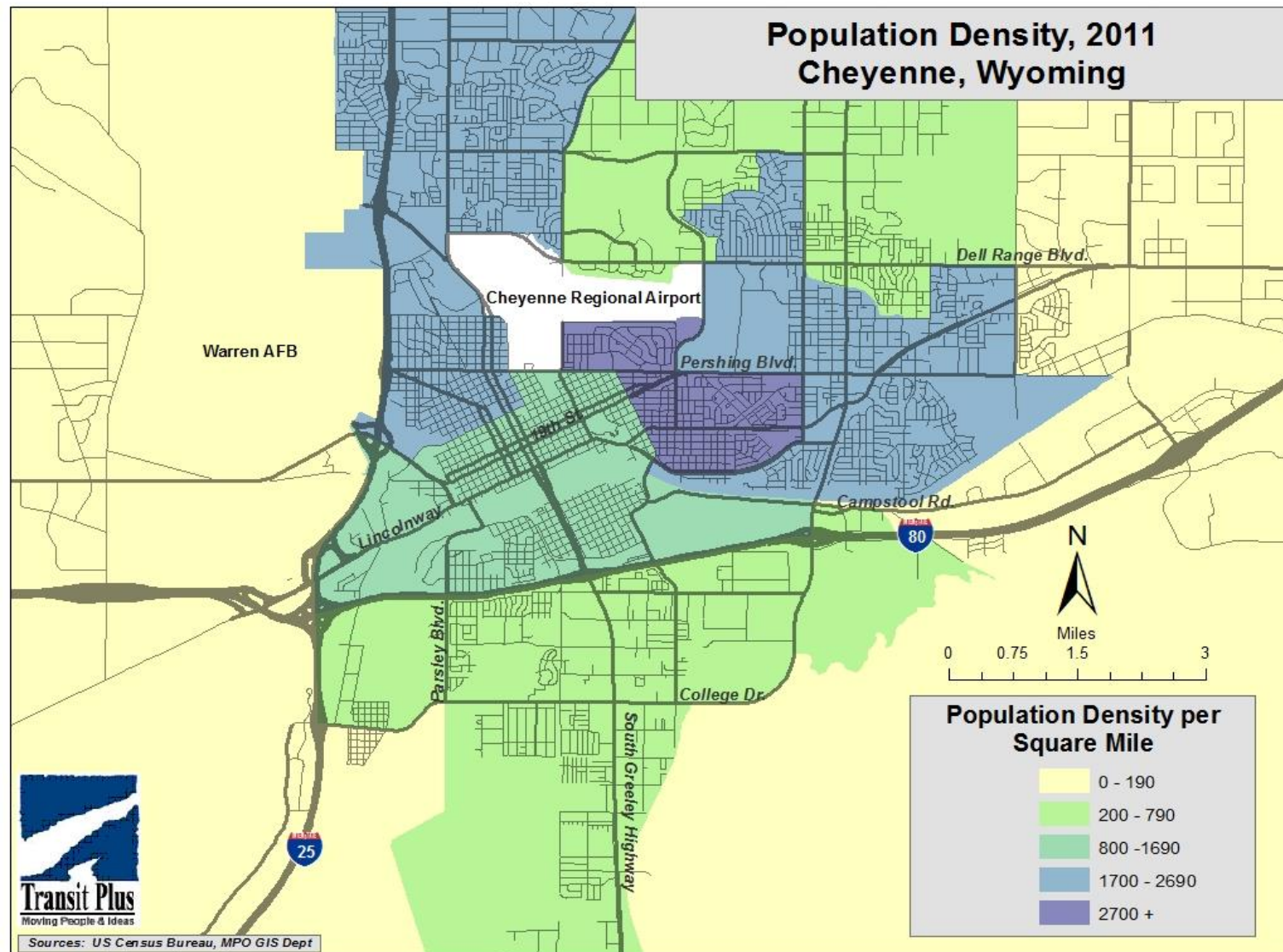
### POPULATION AND DEMOGRAPHICS

The population and demographics of the City of Cheyenne, the Cheyenne Metropolitan Statistical Area, and Laramie County were studied to look at the potential impact of certain trends on the need for, location of, and use of transit services. **Figure 2.1** shows the population density of the study area in terms of persons per square mile as well as providing an overview of the entire study area.

Population density can help us in determining the need and placement of transit services, as the areas with the highest density generally have the highest level of transit need and usage. When considering population density as a whole, CTP service provides adequate geographical coverage for the majority of the study area, with the exception of the area north of the Airport and Del Range Boulevard.

# CTP Five-Year Transit Development Plan

Figure 2.1 – Population Density of Study Area

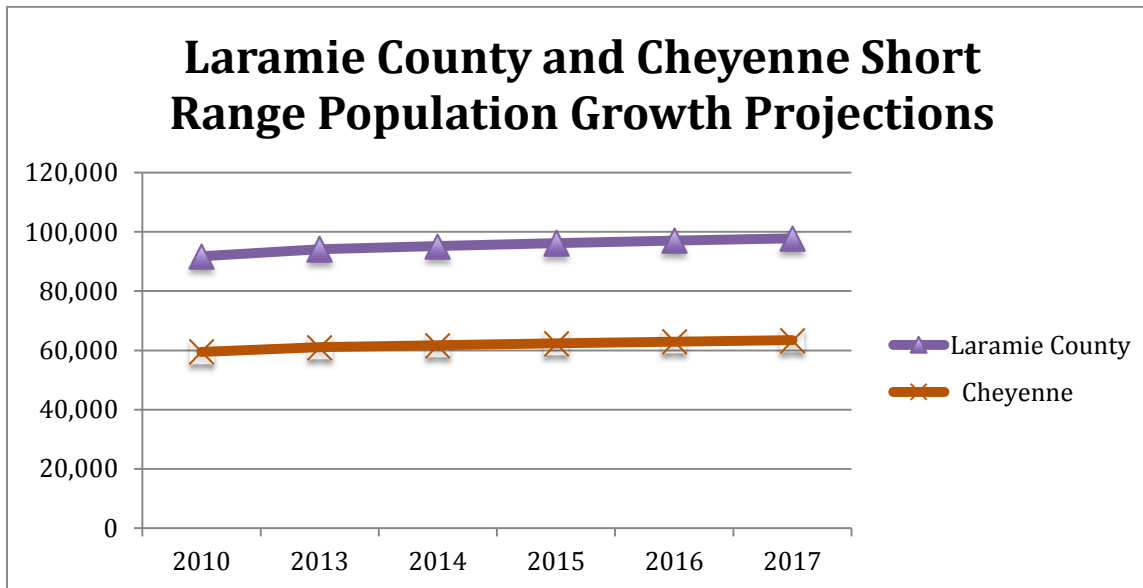




## POPULATION TRENDS

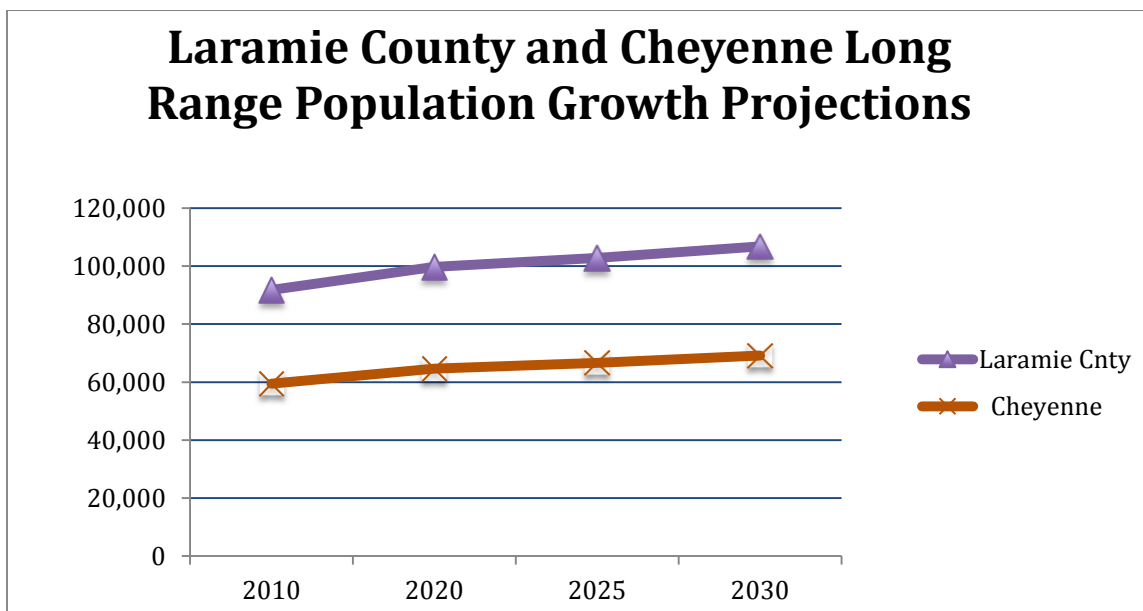
The populations of the City of Cheyenne and Laramie County are expected to grow from 59,510 and 90,390 to more than 63,000 and nearly 98,000 by 2017. Over the long range the populations are expected to grow to nearly 69,000 and 107,000 respectively by 2030. **Figure 2.2** illustrates short-range projected population trends for Laramie County and the City of Cheyenne. Figure 3.3 shows projected long-range population projections.

**Figure 2.2 – Laramie County Long-Range Population Trends**



Source: Wyoming Department of Administration & Information, Economic Analysis Division

**Figure 2.3 – Laramie County Study Period Population Trends**



Source: Wyoming Department of Administration & Information, Economic Analysis Division

City and County populations are expected to grow by more than 6% over the five-year study period and maintain stable growth culminating in a 14% increase by 2030. The population growth projections are modest and tend to support smaller transit system growth in the near term.

## DEMOGRAPHICS

There are a number of demographic categories that are utilized in developing transit demand estimates because they represent typical transit-dependent markets that can be identified and quantified. Included among these categories are persons above the age of 65 and between the age of 10 and 24, people with mobility limitations due to disability, and low-income persons who may have difficulty maintaining a car.

### Age

Age demographics that could impact transit usage include the age groups of 10 to 24 and 65 plus, as these groups would normally have a higher propensity to utilize public transportation. **Table 2.1** illustrates the age distribution in Laramie County and the City of Cheyenne.

**Table 2.1 – Age Distribution in Laramie County and the City of Cheyenne**

POPULATION BY AGE	CITY	%	COUNTY	%
Total Population	59,510	100%	90,394	100%
9 Years and Under	9,087	15%	12,602	14%
10 to 24 Years	11,340	19%	18,750	21%
25 to 64 Years	31,039	52%	48,085	53%
65 Years and over	8,044	14%	11,137	12%
Source: 2010 US Census				

Given that roughly one third of the total population falls into these categories, there is a significant age-based market for transit service. Figure 3.4 shows the location of youthful residents elderly residents per square mile by US Census Tract. **Figures 2.4 and 2.5** show the density of youthful and elderly residents per square mile by US Census Tract.

Figure 2.4 – Population Density of Youthful Residents

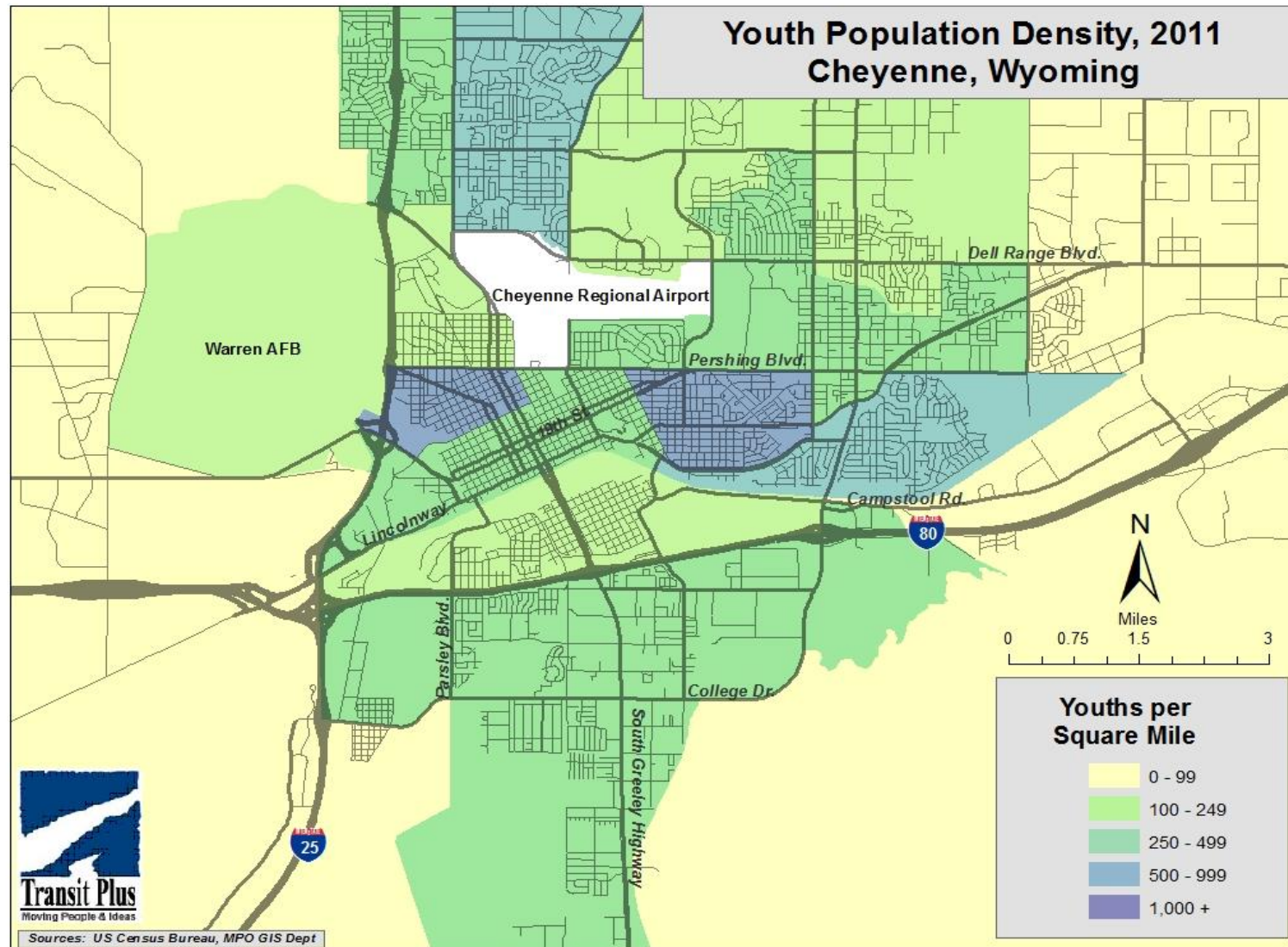
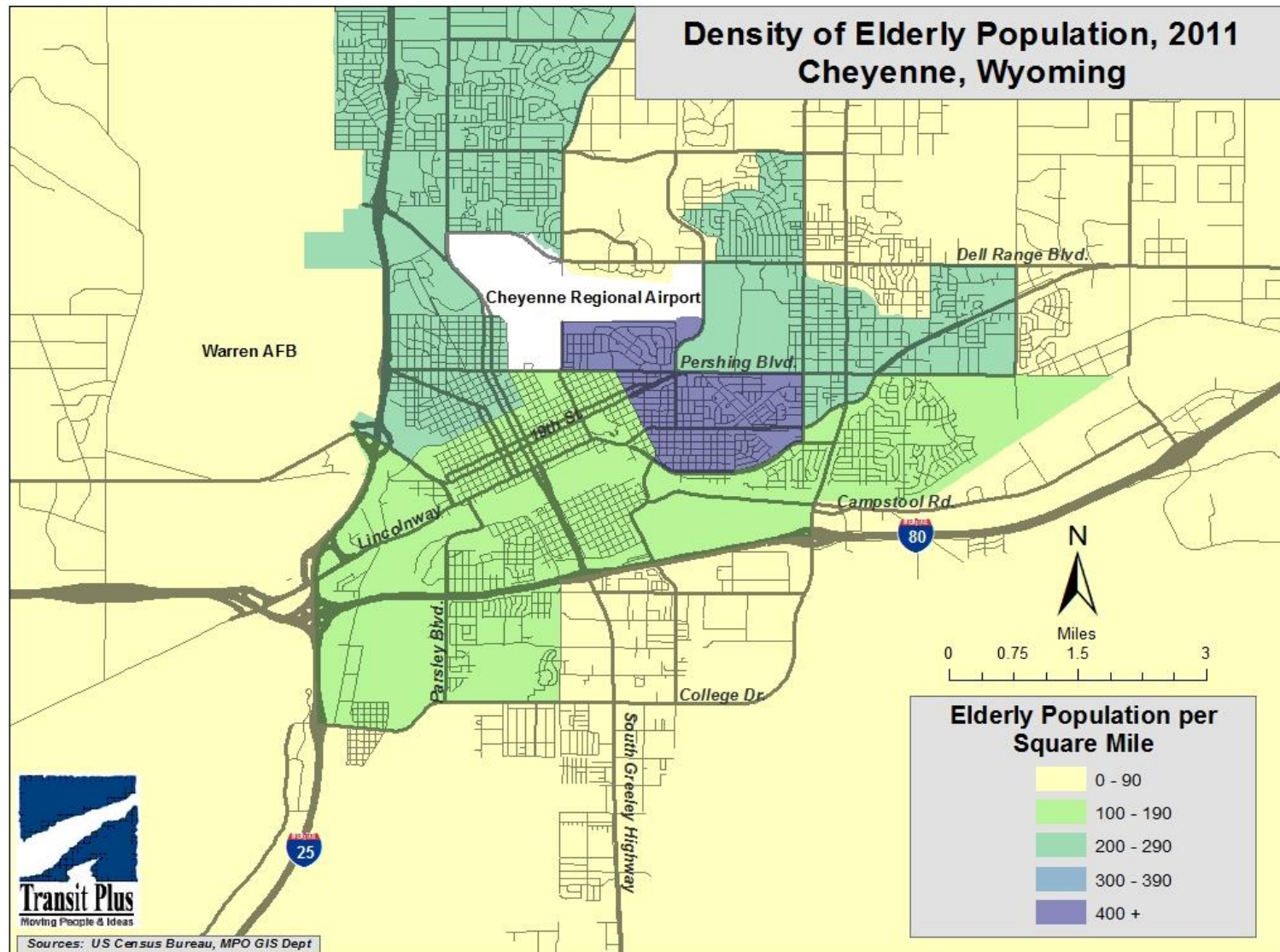


Figure 2.5 – Population Density of Elderly Residents



Youth and elderly populations are distributed throughout the study area with high concentrations of each residing south of the airport and south of Pershing Boulevard just west of the town. There is a fair amount of overlap between the two populations and CTP geographical service coverage is good for most people, though there is limited service for people living north and northwest of Del Range Boulevard.

## Disability

Disability information was still not available through the US Census at the time of publication; however, we acquired information from the US Census *FactFinder* ACS 1 Year Estimates. **Table 2.2** shows disability totals for the area. The distribution of the disabled population as of the 2000 US Census is shown in **Figure 2.6**.

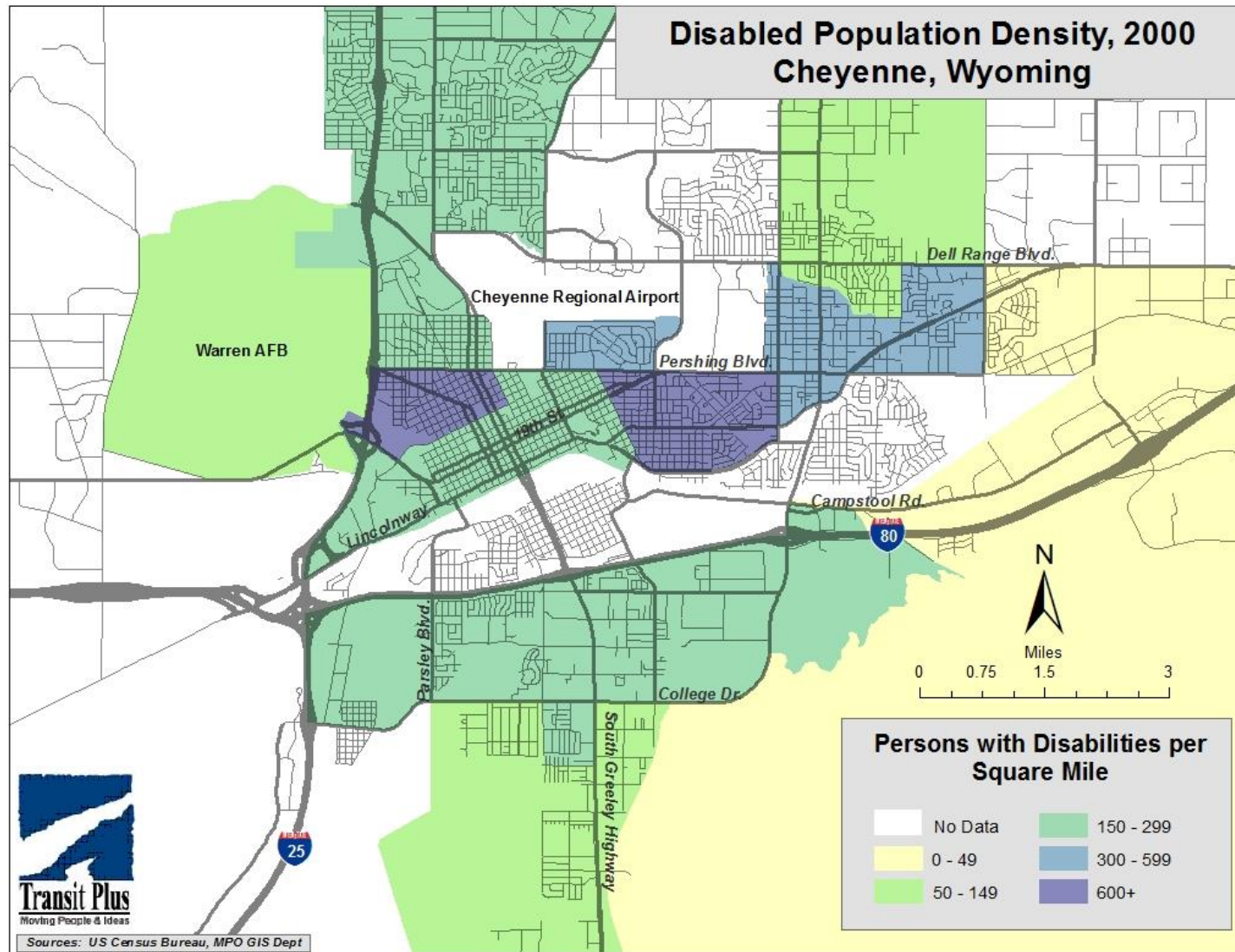
**Table 2.2 – Cheyenne Urbanized Metropolitan Area Disabled Residents**

DISABILITY STATUS - URBANIZED AREA		
Total Civilian Population	64,270	100%
With a disability	9,413	15%
Under 18 years	17,136	27%
With a disability	999	6%
18 to 64 years	38,696	60%
With a disability	5,392	14%
65 years and over	8,438	13%
With a disability	3,022	36%
Source: US Census Fact Finder (ACS 1 YEAR ESTIMATES)		

The areas that show a high concentration of disabled residents are similar to the youth and elderly population distributions shown in **Figures 2.4** and **2.5**. CTP services generally provide good geographical coverage of the high-density areas, with the exception of areas north of the airport and northeast of Dell Range Boulevard.



Figure 2.6 – 2000 Census Disabled Population Distribution

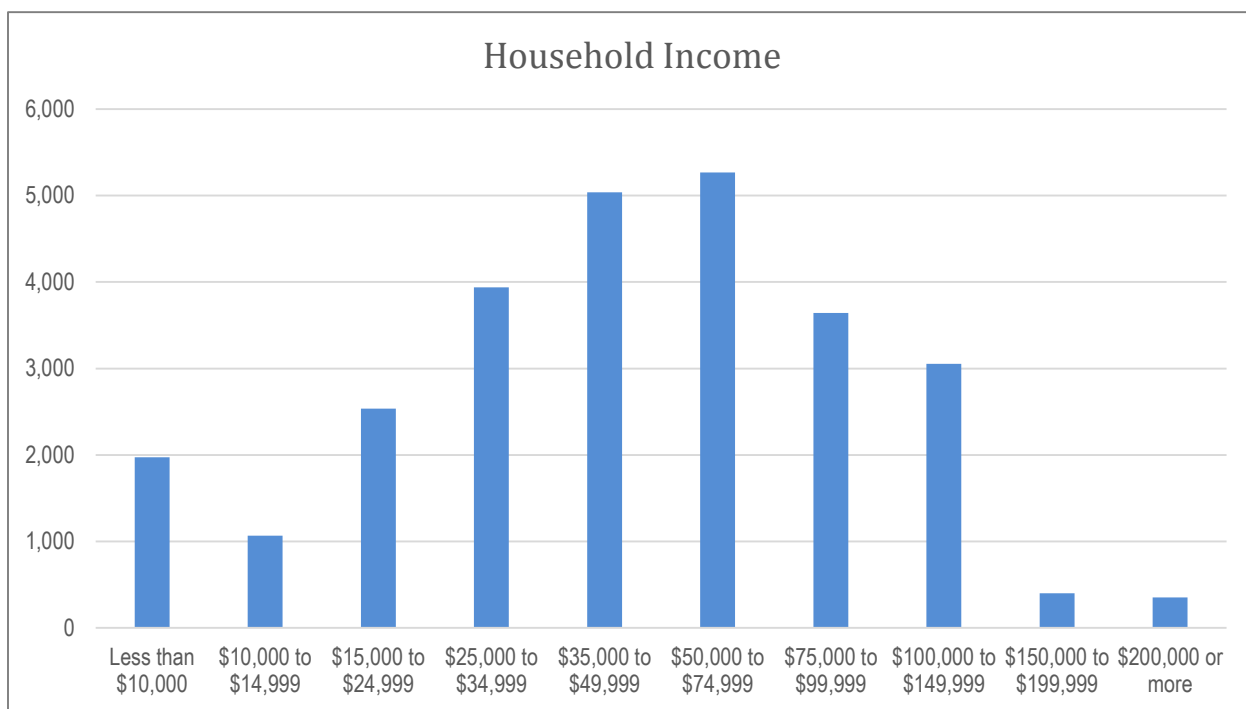


## Income

Household income is another effective mechanism for predicting transit ridership, as people with higher incomes are far less likely to use public transportation, particularly in rural and small urban environments. The U.S Federal Poverty Guidelines define \$23,500 annual income or below as poverty level for a household of four persons. **Figure 2.7** summarizes household income for the City of Cheyenne and **Figure 2.8** shows the location of families living at or below poverty level.

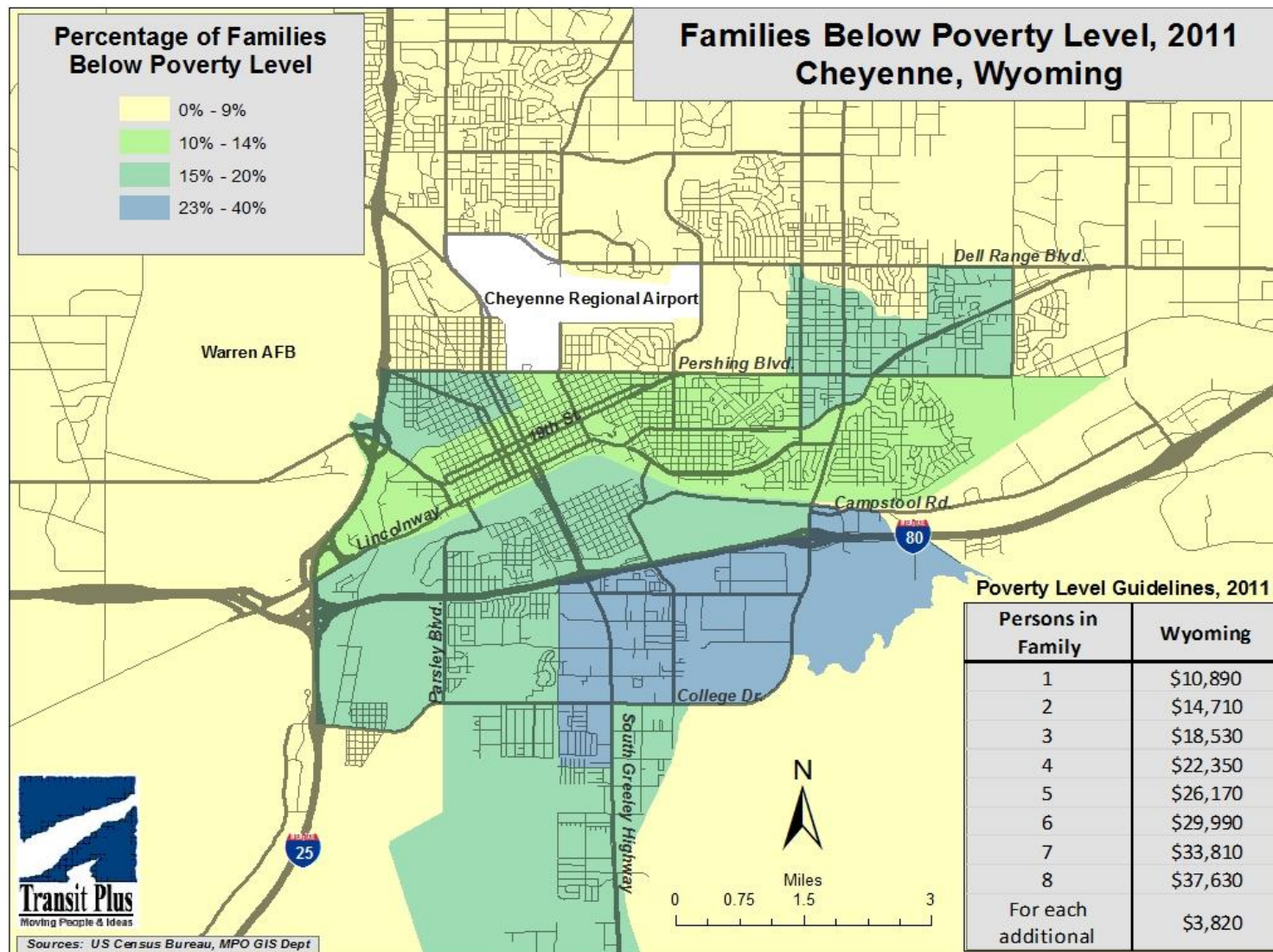
There are approximately 28,000 households in the City of Cheyenne, of which nearly 5,500 representing more than 20% of the population are below poverty level.

**Figure 2.7 – Household Income**



Source: 2010 US Census Fact Finder

Figure 2.8 – Location of Families Below Poverty Level





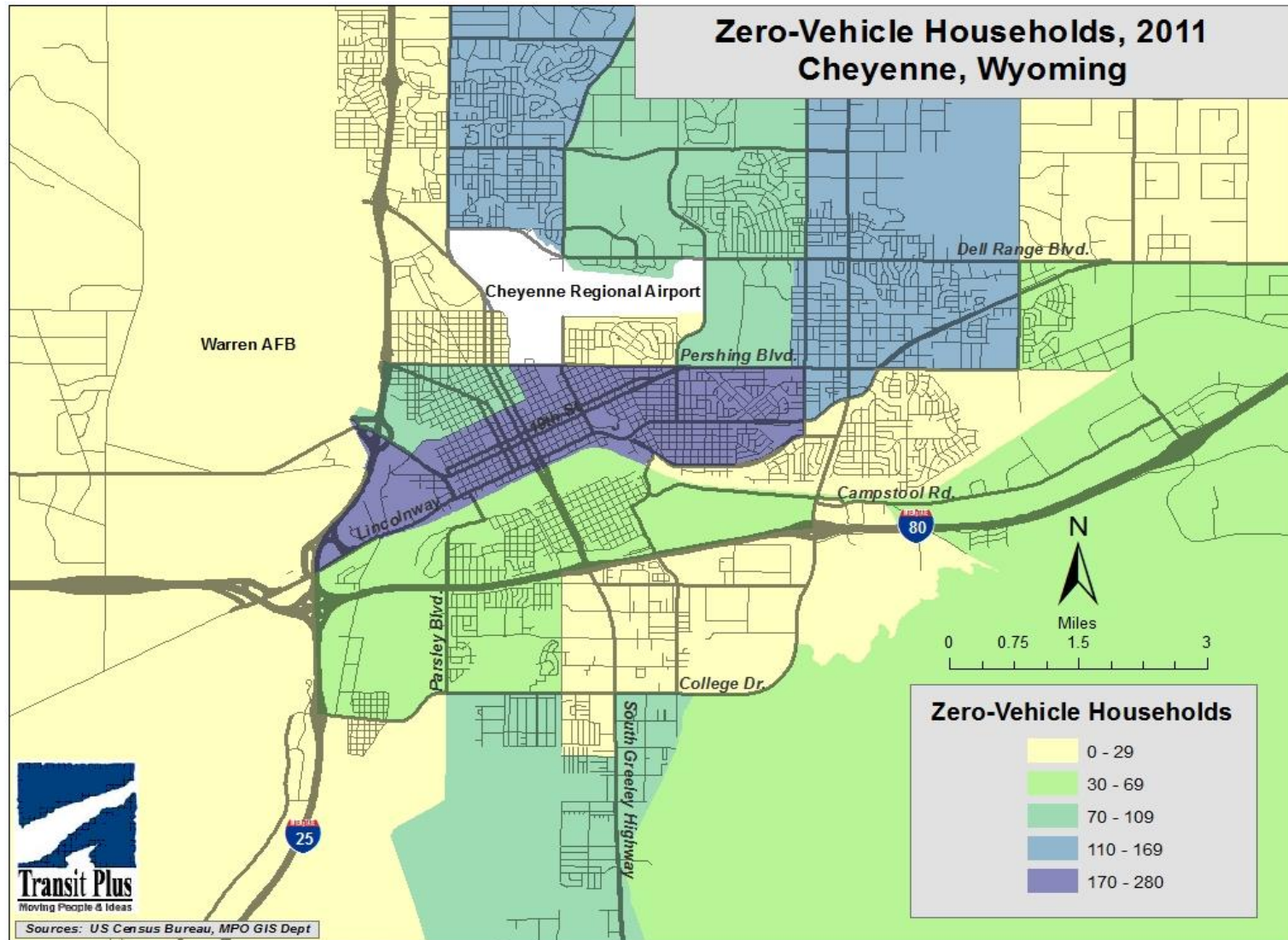
The majority of low-income residents reside south of Dell Range Boulevard, with the highest concentration to the south of Interstate 80. CTP service does an adequate job of covering areas with high levels of low-income residents, though there has been discussion among drivers and passengers that more service is needed on the south (Red) route.

### Zero-Vehicle Households

Another determinant factor of public transportation usage that is linked to low income, disability and age is the number of households that do not have a car. **Figure 2.9** shows zero-vehicle households in the Cheyenne Urbanized Area.

The map shows a high number of zero-vehicle households along the Lincolnway corridor from Interstate 25 to College Boulevard to the east and bordering Pershing Boulevard to the north. These areas have good geographical coverage by CTP; however, the areas to the north of Dell Range Boulevard have little service coverage despite a high number of households that do not have a vehicle.

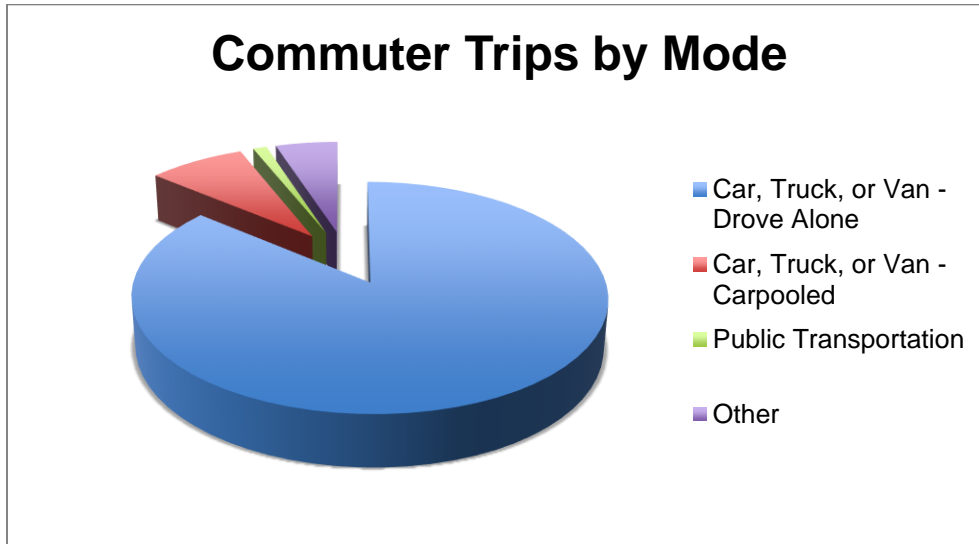
Figure 2.9 – Zero-Vehicle Households



## Commuter Patterns

Despite the relatively high number of zero car households, commuter patterns and trends indicate the vast majority of commuters drive to work alone (86.1%), while a very small percentage (1.1%) uses public transportation to get to work. This trend indicates that the majority of Cheyenne area residents will not be inclined to use public transit unless they are transit dependent. **Figure 2.10** illustrates Cheyenne area commuter patterns by mode.

**Figure 2.10 – Commuter Trips by Travel Mode**



Source: 2010 US Census

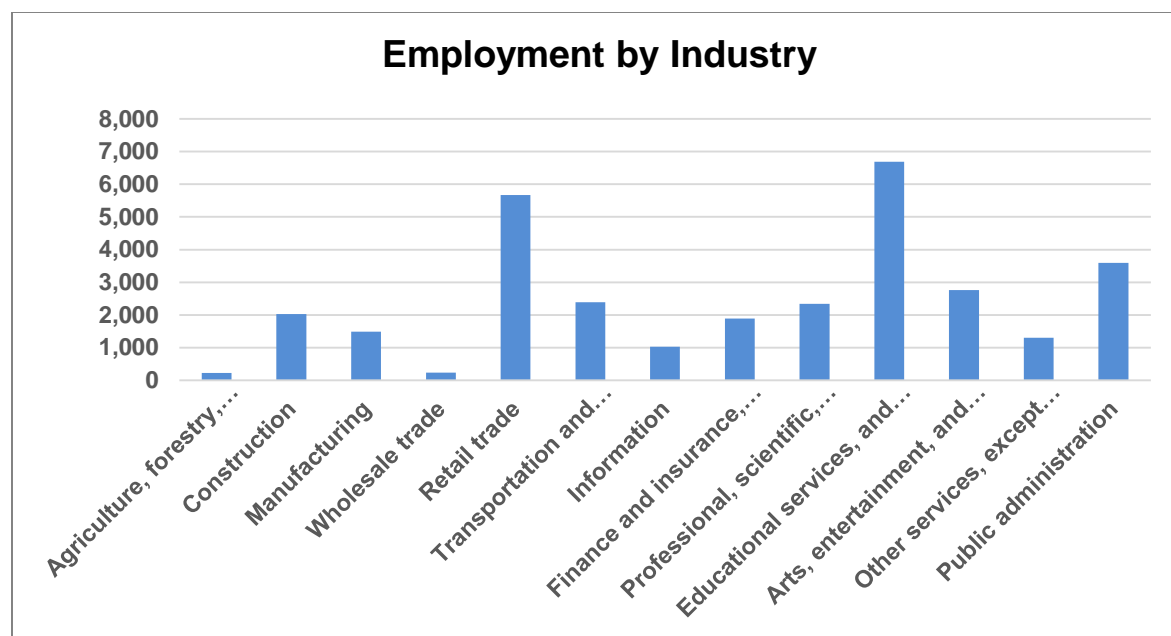
## EMPLOYMENT AND ACTIVITY CENTERS

Employment and activity centers, which include medical, shopping, and social service centers, can individually affect the location of public transportation demand.

### EMPLOYMENT

Of the total population of the City of Cheyenne that is over the age of 16, nearly 34,000 are employed. Additionally, another 3,600 are currently in the Armed Services. In 2010, the area had a relatively low unemployment rate of 6.8%, compared to more than 8% nationally. By 2013, unemployment has dropped to nearly 4% and the economic outlook is favorable. **Figure 2.11** highlights area employment by industry.

Jobs in Cheyenne centered on three major categories; educational services, healthcare and social services; retail trade; and public administration, which account for more than half of all jobs.

**Figure 2.11 – Employment by Industry**

Source: 2010 US Census

## EMPLOYMENT TRENDS

Studying employment trends allows us to look at where jobs may become available in the future and the location of those jobs once created. This information is important in developing transportation alternatives, as transportation to jobs is one area in which public transit can be estimated based on mode shares.

### Employment by Industry Sector

The project team compared the Census-based industry categories in 2000 and 2010 to establish which sectors were increasing job numbers and which were on the decline. **Table 2.3** shows job growth by sector for the ten-year period.

**Table 2.3 – Job Growth by Employment Sector**

Employment Sector	2000	2010	% Inc
Educational services; and health care and social assistance	4,874	6,689	27.1%
Public administration	3,462	3,590	3.6%
Retail trade	3,335	5,666	41.1%
Arts, entertainment, and recreation; Accommodation and food services	1,990	2,759	27.9%
Finance and insurance; Real estate and rental and leasing	1,927	1,889	-2.0%
Construction	1,848	2,031	9.0%
Transportation and warehousing; Utilities	1,697	2,388	28.9%
Professional, scientific, and management; Administrative services	1,691	2,346	27.9%
Manufacturing	1,110	1,493	25.7%
Other services, except public administration	1,091	1,304	16.3%
Information	795	1,028	22.7%
Wholesale trade	445	243	-83.1%
Agriculture, forestry, fishing and hunting; Mining	246	227	-8.4%
Totals	24,511	31,653	22.6%

*Source: US Census 2000, 2010*

Overall, the total job growth of 22.6% over the 10-year period was beyond national averages, but in line with expectations in Wyoming, which is somewhat insulated from national employment trends.

## Employment Trends of Large Area Employers

The MPO provided a list of the thirty-four (34) largest area employers and the growth attributed to each organization between 2007 and 2012 to establish trends and project growth rates. **Table 2.4** summarizes the five-year growth trends of each of the largest employers and projects job growth through 2017.

The US Census counted nearly 34,000 available jobs in 2010, more than 22,000 of which are shown in **Table 2.4**. Using a simple calculation the project team was able to develop job number estimates for each of the major employment categories, resulting in a 3.2% projected job growth estimate for the five-year study period ending in 2017. The Cheyenne Regional Medical Center (CRMC) and the Veteran's Affairs (VA) Medical Center are projected to show large increases in jobs. These areas currently have CTP service.

Table 2.4 – Cheyenne Large Employers

NAME	PRODUCT/SERVICE	2007	2008	2009	2010	2011	2012	% Grth	2017 Proj
F.E. Warren AFB	Military	4,156	4,410	4,325	3,694	3,820	4,325	3.9%	4494
State of Wyoming	Government Services	3,756	3,840	3,553	3,372	3,379	3,397	-10.6%	3038
Laramie County School District #1	Education K-12	2,075	1,999	1,955	2,102	2,157	2,157	3.8%	2239
Federal Government	Government Services	1,736	1,747	1,739	1,874	1,804	1,785	2.7%	1834
Cheyenne Regional Medical Center	Health Care	1,480	1,324	1,415	1,700	1,618	1,667	11.2%	1854
Wyoming National Guard	Military	693	709	756	744	744	744	6.9%	795
Sierra Trading Post	Outlet Catalog/Retail	661	691	572	622	595	587	-12.6%	513
City of Cheyenne	Government Services	590	596	606	601	550	550	-7.3%	510
Veterans' Affairs Medical Center	Health Care	486	472	496	586	586	603	19.4%	720
Union Pacific Railroad	Transportation, Rail	832	832	602	572	594	594	-40.1%	356
Laramie County Community College	Education	450	465	490	506	531	570	21.1%	690
Lowe's Companies Inc.	Distribution Center	997	705	518	407	450	450	-121.6%	-97
Laramie County Government	Government Services	350	351	360	363	375	366	4.4%	382
EchoStar Communications	Satellite Uplink Center	258	280	301	343	324	360	28.3%	462
HollyFrontier Oil	Oil Refinery	275	314	340	313	292	292	5.8%	309
Great Lakes Aviation	Airlines	209	210	236	259	259a	259	19.3%	309
United States Postal Service	Government Services	278	281	245	240	210	212	-31.1%	146
Allstate Call Center	Insurance		212	247	224	250	218	2.8%	224
Magic City Enterprises	Rehabilitation Facility	210	285	199	221	228	249	15.7%	288
Laramie County School District #2	Education K-12	207	207	214	213	214	226	8.4%	245
Blue Cross/Blue Shield	Health Plans	204	223	204	199	177	205	0.5%	206
Life Care Cheyenne	Long-Term Care	180	180	185	190	196	196	8.2%	212
Crete Carrier Corp.	Transportation	3	148	163	171	173	195	98.5%	387
Dyno Nobel/Coastal Chem	Fertilizer & Nitrate Mfg.	110	121	125	136	151	157	29.9%	204
Mountain Towers	Long-term Care	120	120	124	126	110	115	-4.3%	110
Bresnan Communications	Communications	81	103	103	125	129	129	37.2%	177
APW Wyott Corporation	Mfg. Food Service Equipment	150	160	150	125	120	130	-15.4%	110
Warren Federal Credit Union	Credit Union	102	100	103	125	132	135	24.4%	168
Little America	Hotel & Resort	149	150	180	111	133	136	-9.6%	123
Mountain Regional Services, Inc.	Disability Services	130	110	130	110	124	110	-18.2%	90
Taco Johns, Inc.	Fast Food Services	115	122	117	108	113	115	0.0%	115
Wyoming Tribune Eagle	News and Printing Services	115	121	114	106	111	110	-4.5%	105
VAE Nortrak	Mfg. Rail Switching	105	115	108	104	125	160	34.4%	215
JELD WEN	Window Manufacturing	206	175	155	104	120	130	-58.5%	54
<b>TOTALS</b>		<b>22,272</b>	<b>23,092</b>	<b>22,290</b>	<b>22,137</b>	<b>22,162</b>	<b>23,004</b>	<b>3.2%</b>	<b>23,736</b>

## LOCATION OF SERVICES

Just as the location and number of employers and jobs impacts a population's propensity to utilize public transportation, the location and number of agencies supplying essential services also correlates directly with public transportation usage by transit-dependent populations. **Figure 2.12** summarizes the location of major transit activity generators in the study area.

The majority of transit activity centers are located within the city limits of Cheyenne and currently have CTP service. Important destinations that are located in Laramie County include Laramie County Community College, the Walmart Distribution Center, and Safeway. Only the Walmart distribution center does not have transit service, thus reliable transportation is a condition of employment. In sum, the CTP system provides good geographical coverage to the major activity centers identified through this study.

### Aging Services

Services for the aging in Laramie County and the State of Wyoming are coordinated through the Department of Health – Aging Services Division. There are no Area Agencies on Aging in the State of Wyoming. The Aging Services Division provides funding to the Cheyenne Transit Program for persons over the age of 60 through Title II B Administration funds. Also, the Peak Wellness Center maintains a Foster Grandparent Program and a Meals on Wheels Program. The Pine Bluffs Senior Center provides limited transportation to and from Cheyenne for its program beneficiaries. The American Association of Retired Persons (AARP), the Senior Activity Center/Caregiver Support Program, and Wyoming Senior Citizens, Inc provide additional services.

### Education

Residents of Cheyenne have several post-secondary educational opportunities through Laramie County Community College (LCCC), which maintains a central campus and Outreach Centers at Warren AFB and in Pine Bluffs. There are four public High Schools (Central, East, South, and Triumph) and three Middle Schools (Carey, Johnson, and McCormick) dispersed throughout the community. Additionally, the Laramie County School District Campus also houses the Educational Opportunity Center.

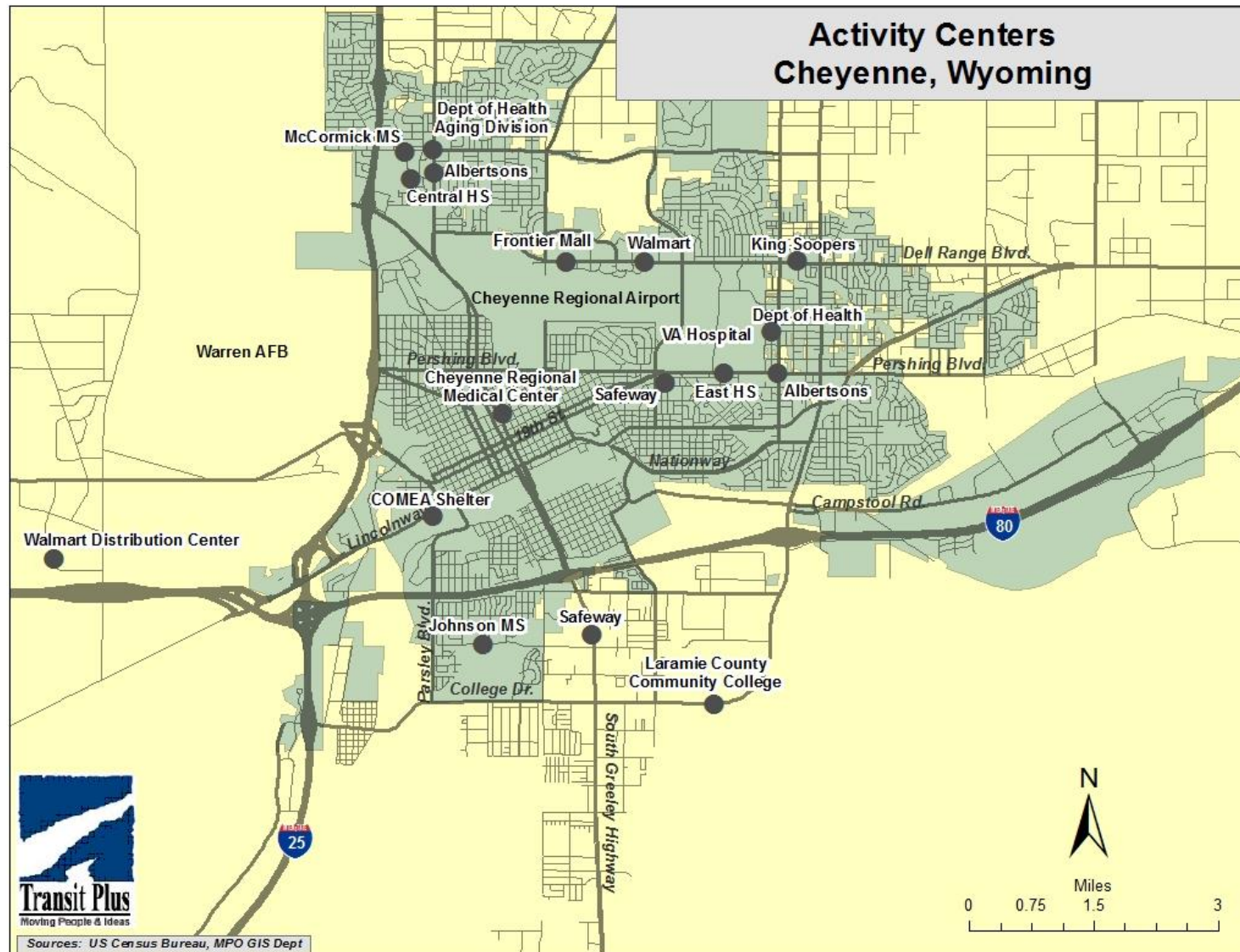
### Emergency Services

Cheyenne supports a number of emergency services for the less fortunate including the American Red Cross, Interfaith Hospitality Network of Cheyenne, Salvation Army, and the United Way.



## CTP Five-Year Transit Development Plan

Figure 2.12 – Location of Major Activity Centers





## Workforce Development and Job Services

There are a number of employment and job services agencies in Laramie County including the Department of Workforce Services, Experience Works, Goodwill Industries International, Job Corps, Labor Ready, and Workforce Development Programs (Disabled Veteran's Outreach) for Veterans.

## Veterans Services

The Cheyenne VA Medical Center on East Pershing Boulevard is the center for Veteran's services in Eastern Wyoming. The VA Center provides some volunteer transportation for its members from as far away as 100 miles.

# ISSUES AFFECTING TRANSIT SERVICES

Through our analysis of the demographics and characteristics that drive the need for public transportation, the project team has identified a number of issues that will influence the study and alternatives moving forward.

- There is a high transit-dependent population in the City of Cheyenne. Nearly one third of the entire population could be classified as transit-dependent based on age, another 15% based on disability, and 20% based on low-income or poverty status. Additionally, there are a relatively high number of zero-vehicle households in the study area.
- The transit-dependent populations are dispersed throughout the service area; however, there is significant overlap of these populations in the town center and along Lincolnway, south of Interstate 80 between Parsley Boulevard and College Drive, and between Pershing and Dell Range Boulevards bordering the Airport to the west and east to College Drive.
- Essential services and large area employers are also geographically dispersed, though a high number of social services agencies are located near and within the town center.
- CTP services reach most major demographics and most major activity centers geographically. CTP provides the best coverage in and around downtown, where transfers take place and a number of services are located. Areas that have high potential for transit use that are not covered by CTP are primarily north of the airport and northeast of Dell Range Boulevard.



## 3: EXISTING TRANSIT SYSTEM

### BACKGROUND

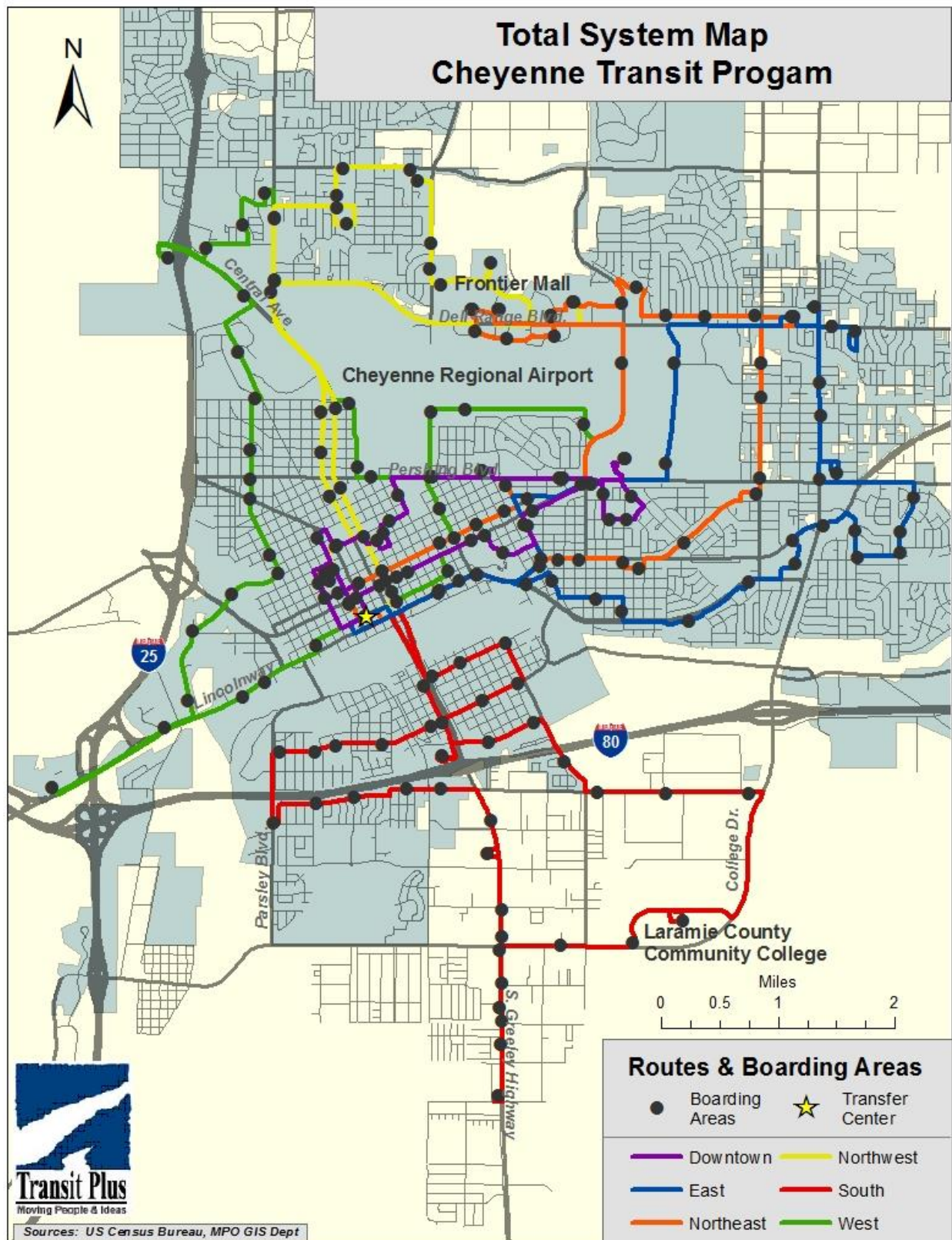
The Cheyenne Transit Program (CTP) was created in 1993 when the City of Cheyenne assumed responsibility for client transportation services of the Cheyenne Housing Authority and Magic City Enterprise, and opened the service to the general public. Within a year CTP replaced the purely demand-response service model with a deviated fixed-route system to accommodate increasing demand for local service. The new system initially consisted of four routes, but the network expanded rapidly to 11 routes over a two-year period. By 1996, however, the system was pared back to seven routes with Saturday service reduced and Sunday service eliminated to meet budgetary requirements.

In February 1998, CTP converted the deviated route system to a purely fixed route system and implemented new complementary paratransit service to continue to meet ADA requirements. Five new routes were designed as one-way loops anchored to a downtown “pulse-transfer” point, and two secondary transfer points were located on the north side of Cheyenne in the Dell Range Boulevard corridor where a significant number of major transit trip generators are located. A fare-free Downtown Shuttle also was included initially, but was discontinued in April 2001 due to low ridership. In recent years, the routes have undergone relatively minor changes, and the Downtown Route was added. The transit service area and FY 2013 CTP fixed route network are shown in **Figure 3.1**. The service area includes the City of Cheyenne and adjacent areas of unincorporated Laramie County located generally south of I-80, as well as Warren Air Force Base.

### FIXED ROUTE SYSTEM

The CTP fixed route network is designed as six loops radiating from a central transfer point located on 17<sup>th</sup> Street at Carey Avenue in Downtown Cheyenne. The routes range in length from 8.5 miles to 16 miles and each takes approximately 50-55 minutes to complete a round trip. One bus is deployed on each route to operate hourly schedules within a uniform service span providing system-wide coverage between 6:00 am and 7:00 pm on weekdays, and between 10:00 am and 5:00 pm on Saturdays. All buses depart at the top of the hour and return at 50 to 55 minutes past the hour to minimize wait times for transferring customers. Daily operating schedules consist of 13 weekday trips per route and seven per route on Saturday.

Figure 3.1 – CTP Fixed Route Network



CTP fixed route system operating statistics and key performance measures for the last five fiscal years are provided in Table 4-1. Overall CTP has experienced stable ridership in context of a moderate decrease in hours and miles operated in order to maintain total operating expenses under \$800,000. FY 2012 passenger boardings were 0.9% just lower than in FY 2008 despite a 14.5% decrease in vehicle revenue hours operated, resulting in a 15.3% improvement in service productivity during the period.

**Table 3.2** provides summary FY 2012 operating statistics and key performance indicators for the fixed route system. CTP buses operated over 22,100 revenue vehicle hours on all routes and attracted over 250,000 passenger boardings. Daily ridership averaged nearly 900 boardings on weekdays and 450 boardings on Saturday.

Table 3.1 – Fixed Route System Operating Results

Fiscal Year	Peak Vehicles	Revenue Vehicle Hours	Revenue Vehicle Miles	Passenger Boardings	Total Operating Expense	Passengers per RVH	Passengers per RVM	Cost per RVH	Cost per RVM	Average Speed
2008	11	25,861	382,479	252,584	\$805,359	9.8	0.7	\$31.14	\$2.11	14.8
2009	11	24,769	366,568	255,348	\$791,735	10.3	0.7	\$31.96	\$2.16	14.8
2010	10	22,963	339,995	253,686	\$776,299	11.0	0.7	\$33.81	\$2.28	14.8
2011	10	21,385	319,255	242,016	\$748,719	11.3	0.8	\$35.01	\$2.35	14.9
2012	10	22,112	326,412	250,392	\$783,568	11.3	0.8	\$35.44	\$2.40	14.8
5-year Average	10	23,418	346,942	250,805	\$781,136	10.7	0.7	\$33.36	\$2.25	14.8

Source: National Transit Database (NTD) Service Characteristics Summary Report, 2012.

Table 3.2 – Fixed Route Operating Statistics and Key Performance Indicators (FY 2012)

Route	Vehicles in Service			Schedule Revenue Hours				Scheduled Round Trips				Revenue Miles <sup>1</sup>	
	Peak	Base	Saturday	Peak	Base	Saturday	Annual	Peak	Base	Saturday	Annual	per Trip	Annual
East	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	13.8	50,867
Northeast	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	12.0	44,232
Northwest	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	12.1	44,601
West	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	16.0	58,976
South	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	15.1	55,659
Downtown	1.00	1.00	1.00	6.00	7.00	7.00	3,686	6	7	7	3,686	8.5	31,331
<b>Total</b>	<b>6.00</b>	<b>6.00</b>	<b>6.00</b>	<b>36.00</b>	<b>42.00</b>	<b>42.00</b>	<b>22,116</b>	<b>36</b>	<b>42</b>	<b>42</b>	<b>22,116</b>		<b>285,665</b>

Route	Annual Passenger Boardings <sup>2</sup>			Average Daily		Boardings per RVH			Boardings per RVM			Boardings per Bus-Day	Average Speed
	Total	Weekday	Saturday	Weekday	Saturday	Weekday	Saturday	Overall	Weekday	Saturday	Overall		
East	36,656	33,354	3,302	130.8	63.5	10.1	9.1	9.9	0.7	0.7	0.7	119	15.7
Northeast	50,242	44,600	5,642	174.9	108.5	13.5	15.5	13.6	1.1	1.3	1.1	164	13.6
Northwest	44,924	40,010	4,914	156.9	94.5	12.1	13.5	12.2	1.0	1.1	1.0	146	13.8
West	34,736	31,850	2,886	124.9	55.5	9.6	7.9	9.4	0.6	0.5	0.6	113	18.2
South	51,023	48,033	2,990	188.4	57.5	14.5	8.2	13.8	1.0	0.5	0.9	166	17.2
Downtown	35,260	31,620	3,640	124.0	70.0	9.5	10.0	9.6	1.1	1.2	1.1	115	9.7
<b>Total</b>	<b>252,841</b>	<b>229,467</b>	<b>23,374</b>	<b>899.9</b>	<b>449.5</b>	<b>11.5</b>	<b>10.7</b>	<b>11.4</b>	<b>0.9</b>	<b>0.8</b>	<b>0.9</b>	<b>137</b>	<b>14.7</b>

Note 1 - Calculated FY 2012 Revenue Vehicle Miles is 12.5% less than actual miles reported to NTD.

Note 2 - Calculated FY 2012 Ridership exceeds actual ridership (250,392) by less than one percent.

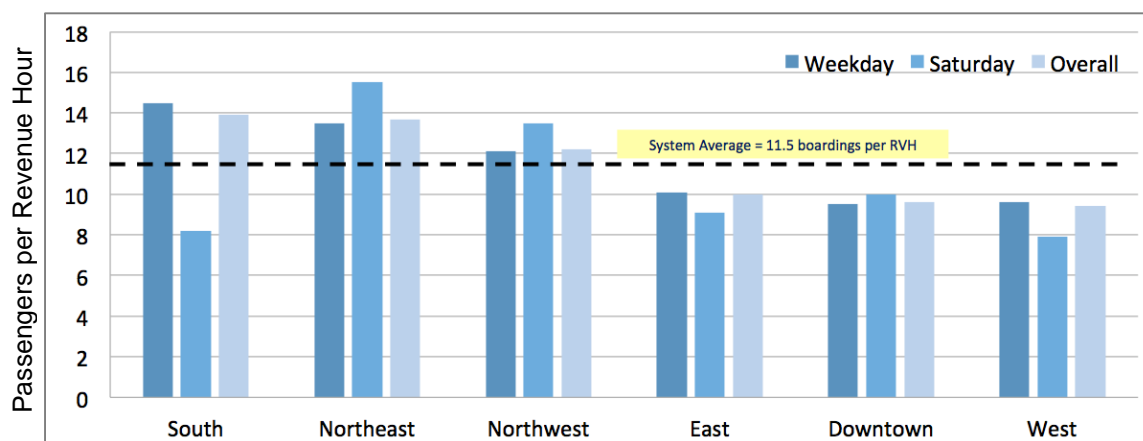


## System Productivity

Among the most common measures of local transit service productivity are passenger boardings<sup>1</sup> per revenue vehicle hour (RVH) and passenger boardings per vehicle trip. These two measures yield similar results when applied to CTP because of the uniform service span and hourly headway common to all routes. Shown in **Figure 3.2**, overall fixed route system productivity was 11.4 boardings per RVH in FY 2012 with the individual routes ranging from 13.8 passengers per RVH (South) down to 9.4 boardings per RVH (West).

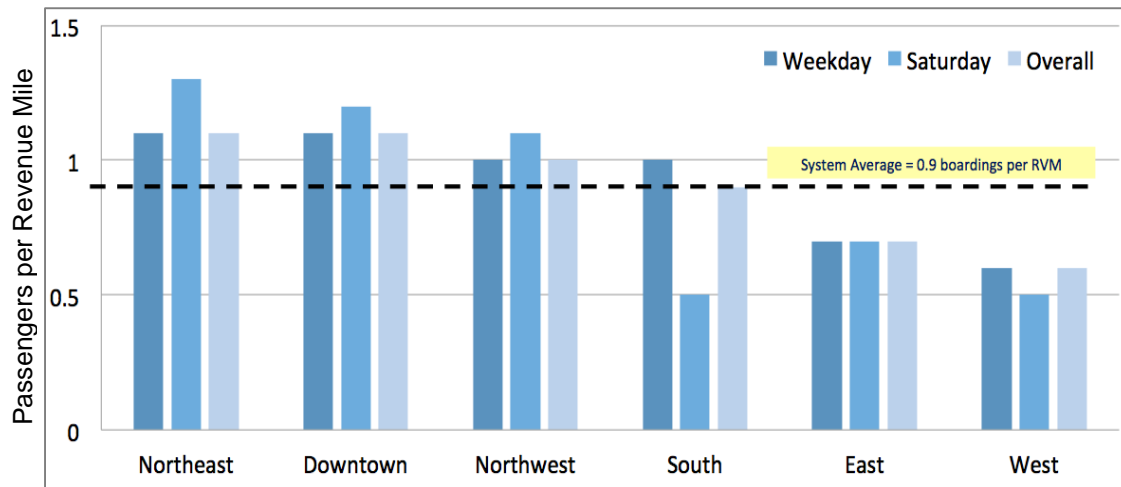
The data indicates that the South, Northeast and Northwest routes generally operate more productively than the system average, although it is noteworthy that South Route Saturday service productivity is the lowest among all routes in the system. This points to the significance that direct access to the Dell Range Boulevard corridor, where many transit trip generators are located, has on ridership. Both the Northeast and Northwest routes serve destinations along Dell Range directly, while South route customers must transfer in downtown Cheyenne for access to the busy commercial corridor.

**Figure 3.2 – Passenger Boardings per Revenue Vehicle Hour**



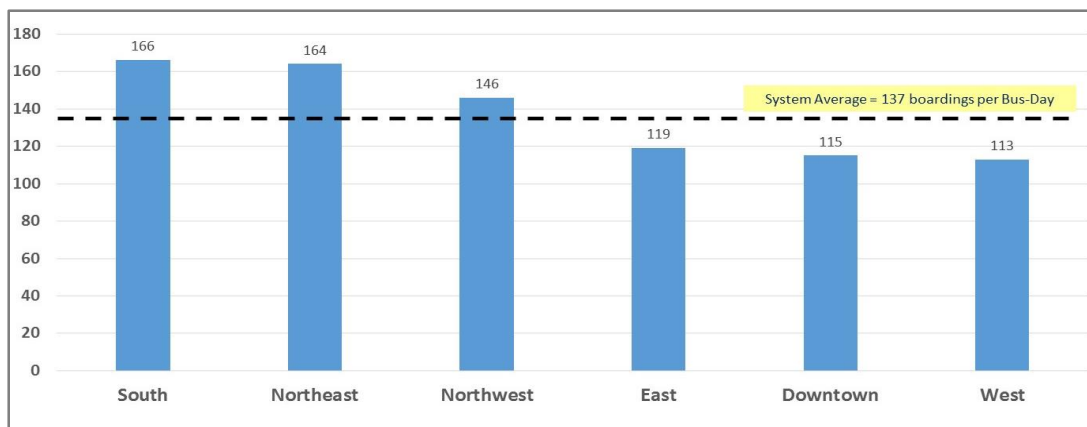
Additional measures of service productivity include boardings per revenue vehicle mile (RVM) and boardings per daily peak bus deployed in revenue service. Since CTP route lengths and bus travel speeds on the various routes vary, the application of boardings per RVM provides further perspective concerning service productivity. Shown in **Figure 3.3**, overall fixed route system productivity was 0.9 boarding per RVM with the individual routes ranging from 1.1 boardings per RVH (Northeast and Downtown) down to 0.6 boarding per RVH (West).

<sup>1</sup> “Passenger boarding’s” are distinguished from “passengers” to account for transfers that cause some customers to board two buses to complete a one-way trip.

**Figure 3.3 – Passenger Boardings per Revenue Vehicle Mile**

This highlights the relatively compact coverage area of the Downtown Route and relative directness (via Warren-Central) of the Northwest Route, compared to the more meandering alignments of the West, East and South routes.

Additionally, the use of the average boardings per bus deployed in daily revenue service is suggested as an aggregate measure of system and individual route productivity. While this measure yields similar results to those produced by using boardings per RVH, it is useful as a simple comparison of the combined capital and operating resources required to deliver service on each route. The results are shown in **Figure 3.4**.

**Figure 3.4 – Passenger Boardings per Bus Deployed in Daily Service**

## Route Assessment

This section contains a summary description and assessment of the six CTP fixed routes relative to key measures of ridership and service productivity, as well as transit industry “best practices” in service design, scheduling and operations planning as applicable to



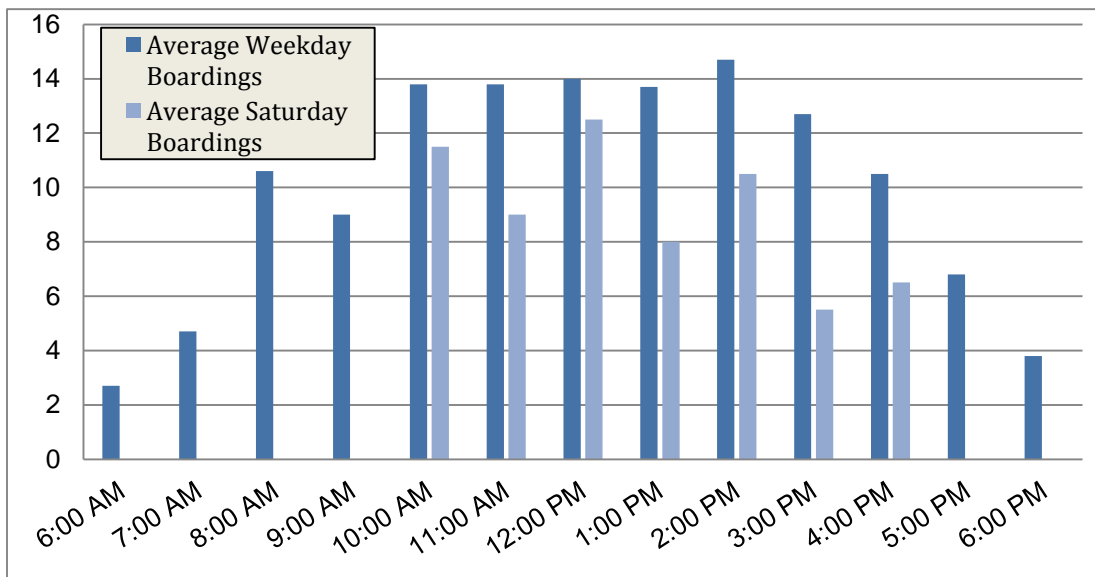
local conditions. Annualized FY 2012 data used for this analysis were calculated based on two weeks of sample data supplied by CTP staff.<sup>2</sup>

## East Route

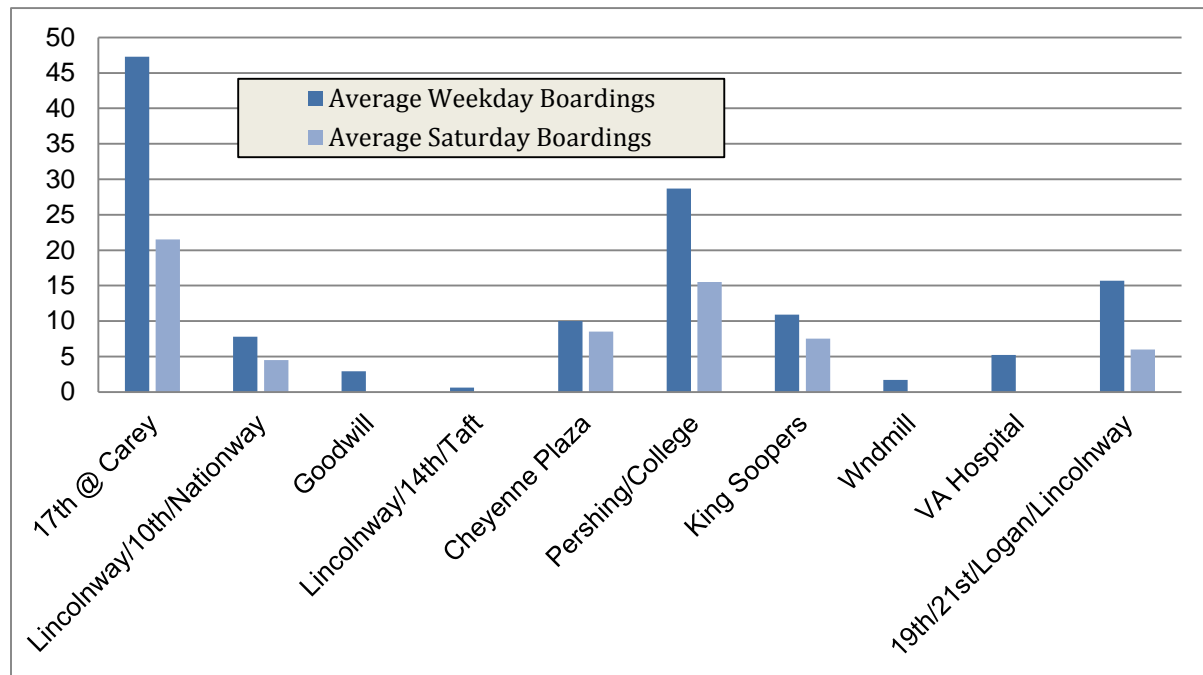
The East Route (shown in blue in **Figure 3.1**) follows a 13.8-mile one-way loop alignment covering much of the east side of City; starting from 17<sup>th</sup> at Carey and running counter-clockwise via primarily Lincolnway and Nationway east to Taft Avenue and College Drive; then north to Dell Range Boulevard; and returning toward Downtown via Windmill Drive, Pershing Drive, 19<sup>th</sup> Street, Logan Avenue and Lincolnway.

The East Route attracted 33,400 total passengers in FY 2012. Average daily ridership was 131 boardings per weekday and 64 boardings per Saturday. Weekday ridership is weighted toward the midday with trips departing downtown between 10:00 am and 3:00 pm averaging 14 boardings. Overall daily ridership averaged 10.1 passengers per trip on weekdays and 9.1 per trip on Saturday. Ridership by time of day distributions appear in **Figure 3.5**.

**Figure 3.5 – East Route: Average Daily Boardings by Time of Day**



<sup>2</sup> CTP driver ridership tallies for 10 weekdays (August 6-10 & November 5-9, 2012) and two Saturdays (August 11 & November 10, 2012) were compiled and factored up to reflect a typical annual operating schedule consisting of 255 weekdays and 52 Saturdays.

**Figure 3.6 – East Route: Average Daily Boardings by Stop**

Average daily ridership by direction and bus stop is highlighted in **Figure 3.6**. Nearly 37% of total FY 2012 East Route passengers boarded at the downtown transfer point, where daily boardings averaged 47 per weekday and 22 per Saturday. The busiest route segments included:

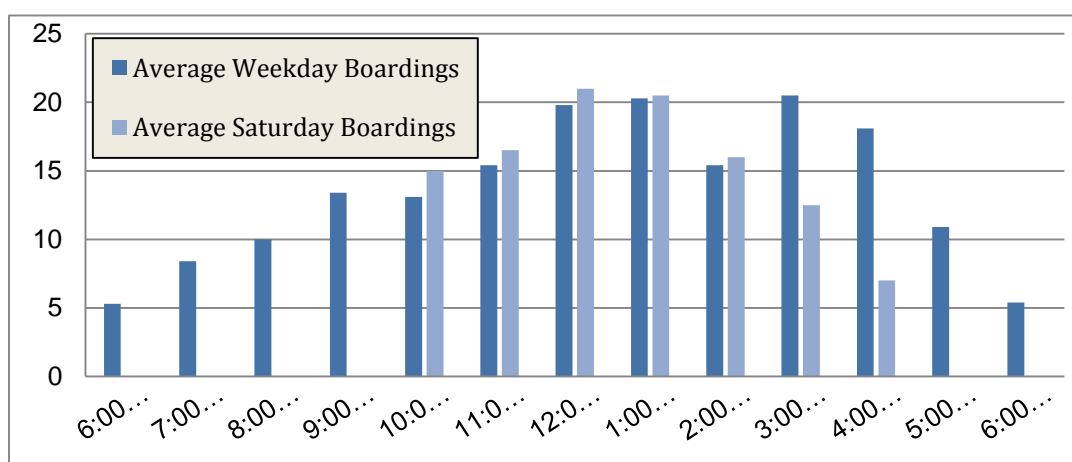
- Six bus stops on East Pershing Boulevard (west of Taft Avenue) and North College Drive to Dell Range Boulevard generated an average 29 weekday boardings and 16 boardings on Saturdays.
- Seven bus stops inbound from the VA Medical Center to downtown along 19th Street, 21st Street, Logan Avenue and Lincolnway generated an average 16 weekday boardings and six Saturday boardings. Additionally, there were five boardings per weekday at the VA Hospital, but none on Saturday.
- The King Soopers grocery located on Dell Range Boulevard west of College Drive generated an average of 11 boardings per weekday and eight boardings per Saturday.
- The Cheyenne Plaza (Dollar Tree, Big Lots) located on East Lincolnway generated an average of 10 boardings per weekday and nine boardings per Saturday.

The East Route ranked fourth among the six CTP routes in overall service productivity during FY 2012 with an average of 10 boardings per RVH, which was 13% below the system average. The route generated an average of 119 boardings per day over 307 operating days.

## Northeast Route

The Northeast Route (shown in orange in **Figure 3.1**) follows a 12.0-mile one-way loop alignment covering neighborhoods east and north of downtown Cheyenne, and partly overlapping the East Route. Starting from 17<sup>th</sup> at Carey, the Northeast Route runs counter-clockwise via primarily Lincolnway, Omaha Road and Ridge Road north to Dell Range Boulevard; then west across Dell Range serving major shopping plazas including Albertsons, King Soopers, Walmart, K-Mart, Target and Frontier Mall. The route returns to downtown via Stillwater Avenue, Meadowland Drive, Bluegrass Circle, Dell Range Boulevard, Converse Avenue, Pershing Boulevard, Logan Avenue, 20<sup>th</sup> Street and Pioneer Avenue.

**Figure 3.7 – Northeast: Average Daily Boardings by Time of Day**



The Northeast Route attracted 50,250 total passengers in FY 2012. Average daily ridership was 175 boardings per weekday and 109 boardings per Saturday. Weekday ridership is weighted toward the early afternoon with trips departing downtown at noon, 1:00 pm and 3:00 pm each averaging over 20 boardings. Saturday ridership followed a similar pattern, reflecting the multiple shopping plazas situated along the route. Overall daily ridership averaged 13.5 passengers per trip on weekdays and 21.8 per trip on Saturday. Ridership by time of day distributions appear in **Figure 3.7**.

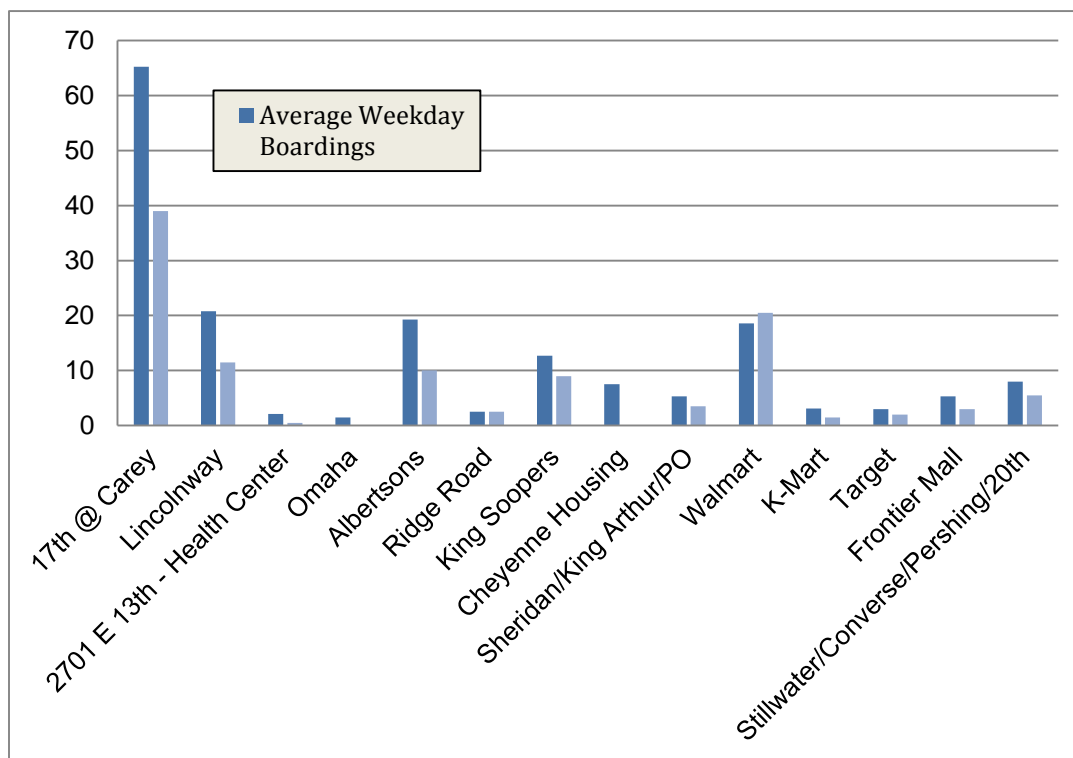
Average daily ridership by direction and bus stop is highlighted in **Figure 3.8**. Over 37% of total FY 2012 Northeast Route passengers boarded at the downtown transfer point, where daily boardings averaged 65 per weekday and 49 per Saturday. The busiest route segments included:

- Six bus stops along East Lincolnway between Maxwell Avenue and Hot Springs Avenue generated 21 average weekday boardings and 12 average Saturday boardings.
- The Walmart store located on Dell Range Boulevard west of Grandview Avenue generated 19 boardings per weekday and 21 boardings per Saturday.

- The Albertsons store located on Pershing Boulevard, west of Ridge Road, generated an average 19 boardings per weekday and 10 boardings per Saturday.
- The King Soopers grocery located on Dell Range Boulevard west of College Drive generated an average 13 boardings per weekday and nine boardings per Saturday.
- The Cheyenne Housing Authority complex located north of Dell Range Boulevard near Ridge Road generated an average of eight boardings per weekday and less than one boarding per Saturday.
- Twelve bus stops on Stillwater Avenue, Meadowland Drive, Bluegrass Circle, Dell Range Boulevard, Converse Avenue, Pershing Boulevard, Logan Avenue, 20<sup>th</sup> Street and Pioneer Avenue generated an average of eight boardings per weekday and six boardings per Saturday.

The Northeast Route ranked second among the six CTP routes in overall service productivity during FY 2012 with an average of 13.7 boardings per RVH, which was 19% above the system average. The route averaged 164 boardings per day during the 307-day operating year

**Figure 3.8 – Northeast: Average Daily Boardings by Stop**

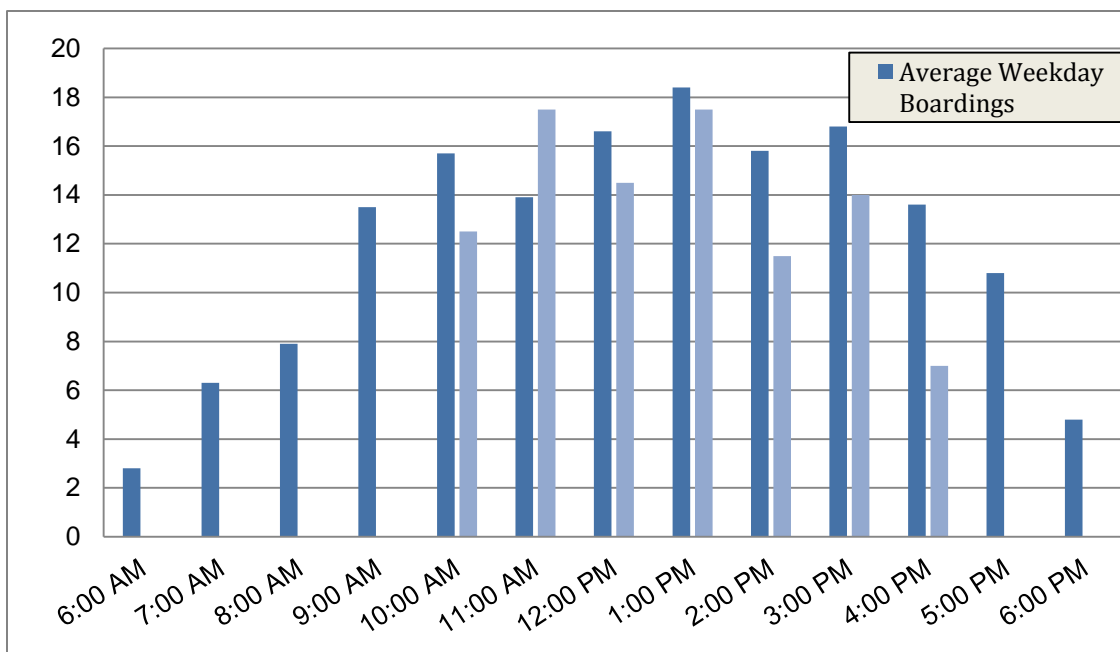


## Northwest Route

The Northwest Route (shown in yellow in **Figure 3.1**) follows a 12.1-mile mixed alignment covering neighborhoods primarily north of downtown Cheyenne, and partly overlapping the West Route. Starting from 17<sup>th</sup> at Carey, the Northwest Route runs north on Warren Avenue and Yellowstone Road to Dell Range Boulevard. This segment is a bi-linear alignment with southbound service along Central Avenue one block west of Warren.<sup>3</sup> From Yellowstone, the alignment becomes a one-way loop serving the Frontier Mall commercial district and adjacent residential subdivisions west of the mall. The clockwise loop includes predominantly collector streets between Yellowstone Road and Powderhouse Road, as well as Prairie Avenue and Dell Range Boulevard passing Walmart, K-Mart, Target and the main entrance to Frontier Mall.

The Northwest Route attracted 44,925 total passengers in FY 2012. Average daily ridership was 157 boardings per weekday and 95 boardings per Saturday. Weekday ridership is weighted toward the mid-morning through late afternoon with eight consecutive trips departing downtown between 9:00 am and 5:00 pm each averaging over 14 boardings. The 1:00 pm departure averages over 18 passengers. Saturday ridership displays a similar pattern, reflecting the direct

**Figure 3.9 – Northwest: Average Daily Boardings by Time of Day**



connections in both directions between the shopping plazas at the north end of the route and the densely populated neighborhoods on both sides of the Warren/Central traffic

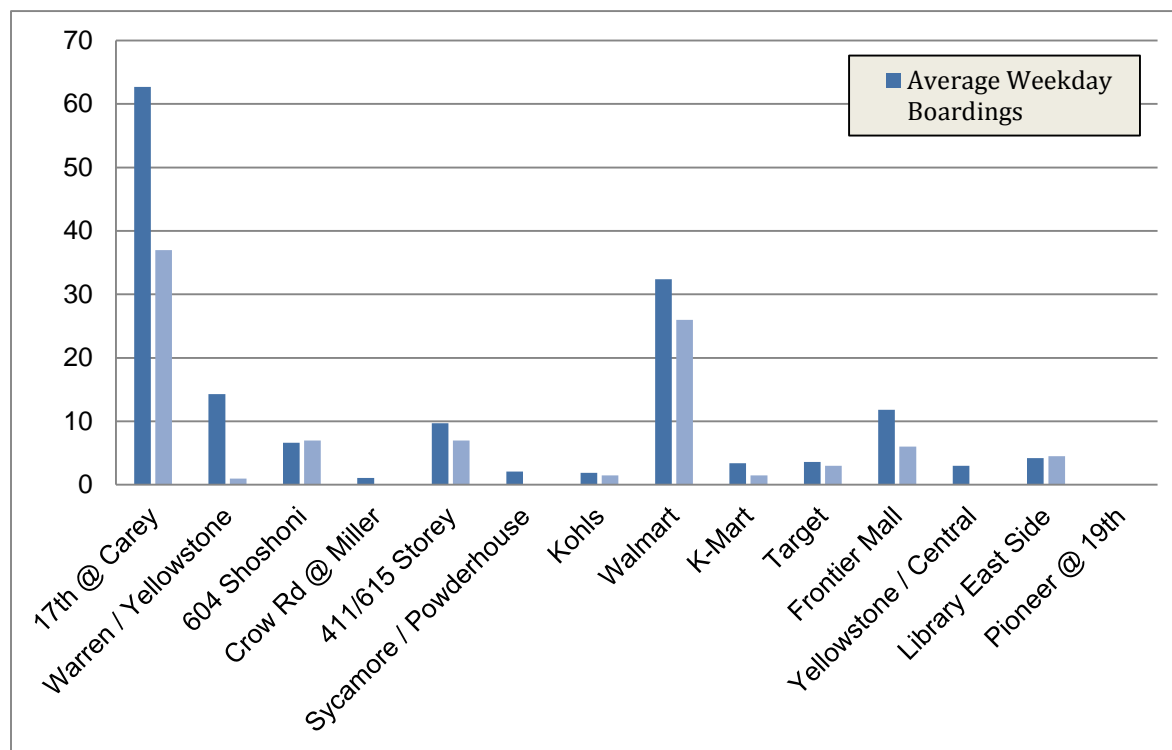
<sup>3</sup> Warren Avenue NB and Central Avenue SB function as a one-way traffic couplet.

couplet. Overall daily ridership averaged 12.1 passengers per trip on weekdays and 13.5 per trip on Saturday. Ridership by time of day distributions appear in **Figure 3.9**.

Average daily ridership by direction and bus stop is highlighted in **Figure 3.10**. Nearly 40% of total FY 2012 Northwest Route passengers boarded at the downtown transfer point, where daily boardings averaged 63 per weekday and 37 per Saturday. The busiest route segments included:

- The Walmart store located on Dell Range Boulevard west of Grandview Avenue generated an average 32 boardings per weekday and 26 boardings per Saturday.
- Seven bus stops on Warren Avenue and Yellowstone Road south of Dell Range Boulevard generated an average of 14 boardings per weekday and one boarding per Saturday.
- The Frontier Mall generated an average of 12 boardings per weekday and six boardings per Saturday.
- The apartment complex located at 411-615 Storey Road opposite Kerry Avenue generated an average of 10 boardings per weekday and seven boardings per Saturday.

**Figure 3.10 – Northwest: Average Daily Boardings by Stop**





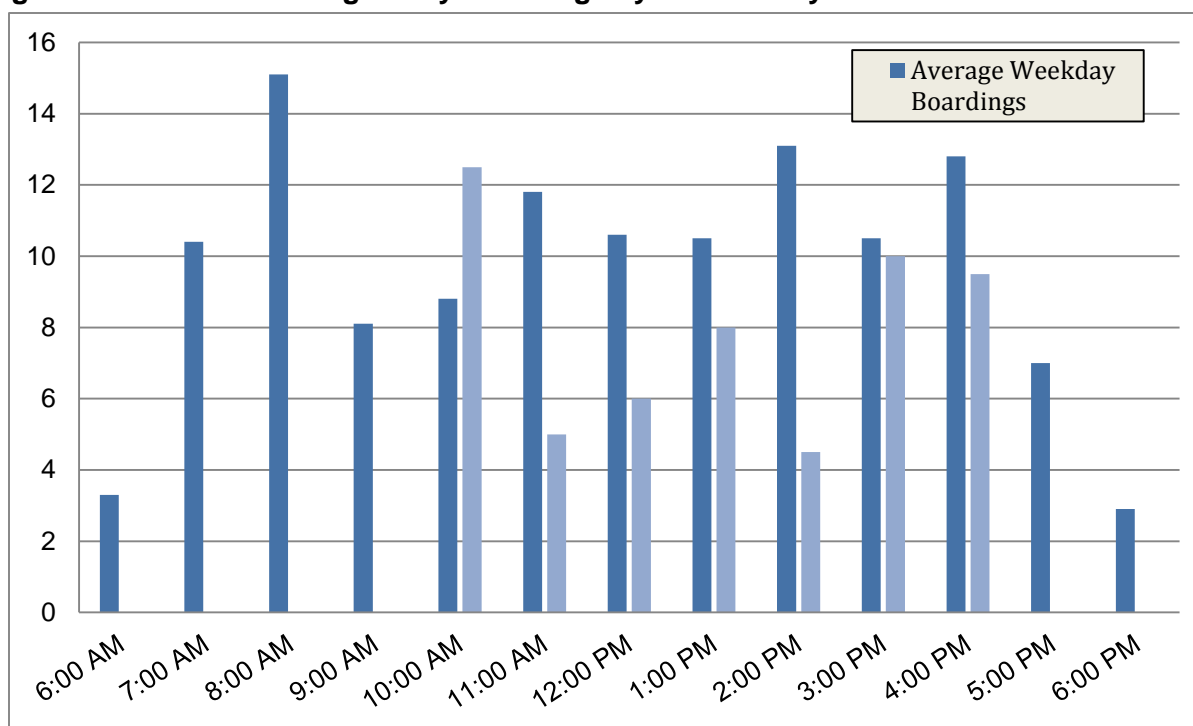
- Shoshoni Manor at 604 Shoshoni Street and the adjacent Village Hills Shopping Center generated an average of seven boardings per weekday and seven boardings per Saturday.

The Northwest Route ranked third among the six CTP routes in overall service productivity during FY 2012 with an average of 12.2 boardings per RVH, which was six percent above the system average. The route averaged 146 boardings per day during the 307-day operating year.

## West Route

The West Route (shown in green in **Figure 3.11**) follows a 16.0-mile meandering alignment covering areas principally west and north of downtown Cheyenne, and partly overlapping the Northwest Route. Starting from 17<sup>th</sup> at Carey, the West Route runs east on 17<sup>th</sup> and north on Morrie Avenue across Pershing Boulevard to Airport Parkway and approaching the Business Center on East Pershing Boulevard from the northeast. Continuing west on Pershing, the route turns north on Evans Avenue passing the Cheyenne Regional Airport terminal, and overlays the Northwest Route on Central Avenue and Yellowstone Road north to Carlson Road and the Albertsons store. The West Route returns to downtown via Education Drive, Manewal Drive, the WYDOT complex, Central Avenue to Kennedy Road, Carey Avenue and Snyder through primarily residential areas to 24<sup>th</sup> Street, where it turns west to West Lincolnway and the Little America complex west of I-25. The alignment turns back toward downtown via West Lincolnway, Snyder Avenue and 17<sup>th</sup> Street to the transfer point.

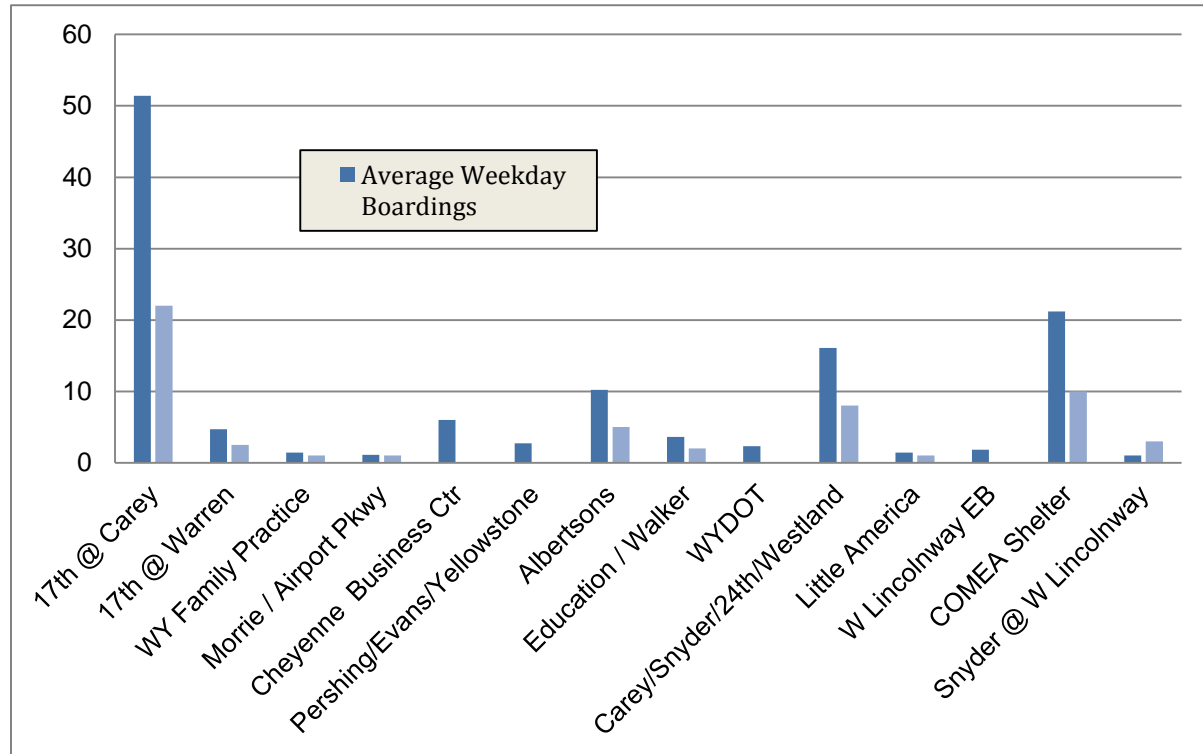
The West Route attracted 34,750 total passengers in FY 2012. Average daily ridership was 125 boardings per weekday and 56 boardings per Saturday. Weekday ridership is slightly weighted toward the morning and afternoon peak trips with three trips departing downtown at 8:00 am, 2:00 pm and 4:00 pm each averaging over 12 boardings. This distribution differs from other CTP routes that tend to reflect a bell-curve distribution with the highest ridership occurring on midday trips. Overall daily ridership averaged 9.6 passengers per trip on weekdays and 8.0 passengers per trip on Saturday. Saturday ridership was generally lower with only the first trip of the day (departing downtown at 10:00 am attracting more than 10 passengers on average. Ridership by time of day distributions appear in **Figure 3.11**.

**Figure 3.11 – West: Average Daily Boardings by Time of Day**

Average daily ridership by direction and bus stop is highlighted in **Figure 3.12**. Forty-one percent of the of total FY 2012 West Route passengers boarded at the downtown transfer point, where daily boardings averaged 51 per weekday and 22 per Saturday. The busiest route segments included:

- The Comea Shelter at 1504 Stinson Avenue near West Lincolnway generated an average of 21 boardings per weekday and 10 boardings per Saturday.
- Twelve bus stops along the southbound segment including Carey Avenue, Snyder Avenue, 24<sup>th</sup> Street, Westland Avenue and West Lincolnway generated an average of 16 boardings per weekday and eight boardings per Saturday.
- The Albertsons store located on Yellowstone Road at Carlson Road generated an average of 10 boardings per weekday and five boardings per Saturday.
- The Cheyenne Business Center at 1510 East Pershing Boulevard generated an average of six boardings per weekday but no Saturday boardings.
- The downtown bus stop at 17<sup>th</sup> Street and Warren Avenue generated an average of five boardings per weekday and three boardings per Saturday.

The West Route ranked last among the six CTP routes in overall service productivity during FY 2012 with an average of 9.4 boardings per RVH, which is 18.3% below the system average. The route averaged 119 boardings per day during the 307-day operating year.

**Figure 3.12 – West: Average Daily Boardings by Stop**

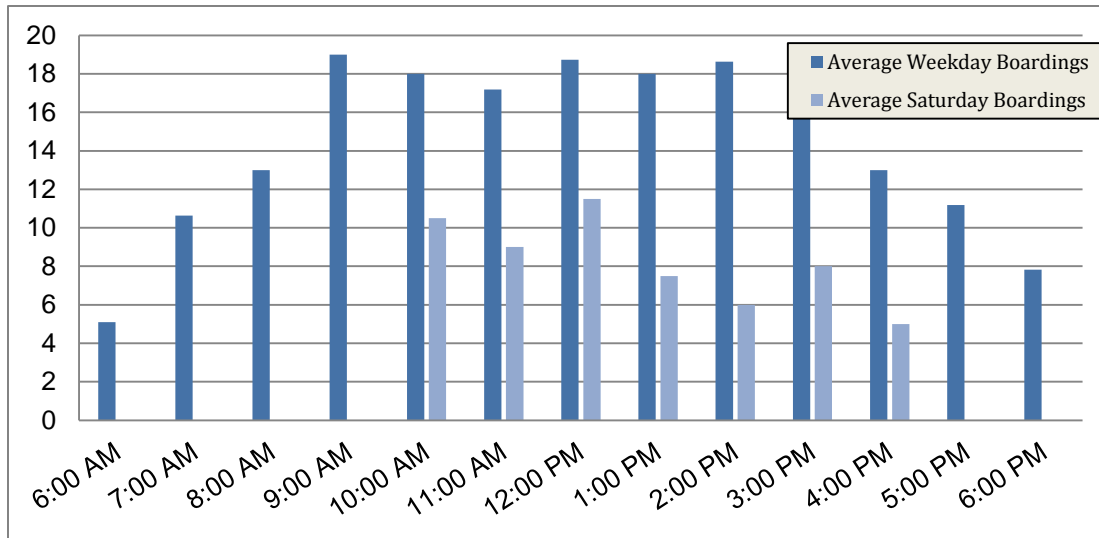
## South Route

The South Route (shown in red in **Figure 3.1**) follows a 15.1 -mile one-way loop alignment covering areas principally south of the rail line including City neighborhoods and unincorporated areas within Laramie County. Starting from 17th at Carey, the bus turns south on US 85 Greeley Highway over the viaduct to 9th Street, where it turns and continues south on Central Avenue to the City/County Health Department office at 100 Central.

It then turns east across 1st Street and south on Morrie Avenue over I-80 to east on Fox Farm Drive; then south on College Drive and approaching Laramie County Community College from the northeast. Departing the campus heading west on East College Drive, it turns south on South Greeley Highway and extends to its southernmost point at Wallick Road; then turns around in the Veterans of Foreign Wars (VFW) post parking lot and proceeds north on South Greeley Highway to the Safeway store at the northwest corner of Allison Road. Continuing north, the South Route turns west on Fox Farm Drive to West Leisher Road and West Jefferson Road to South Parsley Road; then turns north and east on West 4th and West 5th Streets crossing South Greeley Highway to Morrie Avenue. The South Route returns to downtown heading west on 9th Street and north on South Greeley Highway.

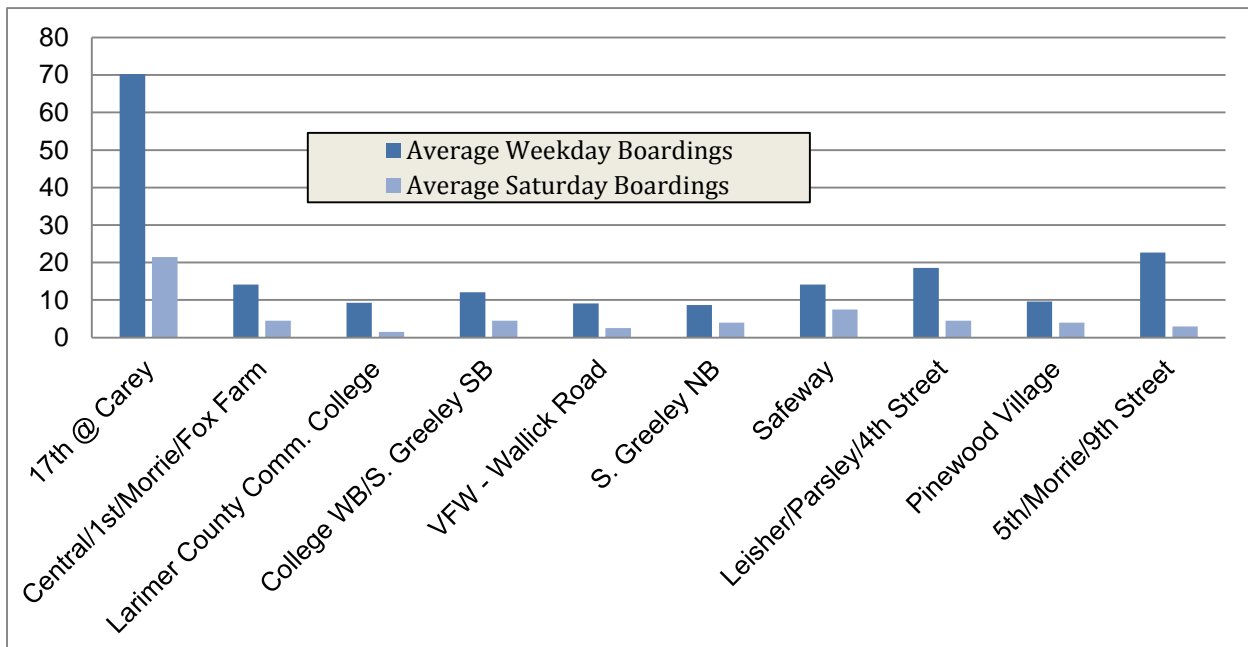
The South Route attracted slightly over 51,000 total passengers in FY 2012. Average daily ridership was 188 boardings per weekday and 58 boardings per Saturday. Weekday ridership was weighted toward the mid-morning through late afternoon with seven consecutive trips departing downtown between 9:00 am and 3:00 pm each averaging over 17 boardings. Overall daily ridership averaged 14.5 passengers per trip on weekdays and 8.2 passengers per trip on Saturday. Ridership by time of day distributions appear in **Figure 3.13**.

**Figure 3.13 – South: Average Daily Boardings by Time of Day**



Average daily ridership by direction and bus stop is seen in **Figure 3.14**. Over 37% of total FY 2012 South Route boardings occurred at the downtown transfer point, where

**Figure 3.14 – South: Average Daily Boardings by Stop**



boardings averaged 70 per weekday and 22 per Saturday. The busiest route segments included:

- Seven bus stops along 5th and 9th Streets between O'Neil Avenue and Morrie Avenue generated an average of 23 boardings per weekday and three boardings per Saturday.
- Seven bus stops along West Leisher Road, South Parsley Boulevard and West 4th Street generated an average of 19 boardings per weekday and five boardings per Saturday.
- The Safeway store located at the northwest corner of South Greeley Highway and Allison Road generated an average of 14 boardings per weekday and eight boardings per Saturday.
- Nine bus stops along Central Street, East 1st Street, Morrie Avenue and Fox Farm Drive generated an average of 14 boardings per weekday and eight boardings per Saturday.
- The Pinewood Village residential complex located at West 5th Street opposite McArthur Avenue generated an average of 10 boardings per weekday and four boardings per Saturday.
- Laramie County Community College (LCCC) generated an average nine boardings per weekday and two boardings per Saturday. Five bus stops along East College Drive west of LCC and South Greeley Highway south to Wallick Road generated an average of 12 weekday boardings and five Saturday boardings.
- The VFW post generated an average of nine weekday boardings and three Saturday boardings.
- Four bus stops along South Greeley Highway northbound from Allison Road generated an average of nine weekday boardings and four Saturday boardings.

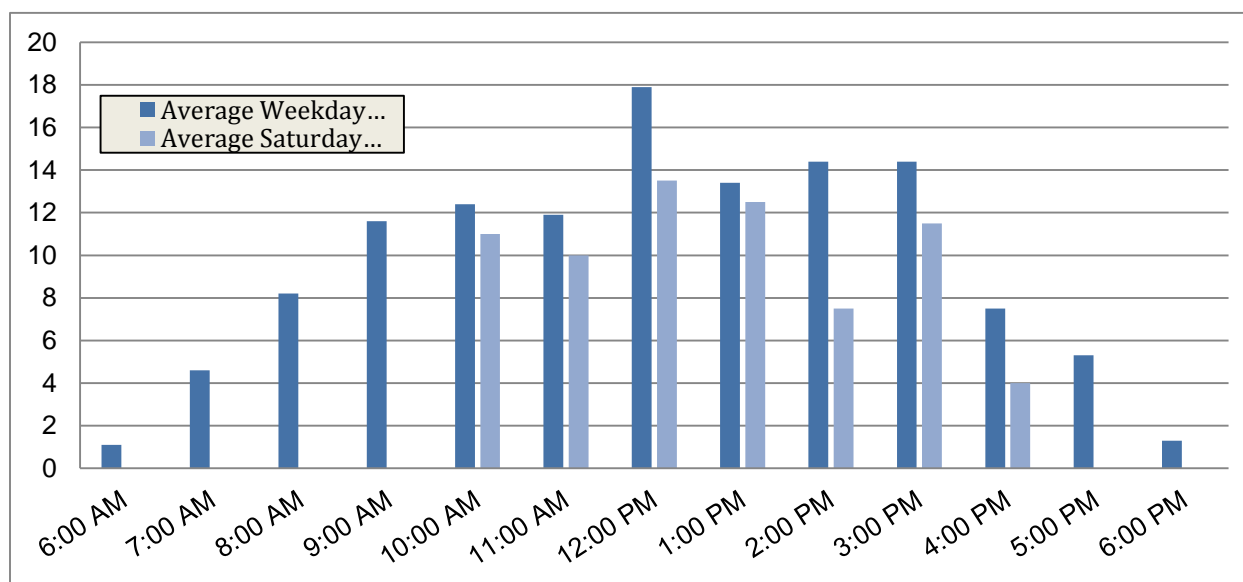
The South Route ranked first among the six CTP routes in overall service productivity during FY 2012 with an average of 13.9 boardings per RVH, which is nearly 21% above the system average. The route averaged 166 boardings per day during the 307-day operating year.

## Downtown Route

The Downtown Route (shown in purple in **Figure 3.1**) follows an 8.5-mile one-way loop alignment providing circulation in the downtown area and the near east side. It partly overlaps four other routes; all except the South Route. Starting from 17th at Carey, the Downtown Route turns north on Carey, west on 20th Street and north on O'Neill Avenue passing the City/County Government Center. It continues around the block via 22nd Street to the Burke (senior high-rise) Building located at 2113 Thomas Avenue; then

north on Thomes, east on 23rd Street and south on Pioneer Avenue passing the Public Library. The route turns east on 19th Street toward Holliday Park, turning on Alexander Avenue and 16th Street to Logan Avenue, where it turns north and then east on 19th Street to East Pershing Boulevard and into the VA Hospital entrance loop. Exiting the VA, the bus crosses Pershing onto Henderson Drive passing the Cheyenne Regional Medical Center (CRMC) East campus and turning on 18th Street, Fremont Street and Chestnut Street approaching the Cole Shopping Center from the south entrance and stopping at the Safeway store. The loop then proceeds west on Pershing, services an off-street stop in the Cheyenne Business Center near Concord Avenue, and turns south on Seymour Avenue passing the Peak Wellness Center near East 25th Street. It then continues to the CRMC West campus on House Avenue at 23rd Street, and returns to the downtown transfer point after passing both the Senior Center and Public Library. The Downtown Route attracted approximately 35,300 total passengers in FY 2012 with average daily ridership of 124 boardings per weekday and 70 boardings per Saturday. Weekday ridership was weighted toward the early afternoon with the noon departure from downtown averaging above 17 passengers, and the 2:00 pm and 3:00 pm departures each averaging above 14 passengers. Overall the Downtown Route averaged 9.5 passengers per trip on weekdays and 8.2 passengers per trip on Saturday. It is noted that the first and last trips in the weekday schedule each carried a single passenger on average. Ridership by time of day distributions appear in **Figure 3.15**.

**Figure 3.15 – Downtown: Average Daily Boardings by Time of Day**

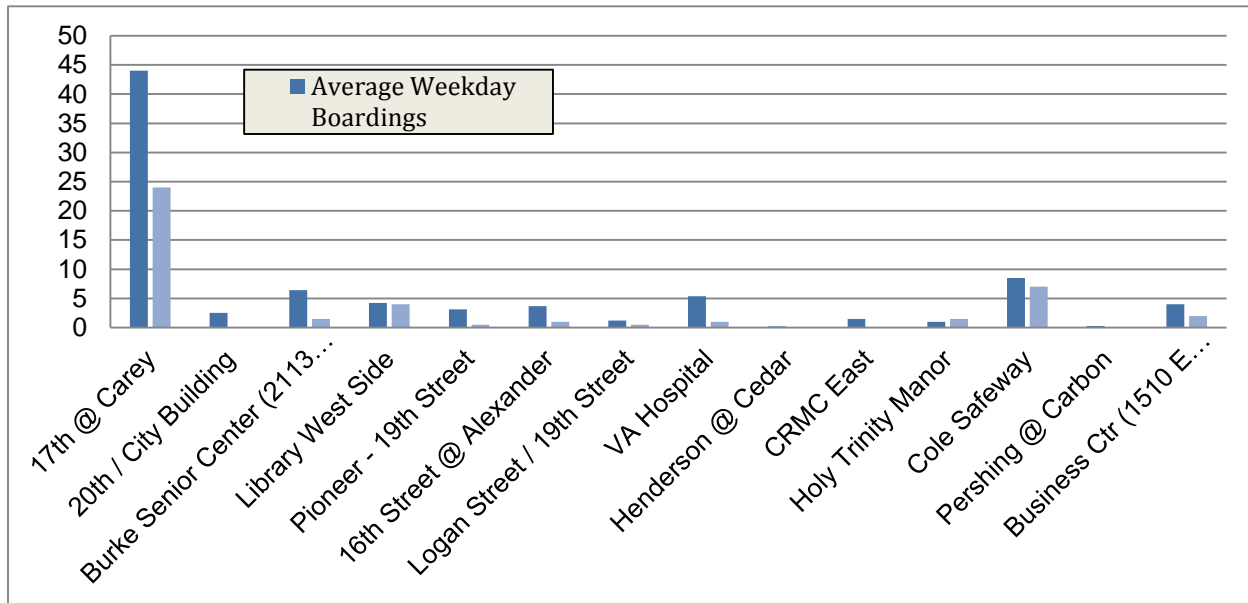


Average daily ridership by direction and bus stop is highlighted in **Figure 3.16**. Thirty-five percent of total FY 2012 passengers were generated at the downtown transfer point, where boardings averaged 44 per weekday and 24 per Saturday. The busiest route segments include:



- The Burke Senior Center located at 2113 Thomas Avenue, which is serviced twice per trip to and from the downtown transfer point, generated an average 18 weekday boardings and 10 Saturday boardings.

**Figure 3.16 – Downtown: Average Daily Boardings by Stop**



- The Public Library located at 2200 Pioneer Avenue, which also is serviced twice per trip to and from the downtown transfer point, generated an average of 14 weekday boardings and 17 Saturday boardings.
- The Safeway store located in the Cole Shopping Plaza on East Pershing Boulevard east of Converse Avenue generated an average of nine boardings per weekday and seven boardings per Saturday.
- The Peak Wellness Center located on Seymour Avenue north of East 25<sup>th</sup> Street generated an average of six boardings per weekday and one boarding per Saturday.
- The CRMC West campus located on House Avenue and 23<sup>rd</sup> Street generated an average of five boardings per weekday and three boardings per Saturday.
- The VA Hospital located on East Pershing Boulevard generated an average of five boardings per weekday and one boarding per Saturday.

The Downtown Route ranked fifth among the six CTP routes in overall service productivity during FY 2012 with an average of 9.6 boardings per RVH, which is 16.5% below the system average. The route averaged 115 boardings per day during the 307-day operating year.

## COMPLEMENTARY PARATRANSIT SERVICE

CTP provides curb-to-curb complementary paratransit service for persons with disabilities and/or over the age of 60 within  $\frac{3}{4}$  miles of the fixed route service. The service is available during the same times that the fixed route system is operating: weekdays from 6:00 am until 7:00 pm; and Saturdays from 10:00 am until 5:00 pm. Customers must be eligible to use the service and are required to call CTP 24 hours or more in advance to schedule a trip.

CTP complementary paratransit operating statistics and key performance measures for the last five fiscal years are provided in **Table 3.3**. Overall CTP has slightly increased paratransit ridership in context of a modest decrease in hours and miles operated in order to maintain total annual operating expenses under \$700,000. FY 2012 passenger boardings were one percent higher than in FY 2008 despite a 2.9% decrease in vehicle revenue hours operated, resulting in a nearly four percent improvement in service productivity during the period.

CTP provided over 9,700 revenue vehicle hours of complementary paratransit services and attracted nearly 25,500 passenger boardings during FY 2012. Daily ridership averaged around 95 boardings on weekdays and 30 boardings on Saturday. A distribution most frequently requested destinations is shown in **Figure 3.17**. The map shows the most popular destinations of curb-to-curb passengers from a two-week sample period. Points on the map represent trips occurring more than once. The CTP route system underlies the points from our study showing that all but three of the major origins and destinations of the curb-to-curb service are located along the current CTP route structure.

### Reservations and Dispatch

CTP complementary paratransit takes reservations for service from 8:00 AM to 5:00 PM Monday through Friday and takes requests via messaging at other times, which are processed on the following business day. Approximately 90 reservations are entered manually into an Excel based proprietary software system that produces driver run manifests and performs various record keeping functions. Trip reservations are scheduled manually by the reservationist/dispatcher.

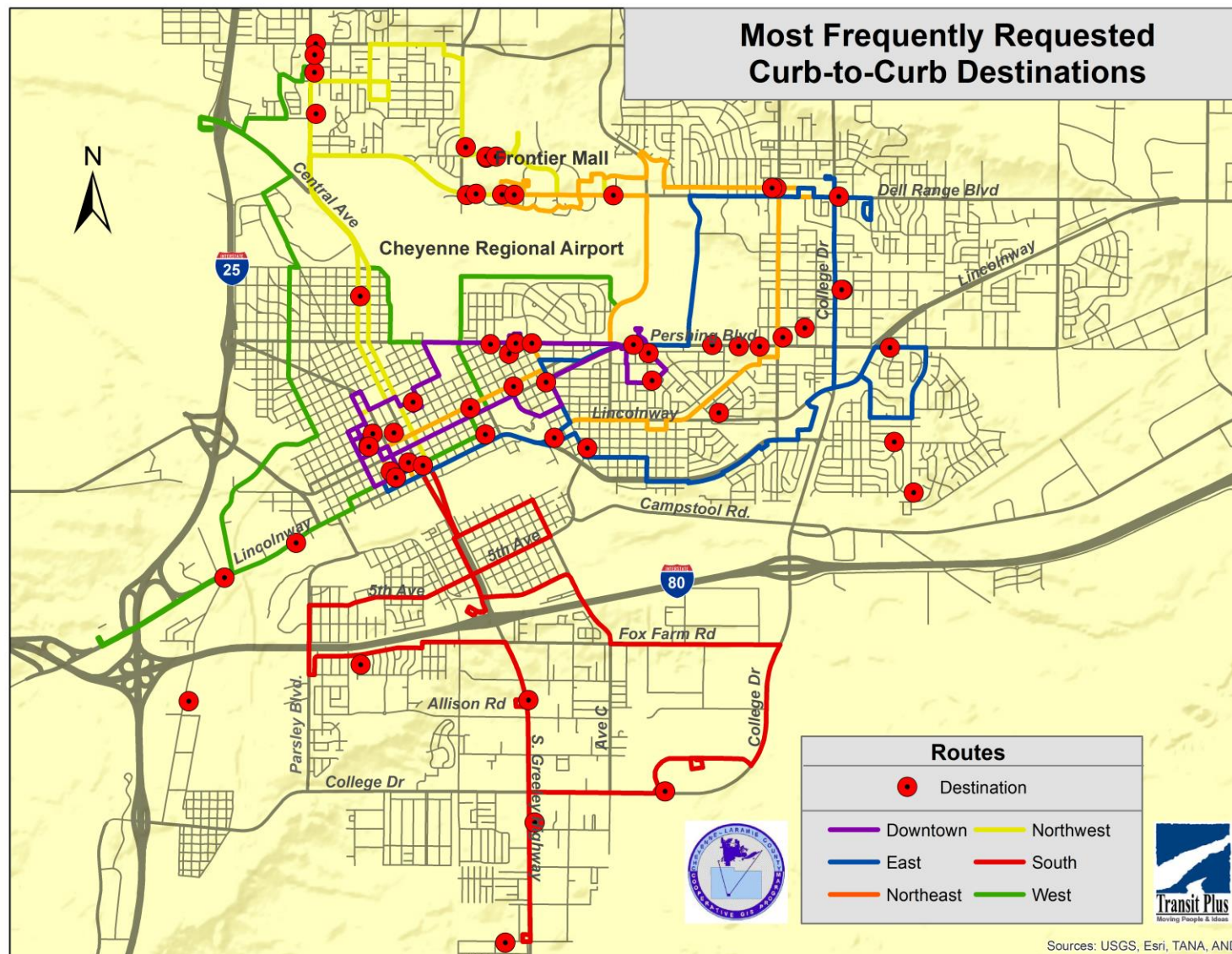
The system is dispatched via two-way radio and is not supported by information system technology. There are generally two reservationist/dispatchers on duty to support both complementary paratransit and fixed route operations.

**Table 3.3 – CTP Complementary Paratransit Operation Results**

Fiscal Year	Peak Vehicles	Revenue Vehicle Hours	Revenue Vehicle Miles	Passenger Boardings	Total Operating Expense	Passengers per RVH	Passengers per RVM	Cost per RVH	Cost per RVM	Average Speed
2008	6	10,026	148,883	25,218	\$684,129	2.5	0.2	\$68.24	\$4.60	14.8
2009	6	9,313	139,258	25,065	\$702,745	2.7	0.2	\$75.46	\$5.05	15.0
2010	6	9,812	143,612	24,213	\$688,366	2.5	0.2	\$70.16	\$4.79	14.6
2011	6	9,449	137,078	23,905	\$637,798	2.5	0.2	\$67.50	\$4.65	14.5
2012	6	9,733	139,067	25,496	\$694,862	2.6	0.2	\$71.39	\$5.00	14.3
5-year Average	6	9,667	141,580	24,779	\$681,580	2.6	0.2	\$70.51	\$4.81	14.6

*Source: National Transit Database (NTD) Service Characteristics Summary Report, 2012.*

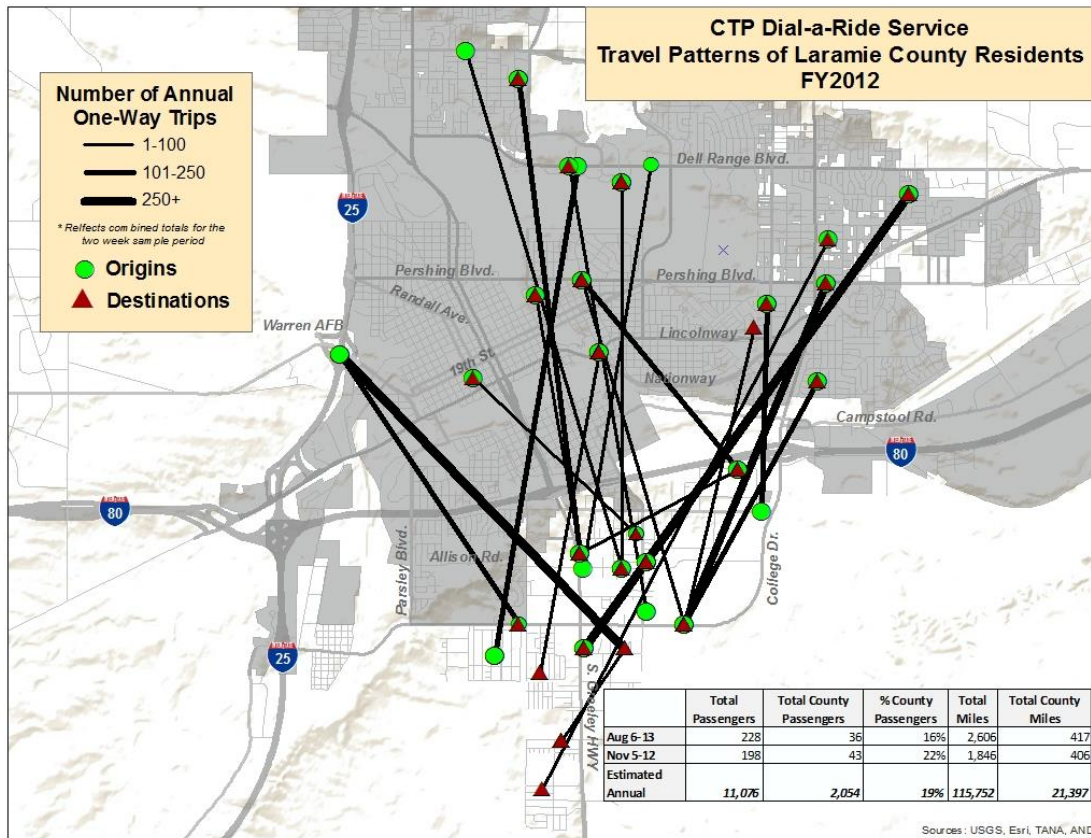
Figure 3.17 – Travel Patterns of Current Complementary Paratransit Riders



## County Curb-to-Curb Service

In analyzing the complementary paratransit system, it was established that a number of trips were outside of city limits with origins and destinations in the county. **Figure 3.18** illustrates the travel patterns of county residents using the complementary paratransit service. Nearly 20% if all curb-to-curb trips are county trips, with travel patterns that show relatively long travel distances.

**Figure 3.18 – Curb-to-Curb Travel Patterns of County Residents**



## OPERATING EXPENSES AND REVENUES

Summary annual operating expenses, revenues and financial performance figures are provided in **Table 3.4**. The annual cost of CTP operations has remained nearly constant at just under \$1.5 million since FY 2008. Given the rising annual cost of providing transit service, the City has needed to pare back transit and paratransit service levels to keep the net operating cost from rising. Total fixed route revenue vehicle hours (RVH) were reduced by 14.5% between FY 2008 and FY 2012, and complementary paratransit RVH were reduced by 2.9%.



**Table 3.4 – CTP Operating Expenses and Revenues**

Fiscal Year	Total Operating Expenses			Fare Revenues		Net Operating Expenses	
	Fixed Route	Paratransit	Total	Fixed Route	Paratransit	Fixed Route	Paratransit
2008	\$805,359	\$684,129	\$1,489,488	\$92,519	\$35,980	\$712,840	\$648,149
2009	\$791,735	\$702,745	\$1,494,480	\$89,913	\$40,395	\$701,822	\$662,350
2010	\$776,299	\$688,366	\$1,464,665	\$82,796	\$40,780	\$693,503	\$647,586
2011	\$478,719	\$637,798	\$1,116,517	\$97,215	\$50,081	\$381,504	\$587,717
2012	\$783,568	\$694,862	\$1,478,430	\$115,591	\$62,239	\$667,977	\$632,623
<b>Total</b>	<b>\$3,635,680</b>	<b>\$3,407,900</b>	<b>\$7,043,580</b>	<b>\$478,034</b>	<b>\$229,475</b>	<b>\$3,157,646</b>	<b>\$3,178,425</b>

As a percentage of total cost, the paratransit system accounts for nearly 50% of the total, though revenue from fares is roughly half that of the fixed route system. However, paratransit mileage between FY 2008 and FY 2012 was reduced by 7%, though annual passenger trips actually increased by 1% during the period. The fact that revenue hours and miles have decreased while passenger trips have increased, indicates that CTP complementary paratransit has improved its efficiency over this period.

## FARE BOX RECOVERY AND NET COSTS

Farebox recovery, which is the percentage of operating expenses that are offset with fares, provides useful information that can help guide pricing and policy decisions for the future. Rural fixed route system recover between 10 and 20 percent of their operating costs through fares, while complementary paratransit fare box recovery varies widely due to special circumstances often associated with this type of service.

The CTP fare structure remained largely unchanged since before 2007, with cash fares at \$1.00 for adults, \$0.75 for students under 18 years old, and a suggested \$1.00 donation for persons 60 years of age and older. Monthly pass and pre-paid punch card prices actually decreased nominally. The paratransit fare, which ADA legislation caps at twice the regular fixed route fare, has remained unchanged at \$2.00 base fare.

**Table 3.5** highlights fixed route farebox recovery and net costs associated with the service. Farebox recovery rose from 11% in FY 2008 to 15% in FY 2012, while the costs per revenue vehicle hour (RVH), revenue vehicle miles (RVM), and net cost per passenger remained relatively constant, with the net cost per passenger actually decreasing over the period.



**Table 3.5 – CTP Fixed Route Farebox Recovery and Net Costs**

Fiscal Year	Farebox Recovery	Net Cost per RVH	Net Cost per RVM	Net Cost per Passenger
2008	11%	\$27.56	\$1.86	\$2.82
2009	11%	\$28.33	\$1.91	\$2.75
2010	11%	\$30.20	\$2.04	\$2.73
2011	12%	\$31.87	\$2.13	\$2.82
2012	15%	\$30.21	\$2.05	\$2.67
<b>Average</b>	<b>12%</b>	<b>\$29.64</b>	<b>\$2.00</b>	<b>\$2.76</b>

**Table 3.6** highlights complementary paratransit farebox recovery and net costs associated with the system over the period. Farebox recovery rose from 5% in FY 2008 to 9% in FY 2012, while the costs per revenue vehicle hour (RVH), revenue vehicle miles (RVM), and net cost per passenger remained relatively constant, with the net cost per passenger actually decreasing over the period. A combination of increased operating efficiency and the installation of on-board cameras have helped to keep unit costs low.

**Table 3.6 – CTP Complementary Paratransit Farebox Recovery and Net Costs**

Fiscal Year	Farebox Recovery	Net Cost per RVH	Net Cost per RVM	Net Cost per Passenger
2008	5%	\$64.65	\$4.35	\$25.70
2009	6%	\$71.12	\$4.76	\$26.43
2010	6%	\$66.00	\$4.51	\$26.75
2011	8%	\$62.20	\$4.29	\$24.59
2012	9%	\$65.00	\$4.55	\$24.81
<b>Average</b>	<b>7%</b>	<b>\$65.79</b>	<b>\$4.49</b>	<b>\$25.65</b>

## CAPITAL RESOURCES

CTP capital assets include rolling stock, facilities and equipment, and passenger amenities including passenger shelters and bus stop signs as described in the following pages.

## ROLLING STOCK

The CTP active fleet includes 22 revenue vehicles and one non-revenue vehicle listed in **Table 3.7**. Eleven (11) of the revenue vehicles are used to provide fixed route service; eight (8) are used in complementary paratransit service; and three (3) are used interchangeably between services.

The fixed route fleet includes seven El Dorado National Aerolite buses built on Chevrolet chassis; one El Dorado National Aerotech cut-away model; and three vehicles manufactured by International, Sturdibus and GMC, respectively. The fixed route fleet has an average age of 6.9 years, which is nearly the minimum useful life cycle of the vehicles in this group as defined by FTA for replacement grant purposes. The Aerolite models have a minimum useful life of seven years or 200,000 miles; however, none of the vehicles had accumulated more than 126,000 miles through the end of FY 2012. This suggests that they can continue to operate reliably beyond their minimum life cycle, although the cost of maintenance and upkeep can be expected to increase as the vehicles age.

The paratransit fleet is comprised of five El Dorado National Aerotech buses built on Ford chassis, and three Goshen buses also built on Ford chassis. One of these is a hybrid battery-gasoline driven bus. There is also one Goshen bus built on a Chevrolet chassis. Three additional El Dorado National Aerolite buses built on Chevrolet chassis are used both for paratransit and fixed route service when necessary. The paratransit fleet has an average age of 3.4 years.

# CTP Five-Year Transit Development Plan



**Table 3.7 – Fleet Characteristics**

Vehicle ID #	Year	Model	Make	Passenger Capacity (Seats / WC)	Fuel Type	Length (Feet)	Engine Size (Liters)	FY 2012 End Mileage	Fleet #	License #	VIN #	Capital Cost	FTA Funds	City Funds	WYDOT Funds	Grant #
<b>Fixed Route Vehicles</b>																
20	2008	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	92162	9161	1928	1GBE5V1GX8F404288	\$75,130	\$22,539	\$5,635	\$46,956	WY-90-X041
21	2008	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	80560	9162	1930	1GBE5BV1G58F404280	\$75,130	\$22,539	\$5,635	\$46,956	WY-90-X041
22	2008	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	83030	9163	1929	1GBE5V1G18F404213	\$75,130	\$22,539	\$5,635	\$46,956	WY-90-X041
23	2008	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	82158	9164	1927	1GBE5V1G68F404269	\$75,130	\$60,104	\$15,026		WY-90-X038
1	2007	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	116760	9159	1036	1GBE5V1G57F424057	\$77,970	\$41,605	\$10,401	\$25,964	WY-90-X038
2	2007	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	117634	9160	1062	1GBE5V1G07F426086	\$77,970	\$41,605	\$10,401	\$25,964	WY-90-X038
3	2007	AreoElite	Chevy	18/2 or 22/0	Gas	28	8.1	125874	9158	801	1GBE5V1G17F424038	\$77,970	\$41,605	\$10,401	\$25,964	WY-90-X038
19	2007	International	International	14/2 or 18/0	Diesel	29		41544	9146	1179	1HVBTAFM67W392905	\$155,250	\$49,400	\$27,798	\$78,052	WY-90-X033
50	2006	AeroTech	Chevy	10/2 or 12/0	Gas	23		51230	9153	1132	1GBJG31UX61160705	\$42,700				Stride
49	2002	G-Van	GMC	14/0	Gas	19		93752	9137	756	1GDHG31R121195919	\$34,567	\$27,653	\$6,913		WY-90-X029
56	2000	SturdiBus	Chevy		Gas	19	5.7	98830	9124	755	1GBHG31R1Y1195047	\$38,992	\$31,194	\$7,798		WY-90-X025
<b>Paratransit Vehicles</b>																
4	2011	AeroTech	Ford	8/2 or 12/0	Gas	23	5.4	5865	9171	1039	1FDFF4FL5BDA16884	\$60,579	\$48,463	\$12,116		WY-90-X045
5	2011	AeroTech	Ford	8/2 or 12/0	Gas	23	5.4	6393	9168	938	1FDFF4FL3BDA16883	\$60,579	\$48,463	\$12,116		WY-90-X041
7	2011	AeroTech	Ford	8/2 or 12/0	Gas	23	5.4	4830	9169	1034	1FDFF4FL0BDA24536	\$60,579	\$48,463	\$12,116		WY-90-X045
9	2011	AeroTech	Ford	8/2 or 12/0	Gas	23	5.4	6370	9170	1037	1FDFF4FL2BDA24537	\$60,579	\$48,463	\$12,116		WY-90-X045
8	2009	Goshen	Ford	8/2	Gas	23	5.4	33260	9165	965	1DFF45LX9DA90779	\$58,822	\$58,822			ARRA
10	2009	Goshen	Ford	8/2	Gas	23	5.4	32230	9166	1096	1FDFF45L69DA90780	\$58,822				ARRA
11	2009	Goshen	Ford	8/2 or 12/0	Hybrid	23	5.4	26080	9167	940	1FDFF45L89DA90781	\$108,225	\$108,225			ARRA
15*	2006	AreoElite	Chevy	8/2 or 22/0	Gas	28	8.1	140734	9156	1135	1GBE5V1G46F414815	\$66,036	\$52,829	\$13,207		WY-90-X031
16*	2006	AreoElite	Chevy	8/2 or 22/0	Gas	28	8.1	156898	9154	1137	1GBE5V1G86F415366	\$66,036	\$52,829	\$13,207		WY-90-X031
17*	2006	AreoElite	Chevy	8/2 or 22/0	Gas	28	8.1	160079	9155	1136	1GBE5V1G76F414905	\$66,036	\$52,829	\$13,207		WY-90-X033
18	2001	Goshen	Chevy	12/2 or 14/0	Gas	24		112794	9157	1055	1GBJG31G711172152	\$15,000	\$0	\$15,000		N/A
<b>Non-revenue Vehicles</b>																
28	2011	F250 3/4 Ton	Ford	NA	Gas			203	9172	1089	1FT7W2B68BEC77365	\$38,074	\$30,459	\$7,615		WY-90-X041

*Note: \* - denotes bus used for both paratransit and fixed route service.*

## OPERATIONS AND ADMINISTRATION FACILITY

CTP dispatch, operations supervision and administrative functions are housed in ground level offices in the municipal parking structure between 16th and 17th Streets east of Pioneer Avenue, which is around the corner from the bus transfer point located along the south curb of West 17th Street between Pioneer and Carey Avenues. This facility contains the dispatch center and adjacent driver break room, a private office for the Transit Director, and a small reception area with a public entrance opening to the northeast corner of the intersection of West 16th Street and Pioneer Avenue. CTP personnel have direct access through the parking garage to the transfer point, which enables drivers to stop into the office between trips briefly when necessary. The building is relatively new and offices are in good condition. Present space is adequate to meet current operational requirements; however, there is limited expansion capacity.

## MAINTENANCE FACILITY

CTP vehicle maintenance and selected operations activities are housed at the City's corporation yard located on Old Happy Jack Road east of Westland Road. The facility contains a driver training room, maintenance shop and garage.

## BUS STOPS AND SHELTERS

CTP maintains over 170 posted bus stops along the six fixed routes. There are 63 passenger shelters located generally at bus stops with higher boarding volumes.

## ADA BUS STOP EVALUATION

Pedestrian facilities such as sidewalks, mixed use trails, crosswalks and ADA curb cuts are important components in connecting passengers with CTP bus stops. The project team assessed the ADA and passenger accessibility to the twenty-five (25) most used stops in the CTP system as well as three (3) stops that were identified by the Cheyenne Mayor's Council on Disability Issues that were not included in our original list.

The rating system used by the project team produced the "grade" results that are shown in **Table 3.8**. Appendix B provides detailed methodology, rating system development, and individual stop information that was used in evaluating the accessibility of the stops.

Looking at ADA accessibility to stops, our rating system produced eleven (11) stops that have a rating of "B", which indicates that the stop has good connectivity to nearby destinations and is accessible for wheelchairs. Another nine (9) stops were rated "C", which indicates good general accessibility, but that one or more factors (curb cuts, lighting, absence of obstructions, etc.) are missing. Six (6) stops were given a "D" rating, indicating that there is bad connectivity, missing factors, and/or lack of wheelchair accessibility. Finally, one stop was given an "F" rating as there was not connectivity between the stop and other locations in the area and many factors are missing. Stops with a rating of D and F were viewed as priority stops in terms of planned improvements.

**Table 3.8 – Accessibility Ratings of Selected Stops**

Stop	Location	Rating
Dunn & Alexander (Holliday Park)	Near-side (SW Corner)	B
Burke High Rise	Mid-Block	B
Library East	Mid-Block	C
2701 E 13th	Mid-Block	C
411/615 Storey	Mid-Block	B
604 Shoshoni	Mid-Block	D
WYDOT	Mid-Block	B
Walmart		B
Wyoming Family Practice		B
Target	Mid-Block	C
Frontier Mall	Mid-Block	C
Albertsons Yellowstone	Mid-Block	C
Albertsons Pershing	Mid-Block	D
Cole Safeway	Mid-Block	D
Comea Shelter	Near-side (SW Corner)	B
CRMC West	Inside-Corner	B
Goodwill	Mid-Block	B
King Soopers	Mid-Block	B
Kohl's	Mid-Block	B
LCCC		F
Peak Wellness		D
Pinewood	Mid-Block	C
VA Hospital		D
College & Pershing	Far Side	C
Airport		C
Pershing & Morrie		C
Ridge & Rawlins		C
Converse & Junior League		D

Stops and boarding areas with ratings of D and F should receive first priority when considering improvements, however, the daily average usage of the stop should also factor into the decision process. The rating system is designed as a guide and resource for decision-makers in considering retrofitting sidewalks and curbs.

## RIDER AND NON-RIDER SURVEY SUMMARY

Another method utilized by TransitPlus to acquire CTP system, preference, and performance information was the development and execution of two specific surveys. The first, a rider survey, was designed to reach all times on all fixed routes and garnered

nearly 500 responses. The purpose of this survey was to determine rider satisfaction with the system and establish any changes or missing service pieces deemed valuable to the CTP riders. The second, a non-rider electronic survey, was posted, distributed to varying mailing lists, and advertised via local media resources and garnered nearly 250 responses. This survey was designed to gauge system awareness and what changes may influence non-riders to use CTP.

## RIDER SURVEY SUMMARY

The CTP riders are balanced by age group with 11% over 65 years old. Most are regular riders, 87% riding at least once per week and two-thirds making a round trip (68%).

- Personal business, employment and shopping are most common trip purposes
- The majority of CTP customers ride five or six days per week, mostly for commuting to work and school
- Most riders (92%) walk to bus stops
- Nearly one-third of all trips require at least one transfer
- CTP passengers generally had a favorable opinion of the system
- CTP transfers are conveniently timed, but there are too many of them

## NON-RIDER SURVEY SUMMARY

Nearly two-thirds of respondents to the non-rider survey are over the age of 45, largely because e-mail blasts were targeted to work groups and advertising channels used (PSAs and print media) more frequently reach these markets.

- The majority (55%) of respondents had either a favorable opinion of CTP service, with another 24% having no opinion
- There is general consensus that the fares are low/reasonable, information is readily available, and that CTP is safe and dependable
- There is a fair level of awareness of the curb-to-curb service
- Nearly one third of respondents know someone who uses the bus, though family members were less likely to use the bus
- Direct route connectivity to desirable destinations and proximity to bus stops are the largest barriers to attracting new riders
- More frequent weekday service, extended weekday evening service, and direct service to major employers had the highest potential to generate ridership

## TRANSIT DEMAND

Demographics, existing activity centers, commuter travel projections, and other projections give us a base level of information that supports the placement of existing transit services.

Applying demographical projections to the need for transit services, gives us a rough estimate of transit demand moving forward. **Table 3.9** estimates Cheyenne transit demand using general population growth.

**Table 3.9 – Transit Demand Estimates**

Location/Service	Current Ridership	2017 Projected Ridership*	2030 Projected Ridership**
South	51,000	54,060	58,140
Northeast	50,250	53,265	57,285
Northwest	44,925	47,621	51,215
East	33,400	35,404	38,076
Downtown	35,300	37,418	40,242
West	34,750	36,835	39,615
Complementary Paratransit	25,500	27,030	29,070
<b>Totals</b>	<b>275,125</b>	<b>291,633</b>	<b>313,643</b>
*Note: Population is projected to grow by 6% by year 2017			
**Note: Population is projected to grow by 14% by year 2030			

Source: Wyoming Department of Administration & Information, Economic Analysis Division

Based on a simple projection of population growth through 2030 and holding the public transportation mode share constant, we can expect an increase in ridership demand of nearly 16,000 (6% increase) in 2017 and nearly 40,000 (12% increase) by 2030. Population growth rate is relative small yet consistent, supporting the need for increased services in the future.





## 4: PROPOSED SERVICE PLAN

This chapter offers short-range recommendations for modification of CTP fixed route and complementary paratransit services during the next five years. These are consistent with study findings pertaining to customer needs and preferences, CTP management and staff concerns, system productivity and effectiveness relative to industry standards and best practices, and client guidance on the prevailing fiscal and institutional constraints in Cheyenne that influence the TDP process. The short-range service plan supports the City's objective to maintain the CTP annual operating budget at or below \$800,000 for the foreseeable future.

Additionally, a longer-term direction for transit system development is offered as a blueprint for CTP that reflects land use patterns projected through FY 2035. The long range plan should include significant restructuring of the CTP route network to respond to a geographically larger Cheyenne metropolitan area with even more dispersed trip origins and destinations than are seen today. Service span and frequency improvements also may be warranted as service area population and transit ridership increase over time. This chapter provides recommended design guidelines for restructuring and two conceptual alternatives for system redesign.

### SHORT RANGE RECOMMENDATIONS

The focus of short-range recommendations is on extending service coverage incrementally to the extent affordable by reallocating underutilized or redundant service hours and miles to new service. Additionally, a number of minor adjustments are proposed to address operational concerns identified primarily by CTP management. However, no significant changes in network design or service levels are contemplated through FY 2018. As the following proposals are mostly budget-neutral, these changes could be implemented in FY 2014 subject to City approval.

### TECHNOLOGY ENHANCEMENTS

Though CTP's current systems are effective for reserving and dispatching rides, it is recommended to explore technology options that may include automated scheduling, AVL/GPS, automated fare box and passenger counting, and expanded reporting capabilities. CTP plans to implement the new software tracking system in FY '14 and fully expects this advanced technology data software system to enhance the CTP's collecting and reporting ability.

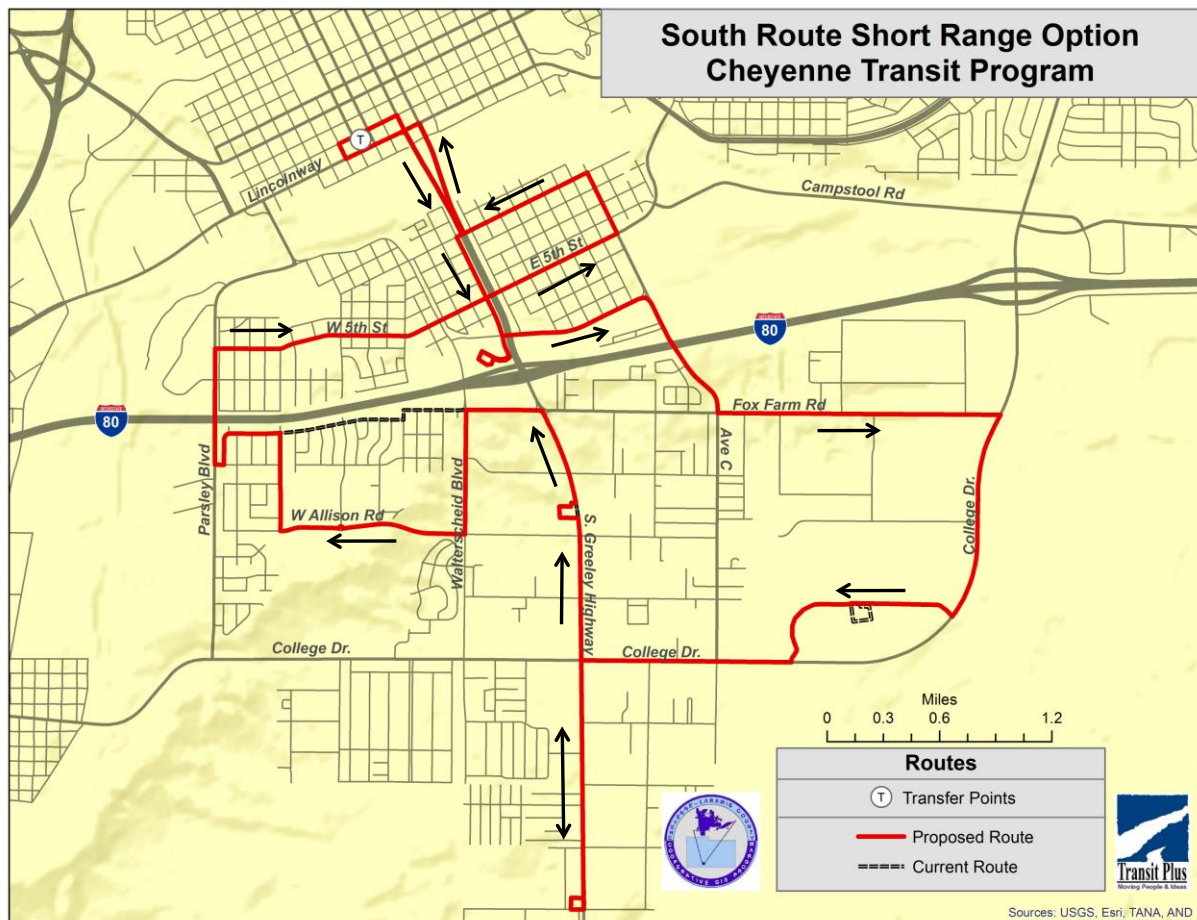
### SOUTH ROUTE MODIFICATIONS

The realignment of the South Route is proposed as shown in **Figure 4.1**. A turn list for the revised route as proposed is provided as **Table 4.1**. The South Route would continue to operate as a one-way loop through city and county neighborhoods with no

changes to service span and frequency. The proposed change will affect the area west of South Greeley Highway and south of I-80 and is intended to:

- Provide access to Johnson Junior High School and South High School via one-way operation on Walterscheid Blvd, West Allison Road and South Cribbon Avenue. This realignment is suggested for all trips, but also could be demonstrated initially with selected trips operating at school bell times and after-school hours only.
- Initiate coverage in the Walterscheid Boulevard corridor between West Fox Farm Road and West Allison Road to serve residential and commercial development.

**Figure 4.1 – South Route Short Range Option**



**Table 4.1: Proposed South Route Turn List**

Departing Downtown transfer point on 117<sup>th</sup> and Carey Avenue via:

	R	Central Avenue to N Greeley Highway
	R	W 9 <sup>th</sup> Street
L		Central Avenue
L		W 5 <sup>th</sup> Street to E 5 <sup>th</sup> Street
	R	Morrie Avenue
L		E Fox Farm Road
	R	S College Drive
L		LCCC entrance roadway to north entrance
	R	E College Drive
L		S Greeley Highway
	R	VFW entrance; loop & return
L		S Greeley Highway
L		Safeway storefront roadway and continuing through T&C Plaza to W Jefferson Road exit
L		W Fox Farm Road
L		Walterscheid Blvd
	R	W Allison Road
	R	S Cribbon Avenue
L		W Jefferson Road
	R	S Parsley Boulevard
	R	W 4 <sup>th</sup> Street to W 5 <sup>th</sup> Street
	R	Deming Drive
	R	Central Avenue
	R	Health Department entrance roadway; loop around building to front entrance and return
L		Central Avenue
	R	W 9 <sup>th</sup> Street
L		N Greeley Highway
L		W Lincolnway
	R	Thomes Avenue
	R	17 <sup>th</sup> Street to transfer point

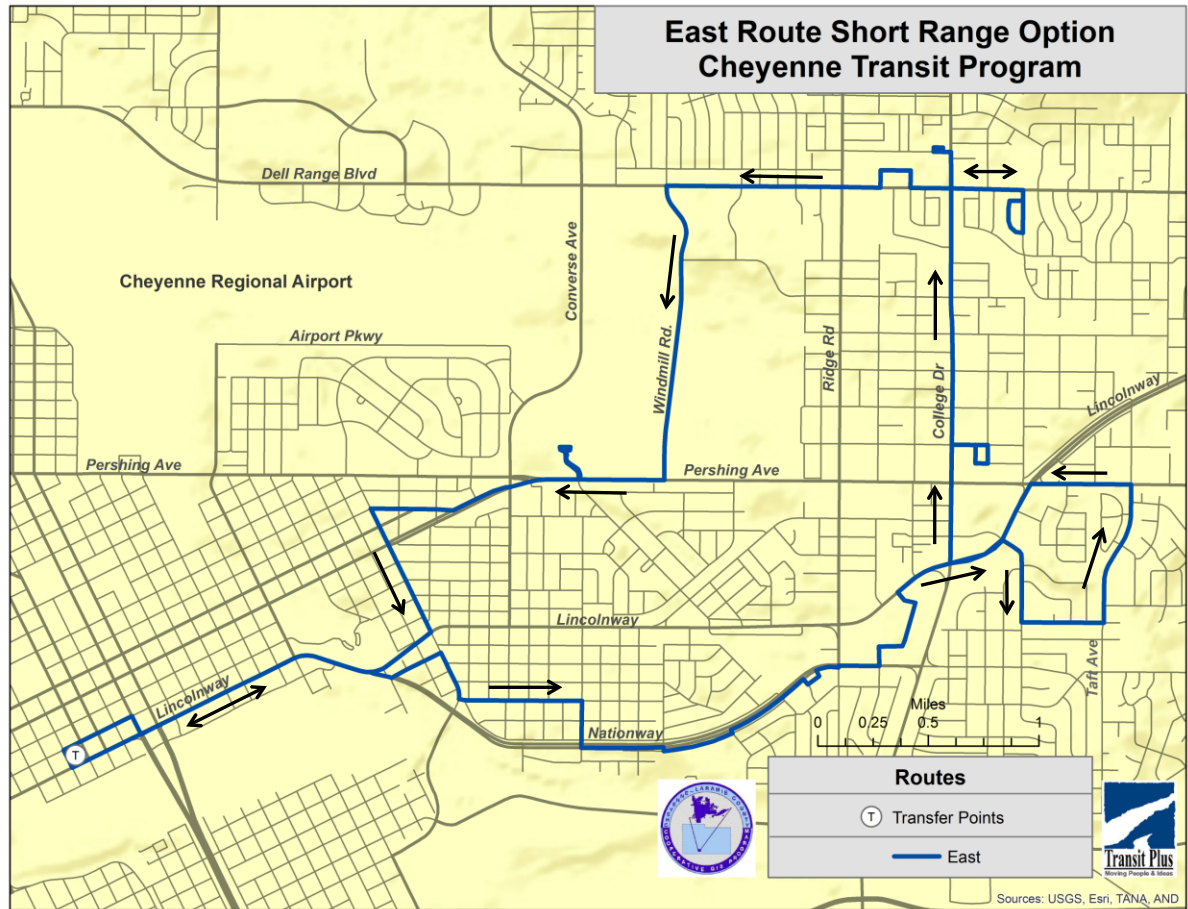
## EAST ROUTE MODIFICATION

CTP management strongly favors adding a bus stop on the East Route serving the Whispering Chase Independent Living Center. The facility is located on the north side of East Lincolnway west of the Pershing Boulevard intersection, and it is accessible to vehicular traffic traveling west on Lincolnway. The suggested alignment is shown in **Figure 4.2**.

From Taft northbound, the proposed alignment would turn left (west) on Pershing Boulevard; left (south) on Lincolnway and stop in the auxiliary lane in front of the building entrance loop roadway. Continuing west on Pershing, the proposed alignment would turn right (north) on College Drive and rejoin the existing route at Pershing Boulevard.

The stop would be added to the current schedule at 21 minutes past the hour, following the existing stop at Taft and Meadow at 20 minutes past the hour, and preceding the existing stop at College and Pershing at 23 minutes past the hour. The existing stop on Lincolnway opposite McCann Avenue would be eliminated to provide offsetting time savings.

Figure 4.2 – East Route Short Range Option



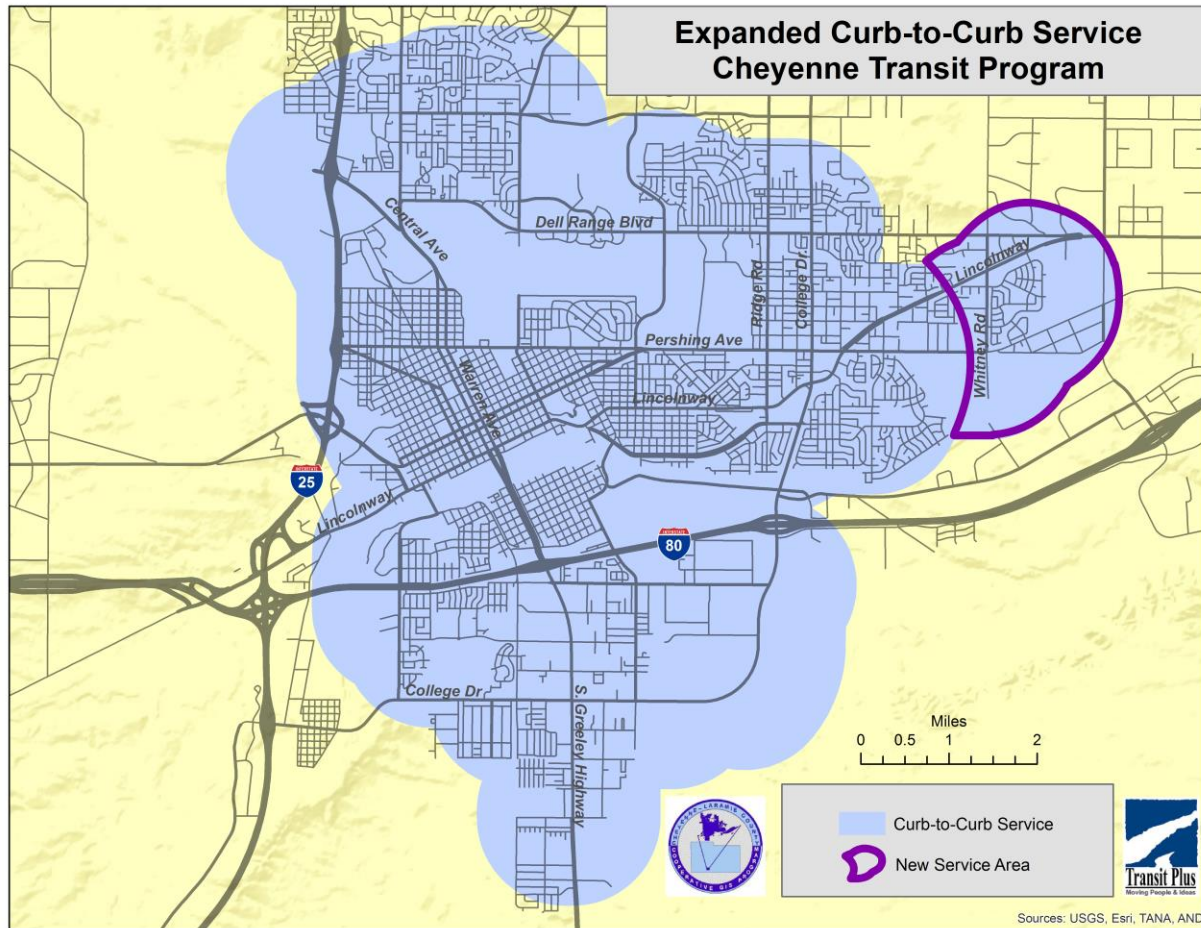
## EXPAND CURB-TO-CURB SERVICE COVERAGE

Another short-range recommendation is to expand the curb-to-curb service coverage to the current eastern municipal boundary that includes Saddle Ridge. Saddle Ridge has been a consistent community transportation target throughout the study. **Figure 4.3** shows the additional service coverage.

Expanding curb-to-curb service would provide service incrementally to people wishing to travel outside of the current service area. The cost of this option, based on hourly cost figures developed in Chapter 3, would be approximately \$65 per vehicle revenue hour. An advantage of this option is that cost is added as needed rather than on a fixed schedule, affording operational and financial flexibility. A potential disadvantage to this alternative is that some people may abuse the new service and/or demand may exceed what is financially viable for CTP.



Figure 4.3 – Expanded Curb-to-Curb Service



## LONG RANGE DIRECTION

Beyond the short range horizon, study findings point to the need for transit system improvements over time to keep pace with the growing population, expanding geographic footprint and emerging land use patterns projected for the Cheyenne metropolitan area through FY 2035. The vision for the future transit system may be viewed in terms of delivering an enhanced customer travel experience facilitated by more direct routing, increased service coverage, span and frequency, shorter transit travel times, and fully accessible and modern vehicles, facilities and equipment. Ideally the future transit system will be sufficiently convenient to widen the ridership base and meet adopted performance metrics for productivity and efficiency.

This section highlights key design issues that should be considered as part of a transitional redesign of the CTP route network. It is noted that service restructuring typically imposes change on CTP customers, employees and facilities that must be constructively accommodated to achieve a successful service redesign. Local community needs and concerns also must be addressed. While restructuring does not necessarily dictate higher capital and operating costs, generally the process of change

can be managed more effectively in the public environment when additional resources are available.

## SYSTEM DESIGN CONCERNS

In many ways the existing downtown-focused pulse transfer route network was well suited to Cheyenne when CTP was created in 1993. The metropolitan area was geographically smaller, contained nearly 25% fewer residents, and a significantly higher proportion of total regional jobs and commercial activity in the region that it does today. Since that time much of the retail shopping migrated north to the Dell Range Boulevard corridor, the municipal boundary was expanded to encompass Saddle Ridge, and several new public schools were constructed to support residential development throughout the City and extending farther into Laramie County. Student enrollment at Laramie County Community College increased by 30% during the last 20 years.

## ADJUSTING TO CHANGING TRANSPORTATION PATTERNS

Consistent with customer preferences and industry best practices for bus service design, the CTP fixed route network should move away from the existing pulse transfer design to a more grid-like structure that reflects future projected travel patterns.

## LONGER ROUTES, FEWER TRANSFERS

The CTP route network should focus on providing more one-seat rides to common downtown and crosstown destinations, and on reducing point-to-point transit travel times relative to comparable travel by personal automobile. As the footprint of the Cheyenne metropolitan area grows, travel times across the expanded metro area will increase for many travelers. Longer CTP routes linking destinations directly would increase availability of one-seat rides and shorter journey travel times that transit customers widely prefer.

## ONE-WAY VS. TWO-WAY RUNNING

In the mature, walkable neighborhoods of central Cheyenne, route alignments should be consolidated with two-way service on arterial and collector streets that have pedestrian amenities. One-way loop alignments may be retained in lower density suburban and rural subdivisions where transit demand is unable to sustain productive fixed route service. Flexibly scheduled route service options should be considered in areas where CTP fixed route service is unlikely to achieve minimum ridership and productivity targets.

## FRONTIER MALL RETAIL DISTRICT

The Dell Range Boulevard retail district centers on the Frontier Mall but extends well beyond walking distance to both sides of Dell Range, and east to Converse Avenue. The retail district contains many destinations sought by transit users that cannot be reached without one or two transfers between buses to complete a single one-way journey.



Currently two routes – Northeast and Northwest – approach the area from opposing directions and both serve the Frontier Mall, Target and Walmart stores. Customers destined for other stores must transfer between the two routes at one of these three points for continuing service to Kohl’s and Lowes located north of the mall via the Northwest Route, or to the Post Office on Mason way and stores located on the south side of Dell Range Boulevard accessible from Driftwood, Stillwater, Meadowland and Bluegrass Circle via the Northeast Route. The present design requires that both buses closely follow one another for eight minutes along the common alignment with stops at Walmart at 26 minutes past the hour; Rue Terre and Dell Range at 29 minutes past the hour; Target at 31 minutes past the hour; and the Frontier Mall entrance at 34 minutes past the hour.

Passengers on the other four CTP routes that do not serve the Frontier Mall directly mostly travel into Downtown Cheyenne and transfer to either the Northeast or Northwest Route, depending on which store they are trying to get to in the retail district. Infrequent riders and others unfamiliar with the nuances of the existing route network may require a second transfer to complete a one-way shopping trip. As a practical matter, only a tiny fraction of transit trips taken in U.S. small and mid-size cities involve three buses (two transfers) to complete a single one-way trip.

Alternatively it is suggested that CTP routes accessing the Frontier Mall area including collar area big box stores should follow a common alignment that serves key stores to improve CTP system convenience for shoppers and retail employees. A preferred conceptual alignment with bus stop locations is shown in **Figure 4.4**. This service design would eliminate the need for most transfers occurring at Frontier Mall, and would facilitate rescheduling of buses to more evenly spaced consecutive trips for the benefit of CTP customers who want to travel between multiple locations within the Dell Range retail district as part of a single day’s shopping trip.

## EXPANDED COVERAGE IN SOUTH CHEYENNE

Many CTP customers and operating employees feel that the coverage area of the existing South Route is too large with long distances and extensive one-way routing resulting in excessive transit travel times that take up to four to five times longer than comparable travel by personal auto. Recognizing the validity of these comments, the long-range restructuring alternatives include a two-route option for South Cheyenne as shown in **Figure 4.5**. One route would cover the area east of South Greeley Highway and the second route would cover a primarily two-way alignment west of South Greeley Highway.

Improving the level of service in South Cheyenne is complicated by funding requirements that would need to be worked out between the City of Cheyenne and Laramie County. Currently Laramie County pays a fixed sum to its share of South Route operating expenses, and the prospects for increasing this contribution in the foreseeable future are uncertain.

Figure 4.4 – Dell Range Corridor

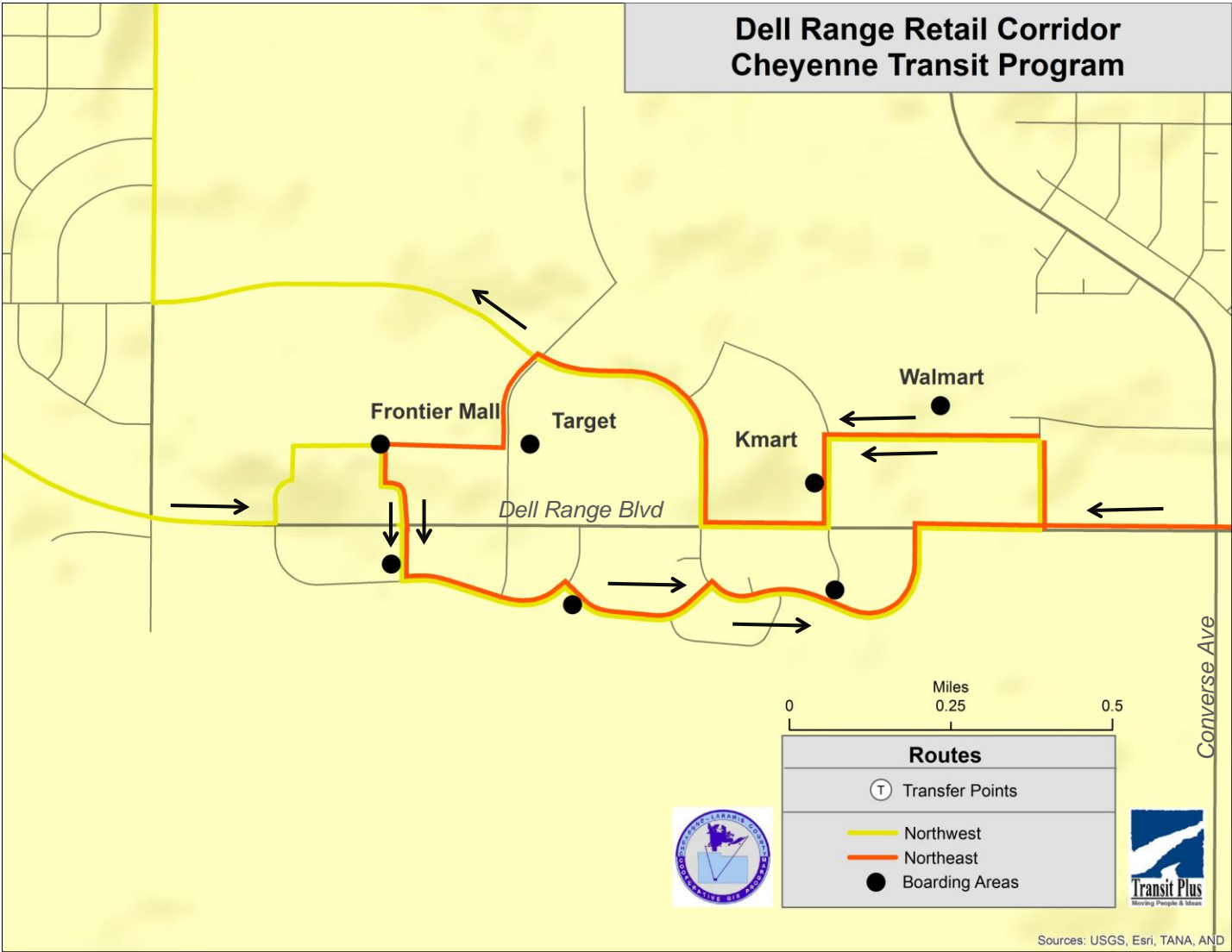
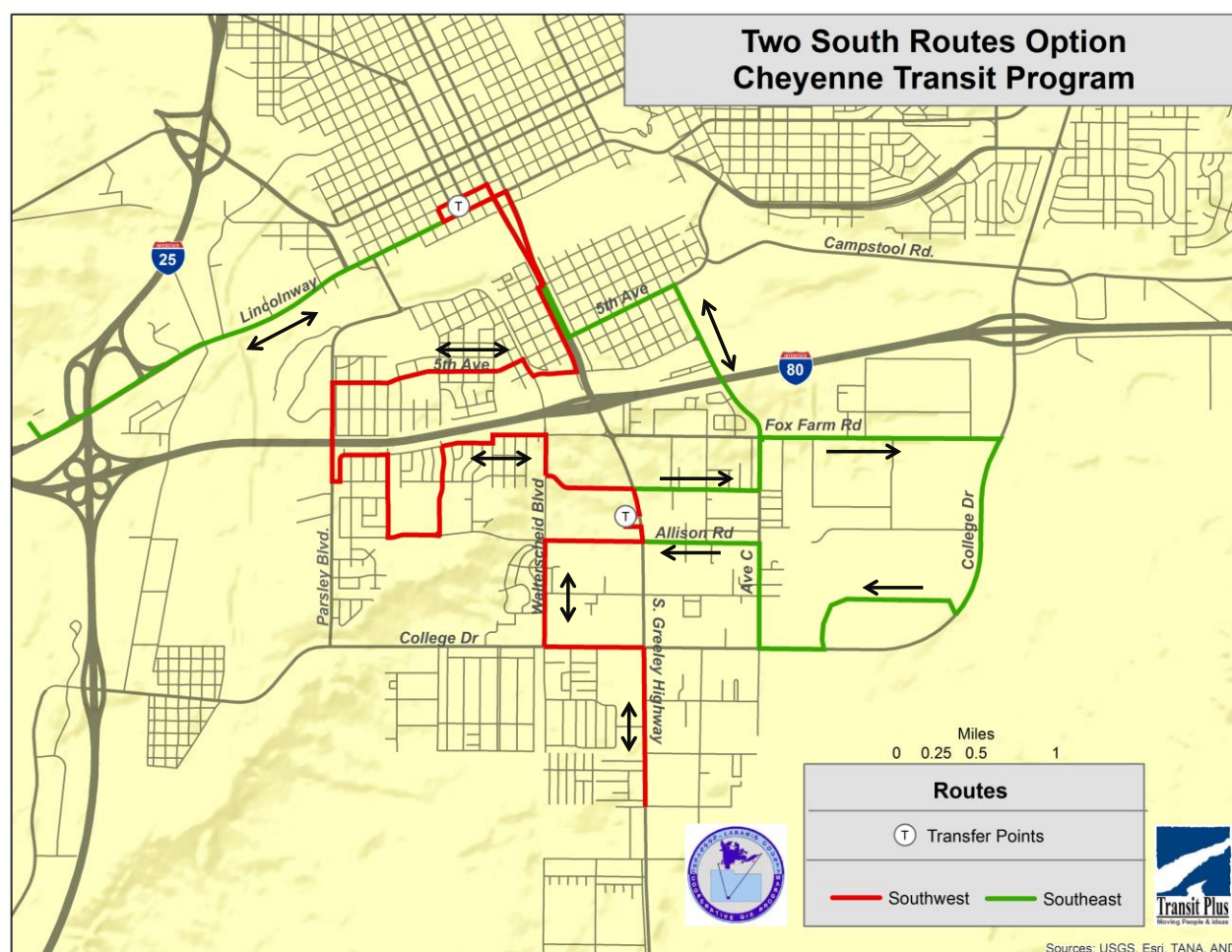


Figure 4.5 – Two South Routes Option



## SERVING A NEW SOUTH SIDE WALMART STORE

The City is considering development plans for a new south side Walmart store to be located on currently vacant land east of College Drive near Campstool Way. Early in the transit planning process it was recognized that it would be difficult to extend the existing East Route to the site without either additional operating resources or an offsetting reduction of service coverage on another route segment to maintain schedule integrity.

Given a lack of certainty concerning Walmart's timeline for constructing and opening a new South Cheyenne store, it was agreed that any proposal for new service would be deferred from the short-range recommendations into the medium to long range future.

## CONCEPTUAL ALTERNATIVES

The project team has developed two conceptual alternatives that are illustrative of a preferred future transit system in Cheyenne.

## ALTERNATIVE A: THREE-ROUTE NETWORK

Comprehensive restructuring of the CTP route network could entail reducing the number of routes from the current six to three longer routes as shown in **Figure 4.6**. Each route would operate within a 120-minute schedule cycle rather than the present 60-minute cycle, and supply one-way trips with a maximum length of approximately 52 minutes. Two buses would be deployed on each route to provide hourly service within a uniform service span that could be adjusted as demand warrants. Currently CTP fixed routes operate between 6:00 am and 7:00 pm on weekdays, and between 10:00 am and 5:00 pm on Saturdays. The downtown transfer point would be retained as an essential stop; however a reduced emphasis on the pulse transfer would reflect the ability for all CTP riders to secure a one-seat ride to the Frontier Mall retail district as well as downtown from anywhere in the fixed route service area.

### Route 1 - East / Dell Range

The East Route would be extended to cover the growing eastern area of Cheyenne including the Saddle Ridge community and the Dell Range Boulevard corridor east of College Drive. Shown in **Figure 4.7**, the preferred alignment would include two-way service in the East Lincolnway corridor; for example, near downtown the eastbound and westbound alignments would be brought together with two-way service on 17<sup>th</sup> Street, East Lincolnway and Omaha Road to Ridge Road at the Albertson's store. East of Ridge Road, the route would cover the existing route segment on Cleveland Avenue, East 14<sup>th</sup> Street and Taft Avenue in both directions, and extend east on Pershing Boulevard to Saddle Ridge. From Saddle Ridge Trail, the preferred alignment would turn west on US 30, north on Van Buren Road and west on Dell Range Boulevard toward the Frontier Mall retail district.

### Route 2 - West / Northeast

A combination of the most productive segments of the existing Northeast and West routes would form a second preferred alignment running predominantly east-west between Frontier Mall and Little America Hotel via Downtown Cheyenne. The concept shown in **Figure 4.8** would substantially replace the functions of the existing Downtown Route with bi-directional service on a common alignment connecting the Burke Senior High-Rise, Public Library, both Cheyenne Regional Medical Center (CRMC) campuses, the VA Medical Center, the Safeway store at Cole's Shopping Center, and the Albertson's store at East Pershing Boulevard and Ridge Road. The route also would continue to the Dell Range Boulevard retail district with two-way service on College Drive, Dell Range and Sheridan Street.

### Route 3 – Northwest / South

Similarly, a combination of the existing Northwest and South Routes with modification would form a third preferred alignment running primarily north-south and providing a direct bus connection between South Cheyenne and the Frontier Mall retail district. The

concept shown in **Figure 4.9** would improve travel times for many city residents in near-west side neighborhoods who currently access the West Route on Snyder Avenue because the Little America Hotel would be covered by Route 2 on West Lincolnway.



Figure 4.6 – Three-Route Network

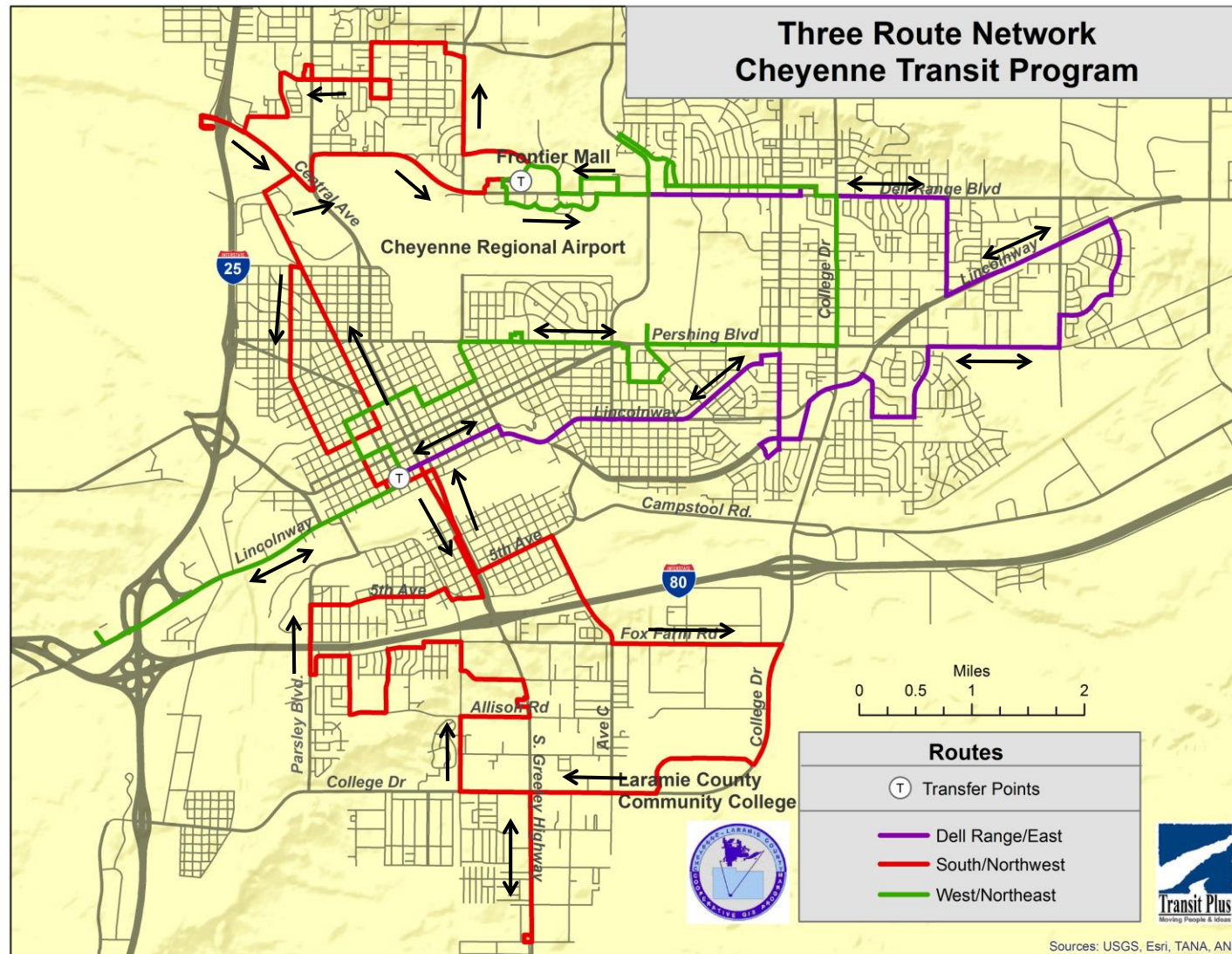
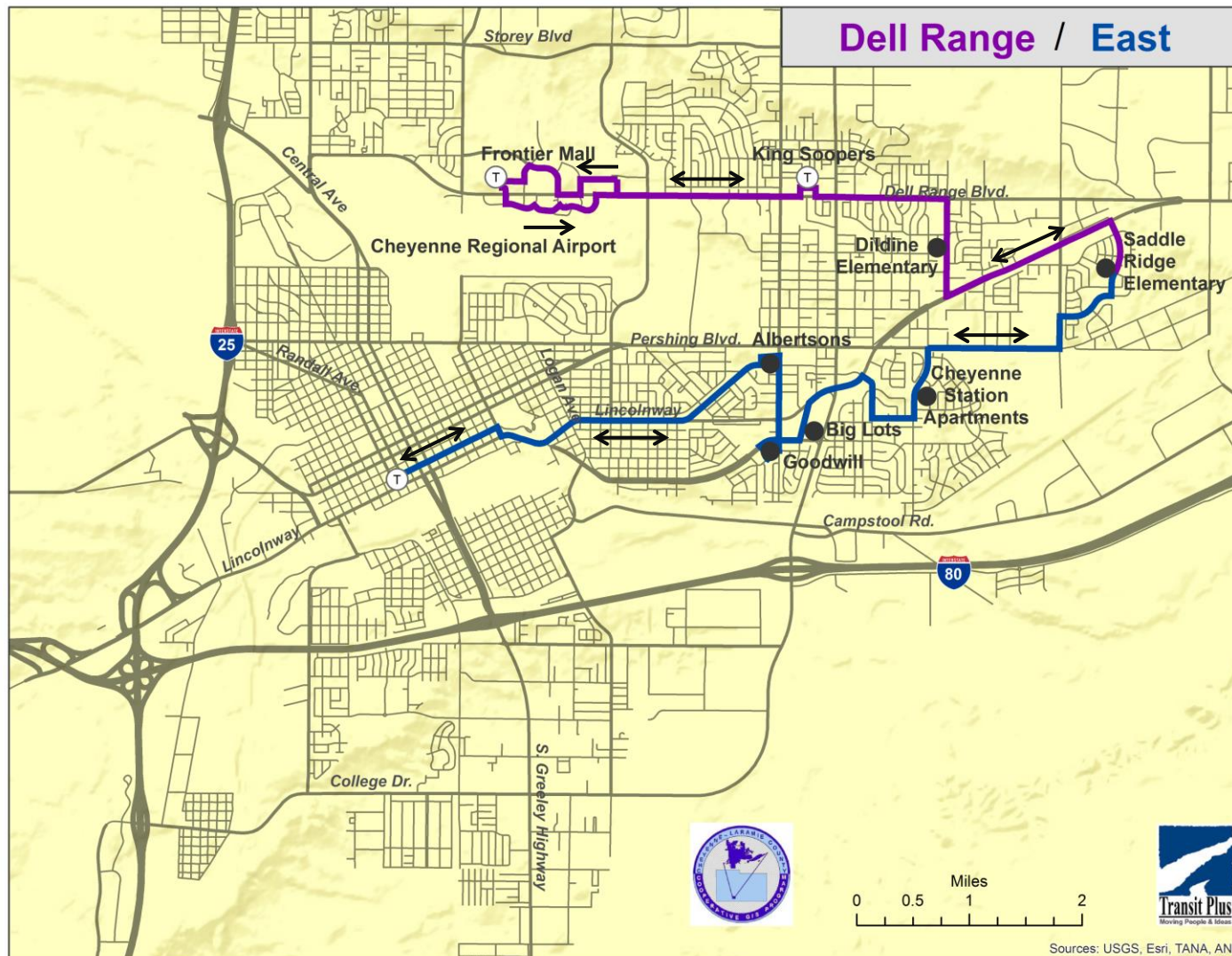


Figure 4.7 – Route 1 (Dell Range / East) Conceptual Alignment





# CTP Five-Year Transit Development Plan

Figure 4.8 – Route 2 (West / Northeast) Conceptual Alignment

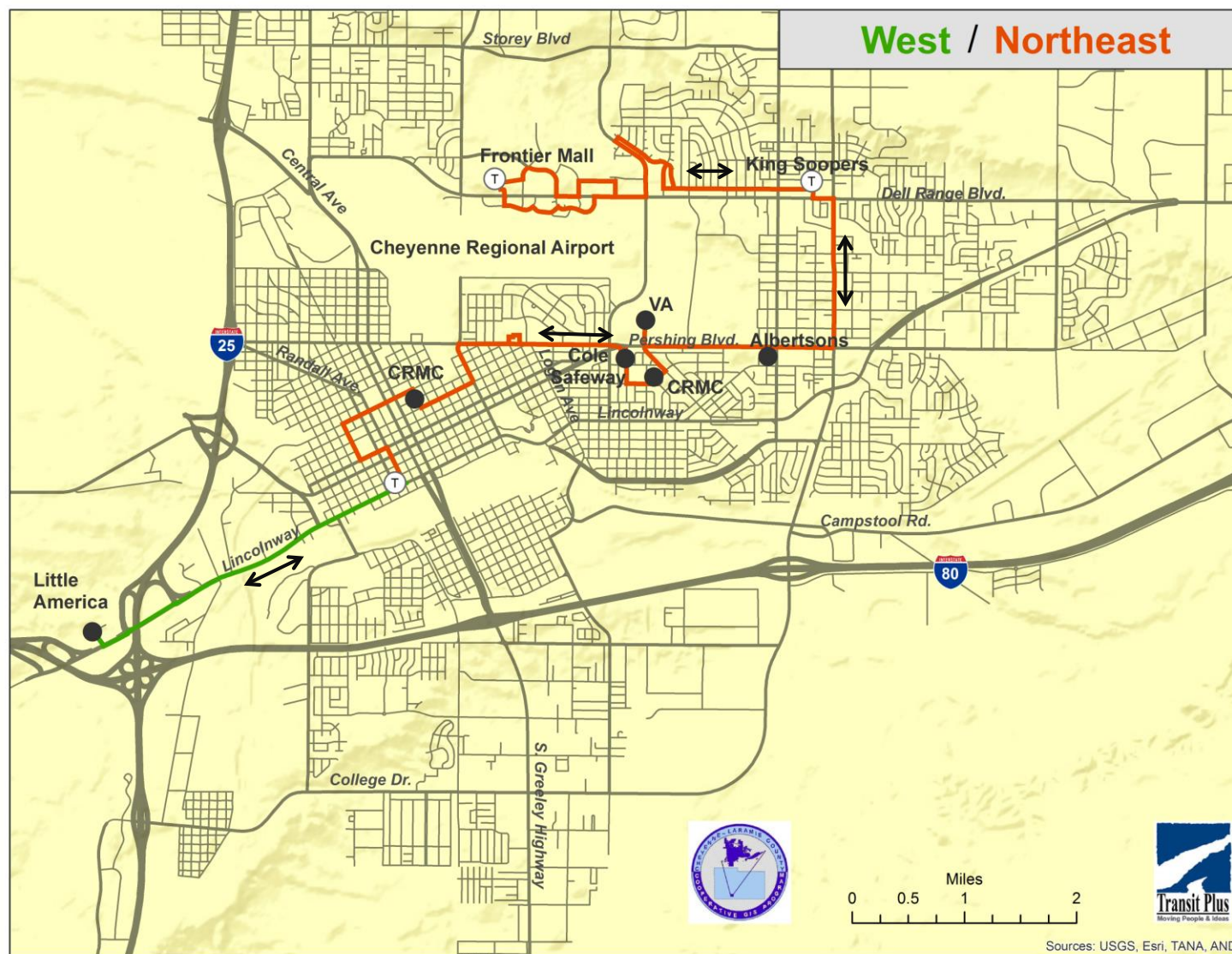
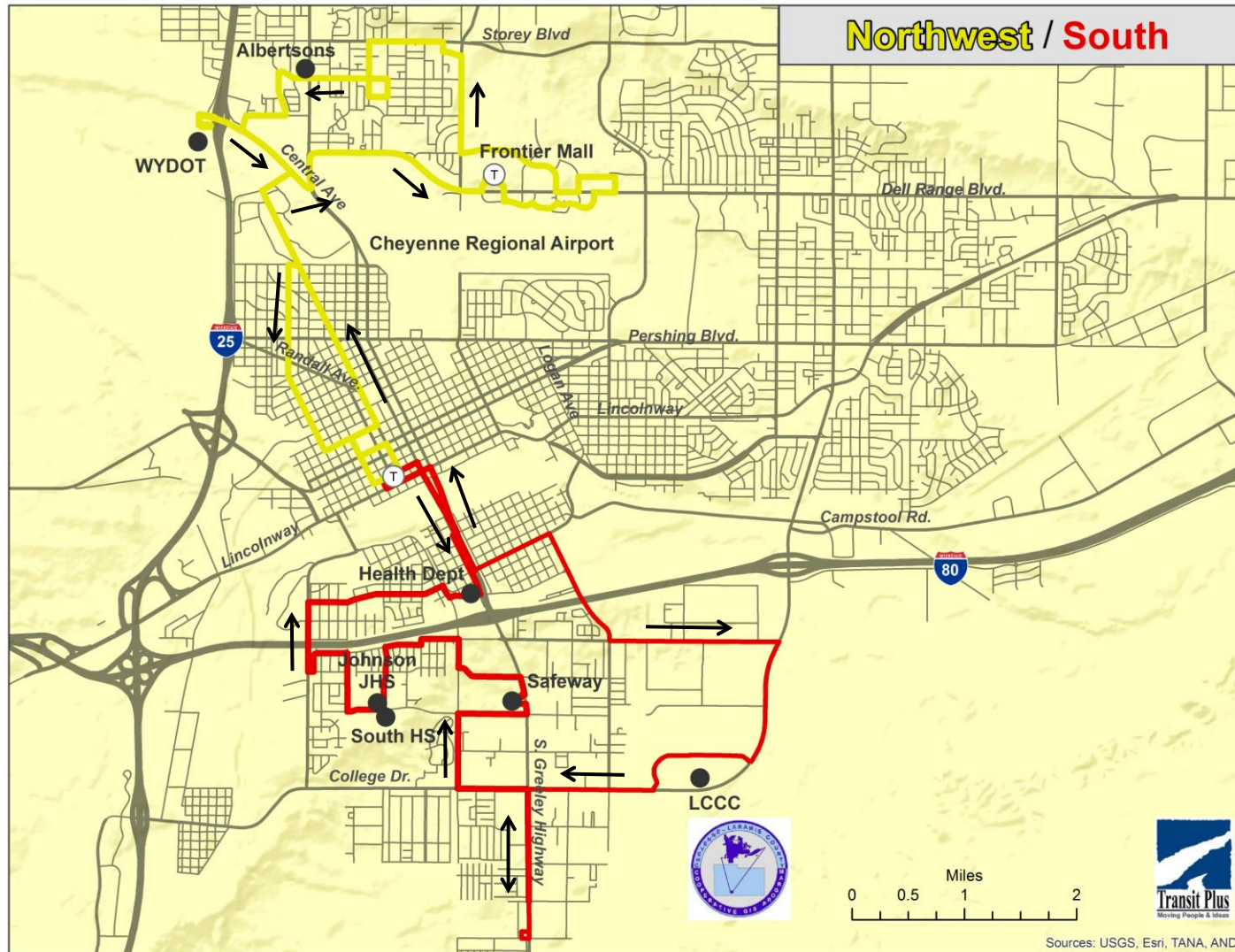


Figure 4.9 – Route 3 (Northwest / South) Conceptual Alignment



## ALTERNATIVE B: MODIFIED SIX-ROUTE NETWORK

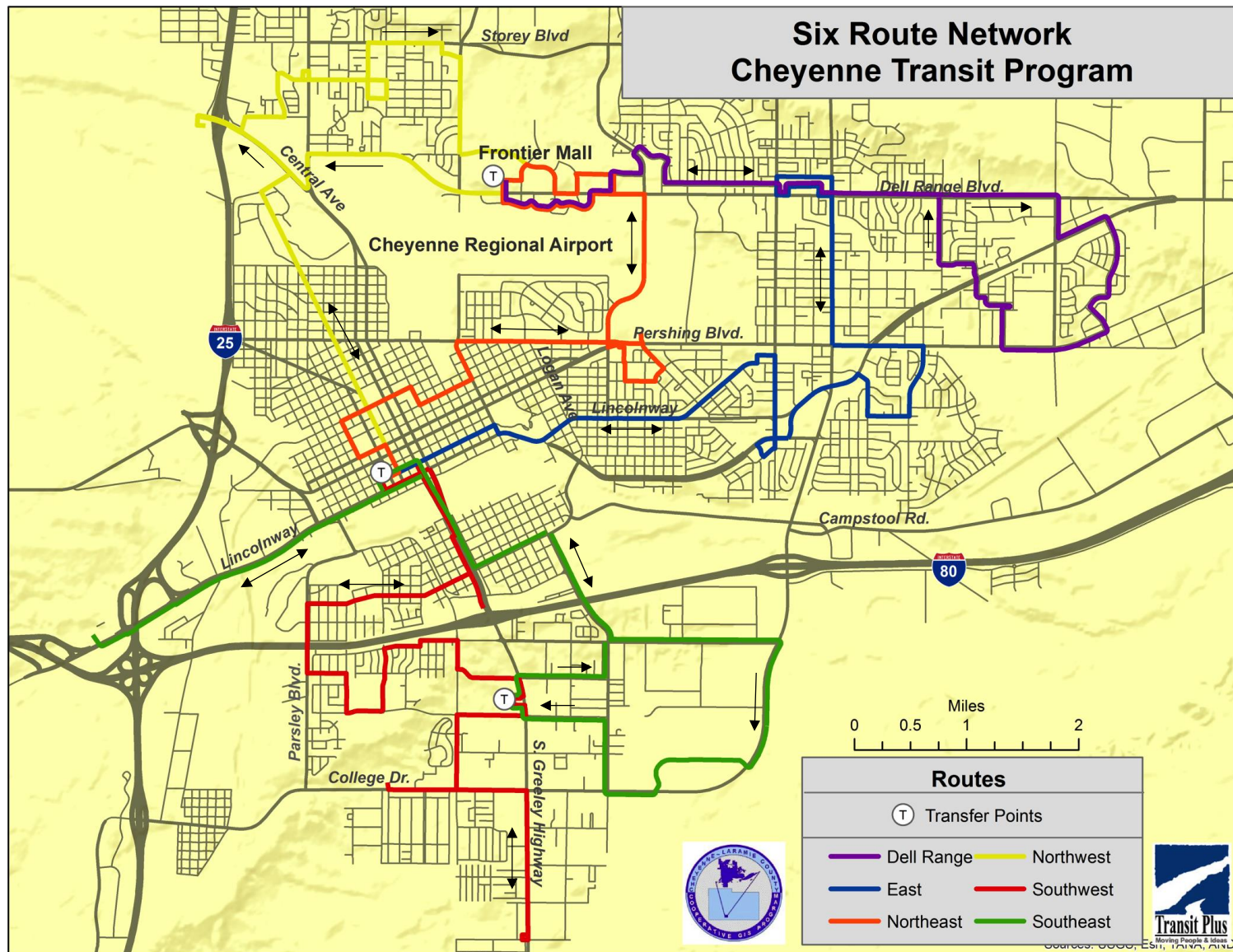
Another approach to restructuring would entail maintaining the number of routes at six, but eliminating the existing Downtown Route while making less dramatic changes to the five remaining routes. The resources of the Downtown Route would be redistributed to a new route running east from the Frontier Mall retail district to the presently unserved areas in eastern Cheyenne, including neighborhoods east of College Drive between Dell Range Boulevard and US 30, and Saddle Ridge. This route would be unique in that it would not directly serve Downtown Cheyenne. Key destinations that would be serviced include Dildine Elementary School, Prairie View Apartments on Eastland Court, and Saddle Ridge Elementary School.

Modifications to the five other routes also would be made to selectively increase direct routing and two-way operation on arterial and collector streets in central Cheyenne's mature neighborhoods. At a minimum, these adjustments would include providing alternative connectivity between origins and destinations currently covered by the Downtown Route. One-way loop routing would be maintained in outlying suburban and rural neighborhoods where population density is lower and pedestrian facilities are incomplete.

Each of the six routes would continue to operate within a 60-minute schedule cycle and require up to 52 minutes to complete a round trip, leaving approximately eight minutes per cycle for recovery time as at present. No significant change to service span and frequency are required to support the restructuring. Existing pulse transfer scheduling would continue to occur on 17<sup>th</sup> Street at Carey Avenue in downtown Cheyenne; however, the new Dell Range / Saddle Ridge crosstown route would connect to other routes at Frontier Mall rather than in Downtown. A system-wide concept for a modified six-route network appears in **Figure 4.10**.



Figure 4.10 – Conceptual 6-Route Network



## COST OF ALTERNATIVES

The project team looked at the cost of each alternative based on the net hourly costs of both fixed route and complementary paratransit shown in **Tables 3.4 and 3.5**. The net hourly 2012 rates of \$65.79 for paratransit and \$29.64 for fixed route services were used in our calculations and other costs were estimated. **Table 4.1** summarizes cost estimates for the recommended alternatives.

**Table 4.1 – Timing and Cost of Recommended Alternatives**

Alternative	Timeframe	Cost/Unit/Hour	Estimated Number of Units/Hours	Estimated Annual Cost
Technology Enhancements	2014			\$75,000
South Route Modifications	2014	N/A	N/A	N/A
East Route Modification	2015	N/A	N/A	N/A
Expand Curb-to-Curb (Saddle Ridge)*	2016	\$65.79	1039	\$68,356
Expand Coverage in South Cheyenne**	2017	\$30.21	3057	\$92,352
Serving a new South Side WalMart	2017	N/A	N/A	N/A
Three Route System	2018	N/A	N/A	N/A

*\*Note: hours are estimated at 4 hours per day, 5 days per week.*

*\*\*Note: hours are estimated at 11 hours per day, 5 days per week and 8 hours on Saturdays.*

The project team has recommended that technology upgrades be considered for CTP to better position the system for the future. Based on the desired functions expressed by CTP management, we estimate the base system to cost between \$50,000 and \$75,000 depending on manufacturer and features.

Immediate improvements that can be made to the South and East routes would simply re-direct existing resources, so there is no additional cost associated with these changes.

Expanding complementary paratransit service to include the Saddle Ridge area will cost nearly \$70,000 annually. The high unit cost of adding paratransit service is a disadvantage to this option; however, as the service is demand response, resources can be added gradually to accommodate growing demand.

We are unable to estimate the cost of adding service to include the anticipated new Walmart, since there are too many issues currently unresolved.

The conceptual alternative of a three-route system accomplishes the objectives that have been identified through the study, while adding no cost, as this alternative is based on more efficiently distributing existing resources rather than adding service.

## 5: SAFETY AND PERFORMANCE STANDARDS

This chapter offers safety and performance standards that are relevant in measuring current performance while introducing measures that allow decision-makers to view the performance of individual routes and services. Common elements of safety and performance measurement include:

- *Service delivery:* How well is an agency delivering the service it promises on a day-to-day basis, and how well is it meeting customers' expectations? Factors include the reliability of service, the quality of customer contacts with agency staff, passengers' physical comfort while using transit, and the achievement of promised service goals.
- *Travel time:* How long does it take to make a trip by transit, particularly in comparison to other modes? Results can be reported by themselves, aggregated by the number of people (e.g., person-minutes of delay), or converted to a monetary value.
- *Safety and security:* What are passengers' perceptions, as well as the realities, of the risks of being injured (safety) or becoming the victim of a crime (security) while using transit?
- *Maintenance:* Certain aspects of an agency's maintenance program affect passengers' perceptions of service quality. A vehicle breaking down while in service impacts passengers' travel time for that trip and their overall sense of system reliability. Having insufficient spare buses available may mean that some trips are not made; dirty buses may suggest to passengers a lack of attention to less-visible aspects of transit service, while window etchings may suggest a lack of security.

The project team endeavored to develop a process that can be used by CTP to prepare a performance-measurement system that is sensitive to customer oriented and community issues. This process provides a context, or framework, to select and apply appropriate performance indicators and measures that are integral to transit system decision-making. This way, CTP performance can be defined, measured, and interpreted based on CTP's specific goals and objectives

### SAFETY STANDARDS

The importance of safety in transit operations cannot be understated and the FTA has made a point of focusing on safety through compliance programs and standards. Accidents per 100,000 miles is the industry standard for gauging safe operation, with approximately 2 accidents per 100,000 miles as the national average.

## CALCULATING ACCIDENT RATIOS

CTP currently has an excellent safety record that far exceeds most national standards for safety. Nationally, accident rates are measured by accidents per 100,000 miles and are determined as follows:

$$\frac{\text{Total Annual Accidents} \times 100,000}{\text{Total Annual or Period Miles}}$$

For instance, if CTP operates 500,000 annual miles and has 3 accidents in a given year, the accident rate per 100,000 miles is calculated as follows:

$$\frac{3 \times 100,000}{500,000} = .6 \text{ accidents/100,000 miles}$$

## SAFETY PROGRAM SUGGESTIONS

As highlighted, CTP has an excellent safety record that is worthy of consistent mention throughout the community. The organization has a strong safety culture that is supported by the results. Additionally, CTP management annually recognizes drivers with safe operating records at an awards banquet that helps to support that culture. In order to maintain the safety standard that defines CTP and develop a platform for safety performance moving forward, it suggested to:

- Adopt the accident per 100,000-mile ratio and integrate it into monthly or periodic reports that are distributed to elected officials.
- Adopt the 100,000-mile ratio for non-accident incidents. Incidents include things such as altercations with passengers
- Begin tracking the frequency of Worker's Compensation claims per 100,000 hours worked.

## SECURITY

Passenger security is generally not an issue in Cheyenne; however, CTP has implemented a number of security initiatives that are effective in keeping the passengers secure. CTP has installed cameras on all vehicles and at the transfer center and has worked with the Cheyenne Police Department to gain additional patrolling at the transfer center.

## SYSTEM PERFORMANCE STANDARDS

Performance standards for operations originate from a number of sources including regulatory and grant compliance, the National Transit Database (NTD), the Americans with Disabilities Act (ADA), external reporting, budgeting, and overall system evaluation.



It is critically important that CTP focus first on standards that are required and then on standards that are important to CTP and the community. At a minimum, the following performance indicators should be tracked and reported:

- Passengers per revenue hour (NTD) – measures the number of passengers carried per revenue hour. Revenue hours do not include vehicle inspection, fueling, or deadhead hours and count only the time that a vehicle is in service and carrying passengers.
- Passengers per vehicle mile (NTD) – counts the number of passengers carried per vehicle revenue mile. Revenue miles do not include vehicle inspection, fueling, or deadhead hours and count only the miles that a vehicle is in service and carrying passengers.
- Farebox recovery ratio (NTD) – measures the percentage of operating expense that is recovered through the farebox. Typically, rural and small urban systems will recover between 8 and 15 percent of costs through fares.
- Cost per passenger (NTD) – measures the cost to transport each passenger and is acquired by dividing the total annual operating budget by the total number of annual passengers.
- Missed Trips (ADA) – The ADA does not allow missed trips for any agency providing complementary paratransit.
- Miles between road calls (FTA) – is an effective measure of preventive maintenance and maintenance programs. The greater the distance between road calls, the more effective the maintenance programs.
- Preventive Maintenance Plan adherence (FTA) – the FTA suggests that all preventive maintenance be completed within 10% of the mileage for scheduled preventive maintenance.

The information to effectively monitor and report these performance standards is generally available through data currently being generated. However, it is equally important to establish reporting protocols that are based on receiving regular information to aid in management decision-making and for reporting to elected bodies. **Table 5.1** summarizes the recommended performance measures and introduces benchmarks that are based on national averages.

**Table 5.1 – Recommended Performance Standards**

Standard	Suggested Standard	Current System Performance	Adopting the Standard
Farebox Recovery	15%/8%	14%/7%	Continue tracking/reporting
Productivity - Fixed Route	12.0 Passengers per hour	11.4 Passengers per hour	Continue tracking/reporting
Productivity - Curb to Curb	3.0 Passengers per hour	2.6	Continue tracking/reporting
Service Efficiency	Operating cost does not exceed CPI for the region	Unknown	Begin tracking/reporting
On-time Performance	95% of all vehicle trips are completed on time.	Unknown	Begin tracking/reporting
Missed Trips	0 - There shall be no missed trips on the curb-to-curb service	Zero	Maintain tracking/reporting
Accidents per 100,000 miles	>1.0 per 100,000 miles	> 1.0 per 100,000 miles	Maintain tracking/reporting
Incidents per 100,000 miles	>1.0 per 100,000 miles	Unknown	Begin tracking/reporting
Worker's Comp Claims per 100,000 hours worked	>2.5 per 100,000 hours	Unknown	Begin tracking/reporting
Miles between Road Calls	10,000 or greater	Unknown	Begin tracking/reporting
Preventive Maintenance	PM completed within 10% of scheduled mileage	Unknown	Continue tracking/reporting

Looking to the future, it is equally important to adopt route productivity standards (farebox recovery and productivity) that allow for prioritization when facing service cuts or contemplating route restructure or realignment. For example, routes that are not meeting the passenger per hour standard of 10.0 (a reasonable low-end target for rural and small urban routes) may be considered for elimination or realignment.

In summary, it is important to adopt standards that meet regulatory expectations as well as provide CTP staff and local decision-makers with the tools necessary to effectively gain a snapshot of how CTP is performing. Also, the effective use of performance standards allows managers to pinpoint specific areas for improvement. It is recommended to adopt, at a minimum, the above referenced performance standards while adding others that are deemed important to CTP and its stakeholders as the system progresses.

# APPENDIX A: PUBLIC INVOLVEMENT

## PROCESS

Understanding the community's transportation needs and priorities is an important part of the TDP update process. Therefore, an active public involvement plan is in place to engage and enliven stakeholders through activities highlighted in **Table A.1**.

**Table A.1 – Public Involvement Plan Summary**

Cheyenne Transit Program Public Involvement Plan			
Item/Action	Quantity	Date(s) - Approximate	Expected Outcome
Public Service Announcement	3	3/4, 4/22, 5/20	Public awareness of plan process from inception to final study report.
Steering Committee Meetings	4	2/12, 3/26, 4/22, 6/5	Objectives, alternatives evaluation, final study document.
Rider Surveys	300	3/5-3/6	Rider origin/destination, satisfaction information.
Non-rider Surveys*	300	3/19 – 4/19	Gain understand of community transportation wishes and perceptions.
Meetings with Staff/Field Work	5	1/24, 2/11, 2/12, 3/22, 4/22	Gain passenger and bus operator perspective, view system in operation.
Public Open Houses	2	4/23, 5/22	Gain general public feedback on system conditions and alternatives.
ADA Sidewalk Inventory	3	1/22, 2/12, 3/22	Review and rate sidewalk inventory along current routes and proposed alternative routes.
Project Deliverables			
TM1 - Existing Conditions		4/4	Review existing conditions, discuss issues.
TM2 - Alternatives		5/22	Present alternatives for discussion.
Final Study Presentation		6/5	Present final study.

# PUBLIC INVOLVEMENT ACTIVITIES

## INTERNAL STAKEHOLDERS

Key internal stakeholders included the Project Steering Committee, MPO and City staff, CTP management and operations staff, elected officials, as well as CTP customers. In general, internal stakeholders have a higher level of system knowledge and system ownership than the non-riding general public.

### Steering Committee



The steering committee, which consisted of representatives of CTP, the MPO, WYDOT, FHWA, city and county planning staff and member of the Cheyenne Transit Advisory Committee provides a cross section of community interests that also includes interested community advocates. The project team met with the steering committee formally on three separate occasions to kick off the project, present existing

conditions and discuss preliminary alternatives, and to present chosen alternatives. Additionally, project team members met informally with active steering committee members who had sufficient time and interest throughout the process. A list of steering committee members can be found in **Table B.2**.

**Table B.2 – Steering Committee Members**

Cheyenne Transit Program 5-Year DP Steering Committee		
Cheyenne Transit	Joe Dougherty	<a href="mailto:jdougherty@cheyennecity.org">jdougherty@cheyennecity.org</a>
Cheyenne Transit	Kevin Trimmer	<a href="mailto:ktrimmer@cheyennecity.org">ktrimmer@cheyennecity.org</a>
Cheyenne Transit	Rena Eording	<a href="mailto:rjording@cheyennecity.org">rjording@cheyennecity.org</a>
WYDOT Local Gov. Coordinator	Talbot Hauffe	<a href="mailto:talbot.hauffe@wyo.gov">talbot.hauffe@wyo.gov</a>
FHWA	Jeff Purdy	<a href="mailto:jeffrey.purdy@dot.gov">jeffrey.purdy@dot.gov</a>
County Planning	Gary Kranse	<a href="mailto:gkranse@laramiecounty.com">gkranse@laramiecounty.com</a>
Cheyenne Planning and Development	Brandon	<a href="mailto:bcammarata@cheyennecity.org">bcammarata@cheyennecity.org</a>
City Public Works	Jim Elias	<a href="mailto:jelias@cheyennecity.org">jelias@cheyennecity.org</a>
MPO	Tom Mason	<a href="mailto:tmason@cheyennecity.org">tmason@cheyennecity.org</a>
	Nancy Olson	<a href="mailto:nolson@Cheyennecity.org">nolson@Cheyennecity.org</a>
Cheyenne Transit Advisory Board	Phil Griggs	<a href="mailto:pgriggs02@q.com">pgriggs02@q.com</a>
	Scott Thomas	<a href="mailto:cardnal53@bresnan.net">cardnal53@bresnan.net</a>
	Frank Dennis	<a href="mailto:fjdennis42@hotmail.com">fjdennis42@hotmail.com</a>

## MPO and CTP Staff

The project team maintained regular communications with MPO and CTP staff throughout the process, working collaboratively with the leaders and staff of both organizations as we built consensus on alternatives. Meetings with MPO and CTP management staff took place frequently, with informal meetings conducted each time a member of the TransitPlus team was in Cheyenne. Additional communication took place throughout the project beginning with data requests and culminating in direct input on alternatives.

The project team met frequently with MPO staff throughout the planning process, including:

- An initial meeting to discuss objectives and methodology on January 24<sup>th</sup>, 2013.
- A subsequent introductory meeting on February 12<sup>th</sup> that included three members of the project team and both the MPO Director and MPO Planner (Project Manager) leading the project.
- An individual meeting between the TransitPlus Project Manager and MPO Project Manager to discuss project timing, some initial considerations, and details of the ADA bus stop component of the plan took place on February 22<sup>nd</sup>.
- On May 2<sup>nd</sup>, the lead service planner on the project team, David Sharfarz, met with MPO and CTP staff to discuss some alternatives for the system, allowing an opportunity for feedback and comments.

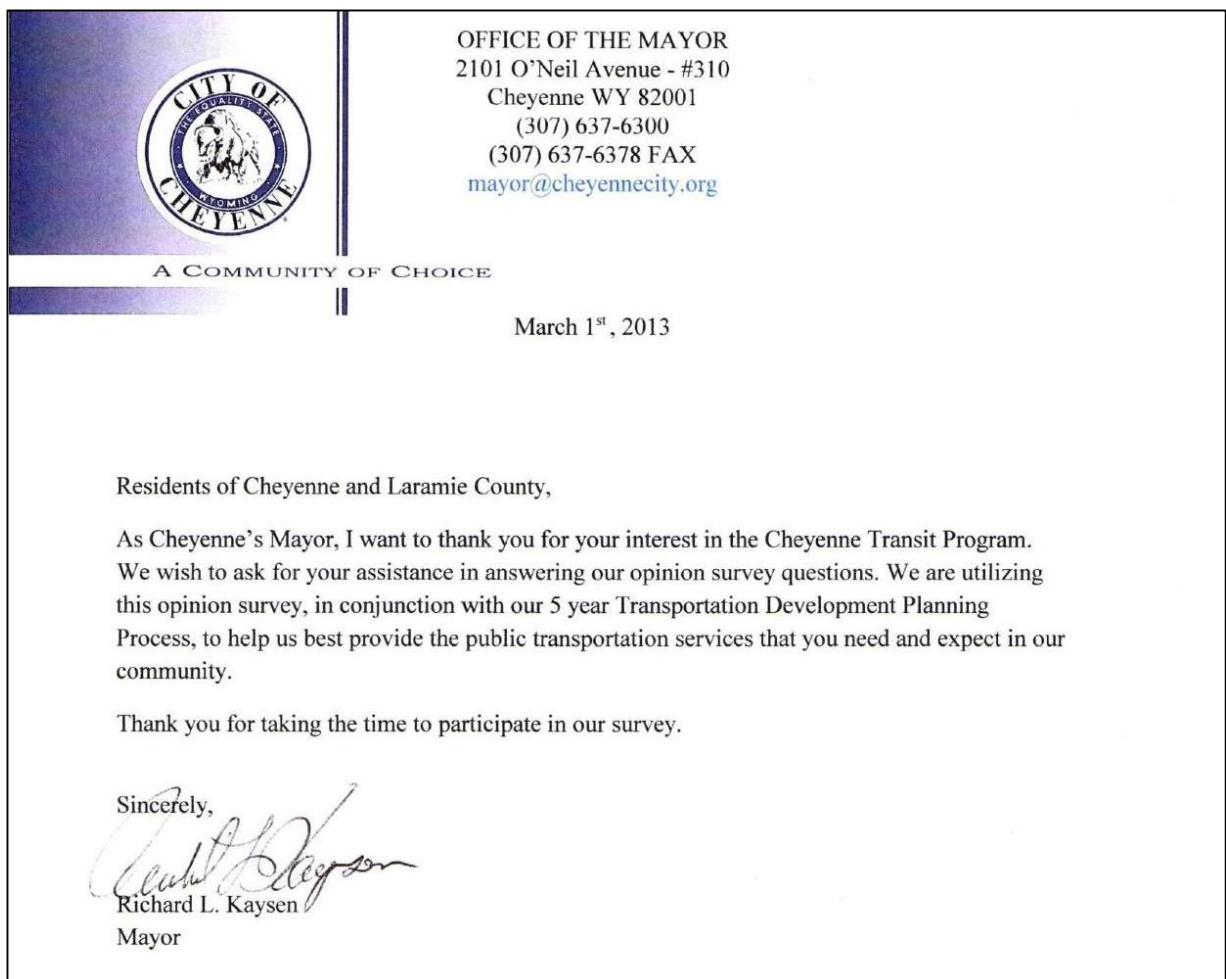
CTP supervisors, dispatchers and bus operators were included throughout the process as well, both formally and informally. Project team members met with supervisory and management personnel individually as well as in an operational format (dispatch observations).

- On January 24<sup>th</sup>, the TransitPlus Project Manager met with the CTP Director, Assistant Director and Lead Driver to gain base level perspective of transit issues, area geography, and operational procedures.
- Two members of the project team met with the CTP Director on February 11<sup>th</sup> to further discuss issues and gain local perspective. Additional informal meetings took place on February 12<sup>th</sup>, prior to the Steering Committee meeting.
- The TransitPlus Project Manager met with CTP Director on February 22<sup>nd</sup> for brief discussions on policy and procedures. Additionally, the Project Manager spent several hours observing dispatch operations and gaining insight from the two dispatchers.
- On April 23<sup>rd</sup> the entire CTP staff was invited to participate in the public meeting that was held at the Laramie County Library and had the opportunity to interact with their riders and receive feedback on the system.

## CTP Passengers

Passengers that regularly use the CTP system were asked for opinion and direction the whole length of the study. On March 4<sup>th</sup>, 2013, surveys created by the project team were distributed to CTP passengers inquiring about common origins and destinations, likes and dislikes, and suggestions for improvement. A letter accompanied the survey from the Mayor of Cheyenne, Richard Kaysen, (**Figure B.1**) asking riders for their cooperation and thanking them for their time. Volunteers distributed surveys during each of the 13 runs on each of the six routes. The team acquired nearly 500 surveys, which represents more than 50% of the total daily ridership, providing a solid statistical sample. The team also conducted random ride-alongs during the length of the study to gather subjective information from CTP riders regarding system improvement.

**Figure B.1 – Survey Letter from the Mayor of Cheyenne**



## FIELD AND OPERATIONS ACTIVITIES

The public involvement process includes the internal stakeholder group (staff, bus riders) with the highest level of knowledge of the system. These groups were reached through field activities and focus group meetings.

### Focus Group Meetings

Meetings with drivers, dispatchers and CTP management took place frequently and informally throughout the study period. These meetings were semi-structured in terms of asking questions that are pointed at establishing specific areas of improvement for the system. Focus group meetings occurred each time the project team was in Cheyenne. Focus Group meetings included:

- A preliminary meeting between TransitPlus project team members and bus operators took place on February 12<sup>th</sup> in an informal setting at the bus maintenance facility. The team probed the operators for what is working and what presents problems. Consistent issues identified included the need for additional service in the south (Red Route), later service, and bi-directional service. Additionally, the concepts of removing stops or “polyps” from the system and/or more direct routing were discussed with drivers in some detail. Initial reactions to removing stops or areas and direct routing were mixed, with some operators citing the need to service all stops currently in the system.
- On February 22<sup>nd</sup>, the TransitPlus Project Manager met with all bus operators at an annual safety awards banquet to discuss plan objectives and progress. Resulting conversation was centered on design standards for pull-ins, lighting (lack of) at bus shelters, and bus stop issues including accessibility.



bus

### Ride-alongs

Members of the project team conducted system ride-alongs on all routes from January 24<sup>th</sup> through February 12<sup>th</sup> to make general observations, witness the system in operation, and converse with passengers and bus operators to gain further information and perspective. Ride-alongs were conducted at each project team visit until sufficient knowledge of the working system was acquired.



## GENERAL PUBLIC AND NON-RIDERS

It is generally more difficult to obtain information from the non-riding general public as they are affected much less directly by the workings of the transit system. TransitPlus engaged the general public through electronic surveys and public open houses.

### Electronic Survey

The project team developed an electronic non-rider survey that was distributed on March 19<sup>th</sup> and was available on-line for four weeks, at which time 244 responses were received. The survey was designed to capture information that tells why non-riders do not use the system and what can be improved in order for them to utilize the system. As seen in **Figure B.3**, the survey was advertised through Public Service Announcements detailing project milestones and objectives. Additionally, the MPO and CTP developed an e-mail list for e-mail blasts to defined stakeholder and general public groups.

**Figure B.3 – Public Service Announcement**



### Public Open Houses

TransitPlus hosted two public open houses to gain feedback from the general public. The open houses were scheduled for approximately 3 hours in the late afternoon to early evening to allow maximum participation. The open house meetings were scheduled after existing conditions were completed and again to discuss alternatives that were developed through the process. Open house meeting times, dates and locations were advertised through the local media via Public Service Announcements, MPO staff assistance, and to bus passengers on board the bus. The first public open house was held on April 23<sup>rd</sup> and included information on existing conditions and were able to see some preliminary designs for the route alternatives. The project team spoke personally with members of the public that attended and recorded comments and suggestions regarding possible alternatives. The final public open house was held August 27<sup>th</sup> and included information on the proposed alternatives that were crafted by using a combination of project team analysis based on industry best practices and the comments and suggestions we received from the public.

## APPENDIX B: ADA BUS STOP EVALUATION

Pedestrian facilities such as sidewalks, mixed use trails, crosswalks and ADA curb cuts are important components in connecting passengers with CTP bus stops. As part of the Five Year Transit Development Plan, the project team assessed the ADA and passenger accessibility to the twenty-five (25) most used stops in the CTP system as well as three (3) stops that were identified by the Cheyenne Mayor's Council on Disability Issues that were not included in our original list.

### OVERVIEW OF CHEYENNE PEDSTRIAN NETWORK

Pedestrians and bus system passengers in Cheyenne experience a wide range of conditions ranging from a solid downtown network that includes pedestrian amenities, lighting and paved crosswalks to difficult conditions walking adjacent to high speed traffic on paved roadway shoulders in industrial areas.

The East Central Cheyenne area north of U.S. 30 has a sidewalk network that is mostly complete, with very good infrastructure in the neighborhood near Dildine Elementary School. Eastern Cheyenne has very few sidewalks, with pedestrians relegated to shoulders on high speed/high volume roadways, making pedestrian travel difficult.

Downtown Cheyenne exhibits a complete pedestrian network with sidewalks that are five or more feet wide, are in good condition, have curb cuts, and possess few cracks and broken sidewalk. The network directly west of downtown has sidewalks that are three to four feet wide, but have few network gaps. Central Cheyenne maintains a mostly complete pedestrian network, with sidewalks of three to four feet at least on one side of the street, though there are areas with poor network connectivity on Nationway, North College Drive and East Lincolnway.

South Central Cheyenne, which includes the areas south of downtown, have mostly complete pedestrian networks, with sidewalk widths of between 3.5 and 5 feet. South Cheyenne includes many roadways that do not have sidewalks and those that do have them are generally less than five feet wide, though there are complete sections of 5-foot sidewalks on both sides of the Greeley Highway north of East College Drive.

The City of Cheyenne has made recent strides in retrofitting decaying or non-existent intersection curbing with ADA compliant curb cuts, as well as sidewalk and concrete repairs when requested. It is anticipated that a rating of pedestrian and ADA access of facilities that provide access to key bus stops will further support this effort.

### METHODOLOGY AND STANDARDS

Through discussions with the MPO Project Manager, the TransitPlus team was able to establish the parameters and objectives of the ADA stop evaluation and developed a

matrix for “grading” the stops and corresponding pedestrian network within ¼ mile of each stop. It was agreed that the following elements would be considered in determining developing a rating matrix and assigning grade for each chosen stop:

- Sidewalk connectivity with potential transit origins and destinations and residential neighborhoods
- The existence of effective ADA curb cuts to accommodate wheelchairs
- Bus stop and shelter accessibility
- Cross walk signal timing at major intersections

Though the discussion did not touch on all characteristics that were eventually used in rating the ADA and pedestrian infrastructure, it formed the basis for the matrix. The rating matrix is shown in **Table B.1**.

**Table B.1 – Bus Stop Access Rating Matrix**

Characteristic	LOS A	LOS B	LOS C	LOS D	LOS F
Sidewalk Present?	Y	Y	Y	Y	N
Attached/Detached	A	D	D	D	D
Width of sidewalk 1=<5' 2=>5'	5	<5	<5	<5	<5
Grade (Steep, Uneven, Level)	L	L	L	S/U	S/U
Condition (Good, Crumbled, Broken, Missing)	G	G	G	C/B	C/B/M
Crosswalk (Y/N)	Y/N	Y/N	Y/N	Y/N	Y/N
Signal (Y/N)	Y/N	Y/N	Y/N	Y/N	Y/N
Signal Timing to ADA (Y/N)	Y/N	Y/N	Y/N	Y/N	Y/N
Curb Cut (Y/N)	Y	Y	Y	Y	N
ADA Standard Curb Cut? (Y/N)	Y	Y	N	N	N
Ramp Accessibility (Y/N)	Y	Y	Y	Y	N
Obstructions (Y/N)	N	N	Y/N	Y	Y
Lighting (Y/N)	Y	N	N	N	N
% Paved	100	100	75	50	<50
% Unpaved	100	100	75	50	<50

The system provides ratings for Level of Service Standards using an A through F scale. Sidewalk connections, locations, width, grade, condition and curb cuts were reviewed, as well as signals, crosswalks, signals, lighting, and ADA stop accessibility.

The project team conducted extensive video and field review of the network to gain firsthand knowledge of the ADA conditions of high usage bus stops.

## RATING THE FACILITIES

The total of 28 stops reviewed represents nearly 30% of all stops in the system and given the placement of complementary and nearby stops within the system, the geographical coverage of the stop inventory covers nearly 45% of the total stops. **Table**

**B.2** depicts the rating of the individual stops assessed, while **Table B.3** shows the detailed information taken from each stop to produce the ratings.

**Table B.2 – Accessibility Ratings of Selected Stops**

Stop	Location	Rating
Dunn & Alexander (Holliday Park)	Near-side (SW Corner)	B
Burke High Rise	Mid-Block	B
Library East	Mid-Block	C
2701 E 13 <sup>th</sup>	Mid-Block	C
411/615 Storey	Mid-Block	B
604 Shoshoni	Mid-Block	D
WYDOT	Mid-Block	B
Walmart		B
Wyoming Family Practice		B
Target	Mid-Block	C
Frontier Mall	Mid-Block	C
Albertsons Yellowstone	Mid-Block	C
Albertsons Pershing	Mid-Block	D
Cole Safeway	Mid-Block	D
Comea Shelter	Near-side (SW Corner)	B
CRMC West	Inside-Corner	B
Goodwill	Mid-Block	B
King Soopers	Mid-Block	B
Kohl's	Mid-Block	B
LCCC		F
Peak Wellness		D
Pinewood	Mid-Block	C
VA Hospital		D
College & Pershing	Far Side	C
Airport		C
Pershing & Morrie		C
Ridge & Rawlins		C
Converse & Babe Ruth Complex		D





Table B.3 – Detailed Accessibility of Selected Bus Stops

(Stop) Location	Measurements 100 feet from actual Stop location														% Paved	Paved Material	% Unpaved	Unpaved Material	Additional Comments	
	Sidewalk Present?	Attached/Detached	Width of sidewalk 1=<5' 2=>5'	Grade (Steep, Uneven, OK)	Condition (Good, Crumbled, Broken, Missing)	Crosswalk (Yes/N)	Signal (Yes/N)	Signal Timing to ADA (Yes/N)	Curb Cut (Yes/N)	ADA Standard Curb Cut? (Yes/N)	Ramp Accessibility Yes (Yes/N)	Lighting Available (Yes/N)	Obstructions (Yes/N)							
Dunn & Alexander (Holiday Park) *Near-side (SW Corner)	NW	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A	0%	Concrete	100%	Akwardly Shaped Intersection. Ramp Accessibility: Sidewalk does not meet 57" requirement.		
	SW	Yes	Attached	1	OK	Good	No	No	N/A	Yes	No	Yes	Yes	No	100%	Concrete	0%			
	NE	Yes	Attached	1	OK	Good	No	No	N/A	No	No	Yes	No	No	100%	Concrete	0%			
	SE	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	N/A	0%	Concrete	100%			
19th-to-Stop	R-Side	Yes	Attached/Detached	2	OK	Good	No	No	N/A	Yes	No				50%	Concrete	50%	L-Side: Sidewalk is attached for 50% of the way, then is detached until it reaches the corner		
	L-Side														100%	Concrete	0%			
Stop-to-16th/Logan	R-Side	Yes	Attached	1	OK	Good	No	No	N/A	Yes	No				100%	Concrete	0%	Small island SE of stop has no curbing. R-side: Curb cuts are located on sidewalks that are too narrow to be ADA compliant.		
	L-Side														100%	Concrete	0%			
Burke High Rise	*Mid-block																	Measured from actual pick-up location at front door of Burke Tower to the street. Ramp Accessibility: Sidewalk does not meet 57" requirement.		
	To Driveway	Yes	Attached	2	OK	Good	No	No	N/A	N/A	N/A	N	Yes	N	100%	Concrete	0%			
O'Neil-to-Stop	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Detached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
Stop-to-Pioneer	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Detached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
22nd/Reed-to-Stop	R-Side	80%	Attached/Detached	1 & 2	Ok	Broken & Good	No	No	N/A	Yes	See Comments				80%	Concrete	20%	Broken Asphalt/Concrete	No curb cuts and broken asphalt/concrete for 1st block, fine after that.	
	L-Side	80%	Attached/Detached	2 & 2	Ok	Broken & Good	No	No	N/A	Yes	See Comments				80%	Concrete	20%			
Stop-to-22/Central	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Attached	3	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
Library East block	*Mid-block																			Measured 100 feet from the actual pick up location.
	100 Feet	Yes	Detached	2	OK	Good	No	No	N/A	Yes	Yes	Yes	No	No	100%	Concrete	0%			
O'Neil-to-Stop	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Detached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
Stop-to-Pioneer	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Detached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
22nd/Reed-to-Stop	R-Side	80%	Attached/Detached	1 & 2	Ok	Broken & Good	No	No	N/A	Yes	See Comments				80%	Concrete	20%	Broken Asphalt/Concrete	No curb cuts and broken asphalt/concrete for 1st block, fine after that.	
	L-Side	80%	Attached/Detached	1 & 2	Ok	Broken & Good	No	No	N/A	Yes	See Comments				80%	Concrete	20%			
Stop-to-22/Central	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Attached	3	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
2701 E 13th block	*Mid-block																			Measured 100 feet from actual pick-up location. Ramp Accessibility: Sidewalk does not meet 57" requirement
	100 Feet	Yes	Attached	2	OK	Good	No	No	N/A	No	No	No	No	No	100%	Concrete	0%			
Johnson to Stop	R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Attached	2	Uneven	Crumbled	No	No	N/A	Yes	Yes				0%	Concrete	100%			
Stop to Natrona	R-Side	Yes	Attached	2	Uneven	Crumbled	No	No	N/A	Yes	Yes				100%	Asphalt	0%			
	L-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes				100%	Asphalt	0%			
11th/Johnson to stop	R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	No	No				100%	Concrete	0%			
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	No	No				100%	Concrete	0%			



CTP Five-Year Transit Development Plan



Stop to Platte																		
R-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	2	Uneven	Crumbled	No	No	N/A	Yes	Yes					25%	Concrete	75%	
411/615 Storey block	*Mid-																	
100 Feet	Yes	Attached	1	OK	Good	No	No	N/A	No	No	Yes	No	No		100%	Concrete	0%	Measured 100 feet from bus shelter
Townsend/Storey to Stop																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop to Marshall/Storey																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Crow/Miller to Stop																		First block along crow has crumbling concrete along the R-side.
R-Side	Yes	Attached	2	See Comments	See Comments	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
604 Shoshoni block	*Mid-																	Measured 100 feet from actual pick up location
100 Feet	Yes	Attached	1	Ok	Good	No	No	N/A	No	No	No	No	No		100%	Concrete	0%	
Shoshoni/Crow to Stop																		L-Side: Most of the segment is dirt.
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	No	No					100%	Concrete	0%	
L-Side	See Comments	Attached	1	Ok	See Comments	No	No	N/A	No	No					90%	Concrete	10%	
Stop to Marshall/Shoshoni																		L-Side: Crumbling asphalt sidewalk at Shoshoni & Weaver.
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	No	No					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	See Comments	No	No	N/A	No	No					90%	Concrete	10%	
WYDOT block	*Mid-																	Measured from actual pick-up location to the driveway entrance on Central Avenue.
To Driveway	Yes	Yes	1	OK	Good	N/A	N/A	N/A	Yes	Yes	Yes	Yes	No		100%	Concrete	0%	
Central/Walker to Stop																		
R-Side	Yes	Yes	2	OK	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Yes	2	OK	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Walmart																		Measured 100 feet from bus shelter
100 Feet	Yes	Attached	1	OK	Good	No	No	N/A	Yes	Yes	No	Yes	No		100%	Concrete	0%	
Rue Terre/Dell Range to Stop																		Sidewalk access from Dell Range only. R-Side: Concrete 50% of the way, Asphalt the rest of the way.
R-Side	Yes	Attached	2	Ok	Good	No	Yes	???	Yes	Yes					100%	Ashalt	0%	
L-Side	Yes	Attached	2	Ok	Good	No	Yes	???	Yes	Yes					100%	Concrete	0%	
Stop to Converse Ave/Dell Range																		R-Side: Unpaved at the corner of Dell Range and Converse
R-Side	Yes	Attached	2	Ok	Good	No	Yes	???	Yes	Yes					90%	Asphalt	10%	
L-Side	Yes	Attached	2	Ok	Good	No	Yes	???	Yes	Yes					100%	Concrete	0%	
Wyoming Family Practice	*Far-side (North Corner)																	
N	Yes	Attached	1	OK	Good	No	No	N/A	Yes	Yes	No	No	No		100%	Concrete	0%	
S	Yes	Comment	1	OK	Good	No	No	N/A	Yes	No	No	No	No		100%	Concrete	0%	
E	Yes	Detached	1	OK	Good	No	No	N/A	Yes	Yes	No	Yes	No		100%	Concrete	0%	
W	Yes	Detached	1	OK	Good	No	No	N/A	Yes	Yes	No	No	No		100%	Concrete	0%	
Van Lennen Ave/17th to Stop																		Sidewalk is attached for one block
R-Side	Yes	Attached/Detached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Detached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop to 17th/Morrie Ave																		Detached for first block, then attached the next block. Sidewalk with is wider on the block of the Practice
R-Side	Yes	Attached/Detached	1 & 2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached/Detached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	Attached for first block, then detached the next block
Pebrican/Lincolnway to Stop																		Sidewalk is very wide at Lincolnway, then narows considerably closer to the bus stop
R-Side	Yes	Comment	Comment	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Detached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop-to-19th/Pebrican																		Sidewalk is attached on the same block at the Practice, then is detached the rest of the way to 19th
R-Side	Yes	Comment	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Detached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Target block	*Mid-																	
To Driveway	No	Comment	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	No		100%	Asphalt	0%	No sidewalk leading from Frontier Mall Dr. or Dell Range to the store front.

CTP Five-Year Transit Development Plan



Driftwood/Dell Range to Stop																		
R-Side	Yes	Attached	2	Ok	Ok	Yes	Yes	???	Yes	Yes					100%	Asphalt	0%	
L-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Stop to Prairie Ave/Dell Range																		
R-Side	Yes	Attached	2	Ok	Ok	Yes	Yes	???	Yes	Yes					100%	Asphalt	0%	
L-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Frontier Mall block																		
To Driveway	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	No		0%	Concrete	100%	
Driftwood/Dell Range to Stop																		
R-Side	Yes	Attached	2	Ok	Ok	Yes	Yes	???	Yes	Yes					100%	Asphalt	0%	
L-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Stop to Prairie Ave/Dell Range																		
R-Side	Yes	Attached	2	Ok	Ok	Yes	Yes	???	Yes	Yes					100%	Asphalt	0%	
L-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Albertsons Yellowstone *Mid-block																		
To Driveway	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	Yes	No		100%	Asphalt	0%	No sidewalk leading from street to store front. Customers must share driveway with cars.
Carlson/Yellowstone to Stop																		
R-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Stop to Yesellowstone/Storey																		
R-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes					100%	Concrete	0%	
Education/Carlson to Stop																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Albertsons Pershing *Mid-block																		
To Driveway	Y	Attached	1	Ok	Crumbled	No	No	N/A	No	No	No	Yes	No		100%	Concrete	0%	No sidewalk leading from street to store front. Customers must share driveway with cars.
Frontier/Omaha to Stop																		
R-Side	Yes	Attached	Comment	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Ridge/Frontier to Stop																		
R-Side	Yes	Attached	1	Ok	Ok	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Ok	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop to Ridge/Cheyenne																		
R-Side	Yes	Attached	Comment	Ok	Ok	Yes	Yes	???	Yes	Yes					90%	Concrete	10%	R-side: Sidewalk changes width multiple times. L-Side: Sidewalk is not present until you reach the Southside of Pershing
L-Side	Comment	Attached	Comment	Ok	Comment	Yes	Yes	???	Yes	Yes					10%	Concrete	90%	
Cole Safeway *Mid-block																		
To Driveway	N	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	Yes	N/A		100%	Concrete	0%	No sidewalk from street to store front. Customers must share driveway with cars.
E18th/Fremont to Stop																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop to E19th/Carbon																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Henderson/Chestnut to Stop																		
R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes					90%	Concrete	10%	Grass
L-Side	Yes	Attached	1	Ok	Ok	No	No	N/A	Yes	Yes					100%	Concrete	0%	1st block is not paved.
Comea Shelter side (SW Corner) *Near-side																		
NW	Yes	Attached	2	OK	OK	No	No	N/A	Yes	Yes	Yes	No	No		100%	Concrete	0%	
NE	Yes	Attached	2	OK	Good	No	No	N/A	Yes	Yes	Yes	Yes	No		100%	Concrete	0%	
SW	50%	Attached	1	Uneven	Broken	No	No	N/A	Yes	Yes	No	No	No		50%	Concrete	50%	
SE	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes	Yes	Yes	No		100%	Concrete	0%	
1/4mile mark to Stop																		
R-Side	50%	Attached	2	Ok	OK	No	No	N/A	No	N/A					50%	Concrete	50%	One long stretch of road with no intersections on the Southside of Lincolnway
L-Side	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes					100%	Concrete	0%	
Stop to Lincolnway/Missile																		
R-Side	Yes	Attached	1	Ok	OK	No	Yes	???	Yes	Yes					100%	Concrete	0%	
L-Side	Yes	Attached	2	Ok	Good	No	Yes	???	Yes	Yes					100%	Concrete	0%	

CTP Five-Year Transit Development Plan



Washington/W18th to Stop	R-Side	Yes	Attached	1	Ok	Crumbled	No	No	N/A	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Comment	1	Ok	Comment	No	No	N/A	Yes	Yes				50%	Concrete	50%	Dirt	Sidewalk only exists for the last block	
CRMC West Corner	*Inside-															Concrete				
	100 Feet	Yes	Detached	2	Ok	Good	N	N	N/A	Yes	Yes	Yes	Yes	No	100%	Concrete	0%			
20th/House to Stop																Concrete				
	R-Side	Yes	Comment	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		Sidewalk is attached for 1st blocked, then detached the rest of the way to the stop.	
	L-Side	Yes	Detached	1	Ok	Good	No	NO	N/A	Yes	Yes				100%	Concrete	0%			
Stop to Warren/24th																Concrete				
	R-Side	Yes	Comment	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		Sidewalk is detached, until Warren/23rd, then attached	
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%			
Goodwill block	*Mid-															Concrete				
	100 feet	Y	Attached	2	Uneven	Ok	No	No	???	No	No	Yes	No	No	100%	Concrete	0%			
Stop to Kingham	R-Side	Comment	Attached	Comment	Comment	Comment	Yes	Yes	???	Yes	Yes				100%	Concrete	0%		Sidewalk is OK asphalt that is wide, and turns to concrete on the East side of Ridge	
	L-Side	Comment	Attached	Comment	Comment	Comment	Yes	Yes	???	Yes	Yes				100%	Concrete	0%		Sidewalk is OK asphalt that is wide, and turns to concrete on the East side of Ridge	
Nationway/Henderson to Stop	R-Side	Yes	Attached	2	Ok	Crumbled	No	No	N/A	No	No					Asphalt/Concrete	0%			
	L-Side	Yes	Attached	2	Ok	Crumbled	No	No	N/A	No	No				100%	Concrete	0%			
Lincolnway/Ridge to Stop	R-Side	Comment	Attached	2	Ok	Ok	Yes	Yes	???	Yes	Yes					Asphalt/Concrete				
	L-Side	Yes	Attached	1	Ok	Ok	Yes	Yes	???	Yes	Yes				90%	Concrete	10%	Dirt	Small segment near Nationway/Ridge is concrete, the rest is asphalt	
King Soopers block	*Mid-																			
	To Driveway	Yes	Attached	1	Ok	Good	N	N	N/A	Yes	Yes	Yes		No	100%	Concrete	0%			
College/Dell Range to Stop	R-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes					Concrete	0%			
	L-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes				100%	Concrete	0%			
Stop to Ridge/Dell Range																Concrete				
	R-Side	Yes	Attached	2	Ok	Good	Yes	Yes	???	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes				100%	Concrete	0%			
Kohl's block	*Mid-															Concrete				
	To Driveway	Yes	Detached	2	Ok	Good	Yes	Yes	???	Yes	Yes	Yes		No	100%	Concrete	0%			
FrontierMall/Prarie to Stop	R-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes				100%	Concrete	0%			
	L-Side	Yes	Attached	1	Ok	Good	Yes	Yes	???	Yes	Yes				100%	Concrete	0%			
LCCC	To Driveway	Yes	Detached	2	Ok	Good	N	N	N/A	Yes	Yes	Yes		No	90%	Concrete	10%		Sidewalk network on campus, but doesn not connect to College	
LCCC @ College (West Entrance)	R-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								Sidewalk network on campus, but doesn not connect to College	
	L-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A					Concrete	90%			
LCCC @ College (East Entrance)	R-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A								Sidewalk network on campus, but doesn not connect to College	
	L-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				0%	Concrete	100%	Dirt		
Peak Wellness	*Far-Side (South Corner)	S	Yes	Comment	1	Ok	Good	No	No	N/A	Yes	No	No	Yes	No	100%	Concrete	0%		Attached sidewalk along Seymour meets with a detached sidewalk along 25th.
	W	Yes	Comment	1	Ok	Good	No	No	N/A	Yes	No	No	Yes	No	100%	Concrete	0%			
	East side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	No	No	Yes	0%		100%	Cemetery	Attached sidewalk along Seymour meets with a detached sidewalk along 25th.	
Seymour/Pershing to Stop	R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	No				100%	Concrete	0%			
	L-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				0%	Concrete	100%			

CTP Five-Year Transit Development Plan




Stop to Seymour/23rd	R-Side	No	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A				100%	Concrete	0%		
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	No				0%	Concrete	100%	Cemetery	
Evans/25th to Stop	R-Side	Yes	Detached	1	Ok	Good	Yes	No	N/A	Yes	Yes				100%	Concrete	0%		
	L-Side	Yes	Detached	1	Ok	Good	Yes	No	N/A	Yes	Yes				100%	Concrete	0%		
Pinewood block	*Mid-																		
	100 Feet	Yes	Detached	1	Uneven	Good	N	N	N/A	No	No	No		No	100%	Concrete	0%		
5th/Bent to Stop																			
	R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
Stop to McComb/4th																			
	R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
3rd/Patton to Stop																			
	R-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
	L-Side	Yes	Attached	1	Ok	Good	No	No	N/A	Yes	Yes				100%	Concrete	0%		
VA Hospital	To Driveway	Y	Attached	1	Ok	Good	No	Yes		Yes	Yes	No		No	100%	Concrete	0%		
College & Pershing side	*Far-																		
	100 Feet	Yes	Attached	2	Ok	Good	Yes	Yes	???	No	N/A	No	No	No	100%	Concrete	0%		
Airport	100 Feet	Yes	Attached	2	Ok	Good	No	No	N/A	Yes	Yes	No	No	No	100%	Concrete	0%		
Pershing & Morrie																			
	100 Feet	Yes	Attached	1	Ok	Good	Yes	Yes	???	No	N/A	No	Yes	No	100%	Concrete	0%		
Ridge & Rawlins																			
	100 Feet	Yes	Attached	1	Ok	Good	No	No	N/A	No	N/A	No	No	No	100%	Concrete	0%		
Converse & Babe Ruth																			
	100 Feet	Yes	Attached	2	Ok	Good	No	No	N/A	No	N/A	Yes	Yes	No	100%	Concrete	0%		

# APPENDIX C: SURVEY RESULTS

A copy of the surveys used are seen in **Figure C.1** and the slides afterwards represent the analysis of the data we collected from these surveys.

**Figure C.1 – Onboard Survey**



**Cheyenne Transit Program (CTP)**  
**Customer Survey**  
**Welcome Aboard!**

**Route:** NE    NW    D    E    W    S

**Trip #:** \_\_\_\_\_

*Thinking about the trip you are making now, please answer the following questions:*

- Where did you begin your trip today?** *Please be as specific as possible - Examples: 500 W Pershing Bl  
Lincolnway & Carey Ave  
Frontier Mall*  
\_\_\_\_\_  
Street address or Nearest intersection or Name of place
- How did get to the bus stop?**

☐ Walked - how many minutes? \_\_\_\_\_  
☐ Drove and parked near bus stop  
☐ Rode in an agency van, taxi or other for-hire service

☐ Biked - how many minutes? \_\_\_\_\_  
☐ Dropped off at bus stop by friend, neighbor or relative  
☐ Other Specify: \_\_\_\_\_
- Did you transfer from another route to get to the one you are on now?**  
☐ Yes - NE    ☐ Yes - NW    ☐ Yes - E    ☐ Yes - W    ☐ Yes - S    ☐ Yes - Downtown  
☐ No
- When you get off this bus, how will you get to your destination?**

☐ Transfer to another bus route - which route? \_\_\_\_\_  
☐ Bike  
☐ Get picked up by friend, neighbor or relative  
☐ Other - specify: \_\_\_\_\_

☐ Walk - how many minutes? \_\_\_\_\_  
☐ Drive alone  
☐ Get picked up by an agency van or other for-hire service
- What is the final destination of your trip?** *Please be as specific as possible - Examples: 500 W Pershing Bl  
Lincolnway & Carey Ave  
Frontier Mall*  
\_\_\_\_\_  
Street address or Nearest intersection or Name of place
- What is the main reason for your trip today? (Please check one only)**

☐ Commuting to / from work  
☐ Medical / health care appointment  
☐ Personal business, recreation or social

☐ Attending school - which school? \_\_\_\_\_  
☐ Shopping  
☐ Other - specify: \_\_\_\_\_
- How often do you use Cheyenne Transit Program (CTP) buses? (Please check one only)**

☐ Regularly - daily  
☐ Sometimes - 1-3 days per month  
☐ First time riding

☐ Frequently - 1 to 3 days per week  
☐ Rarely - less than once per month
- Are you making a ONE-WAY or ROUND trip on the bus today?**  
☐ One-way trip    ☐ Round trip
- If you have a personal vehicle, could you have used it instead of riding Cheyenne Transit today?**  
☐ Yes    ☐ No, I don't have a driver's license    ☐ No, another reason: \_\_\_\_\_

Figure C.1 – Cont'd

## 10. What do you think about the following statements? Agree or disagree?

Statement	Strongly Agree	Somewhat Agree	No opinion/ Don't know	Somewhat Disagree	Strongly Disagree
Buses mostly run on schedule.					
CTP drivers are friendly and helpful					
CTP buses are clean and comfortable.					
Buses should stop close to store entrances even if my bus ride takes longer.					
I would be willing to pay a higher fare if buses would run more frequently.					
I would be willing to pay a higher fare if buses would run later than 7:00 pm on weeknights.					
I would be willing to pay a higher fare if buses would run on Saturday night and Sunday.					
The bus system is fine as is. Don't change anything.					

## 11. Is there anything else you would like us to know about Cheyenne Transit bus service?

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**THANK YOU FOR YOUR TIME!**  
 Please return this completed form to your bus driver today.



## Current Passenger Survey

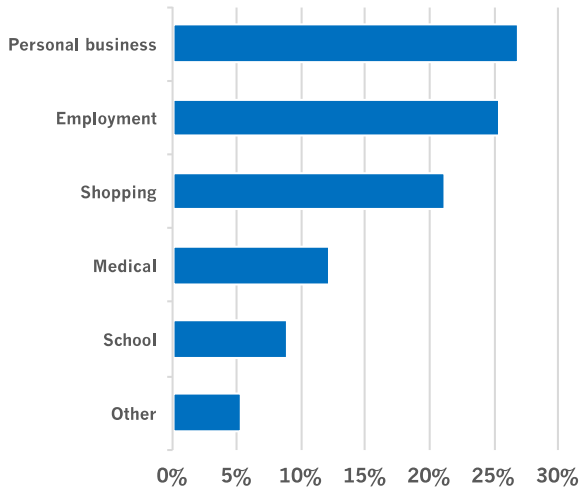
### CTP Customer Profile

- Balanced by Age group
  - 11% over 65 years old
- Most are regular riders
  - 87% ride at least once per week.
- Two-thirds make a round trip (68%).

Results based on 460 responses collected  
during April \_\_, 2013

## Trip Purpose

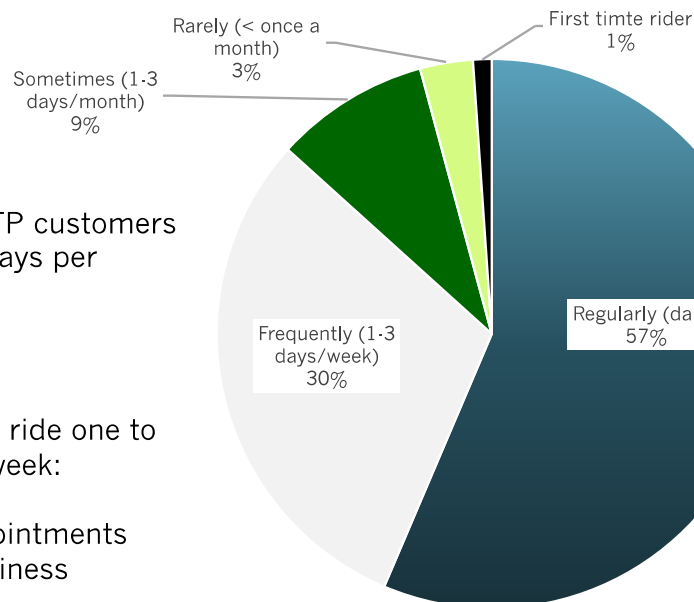
*"What is the main reason for your trip today?"*



- ✓ Balance among trip purposes reflects regular riders who use CTP as primary travel mode.
- ✓ One of every four trips are made to/from the workplace.
- ✓ One of every eight trips made are to/from health care facilities.
- ✓ CTP school ridership is lower than many peer systems.

## Frequency of Use

*"How often do you use CTP buses?"*

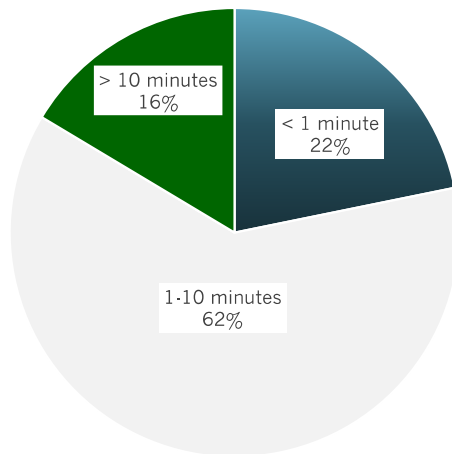


- ✓ A majority of CTP customers ride five or six days per week:
  - Commuters
  - Students
- ✓ Nearly one-third ride one to three days per week:
  - Shoppers
  - Medical appointments
  - Personal business

## Access Mode

How do riders get from residence to the bus stop?  
Originating Trip

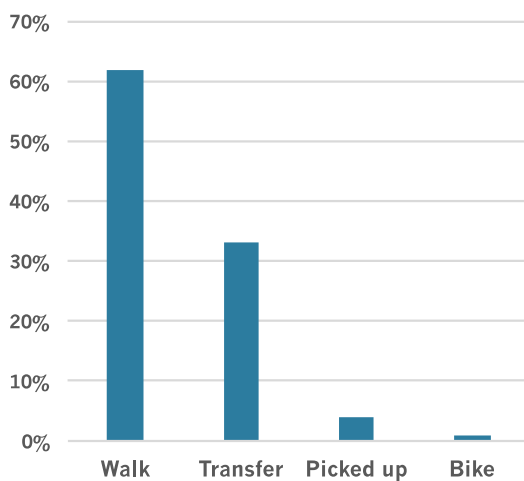
Reported Customer Walking Times  
from Residence to Bus Stop



- ✓ A large majority (92%) walk from to the bus stop.
- ✓ Most (84%) walk less than 10 minutes to reach nearest stop.
- ✓ Most non-walkers are dropped off by others in a personal vehicle.
- ✓ Surprisingly few customers (0.4%) use a bike to get to the bus stop.

## Egress Mode

How do riders get to their destination after getting off the bus?



- ✓ Most (62%) CTP riders walk to their destination once they get off the bus.
- ✓ One-third transfer to a second CTP route to continue to their destination.
- ✓ Less than 5% are picked up at the bus stop or continue by bike to their destination

## Vehicle Availability

If you have a personal vehicle, could you have used it instead of riding Cheyenne Transit today?	(Blank)	No Car	Medical Reason	Yes, but car is too expensive	Response Count
Skipped	11	1	0	0	12
Yes	97	1	0	2	100
No, I don't have a driver's license	194	2	0	0	196
Other	57	77	8	10	152

- More than one fifth of CTP riders have a car and don't use it
- Nearly 43% of CTP riders do not have a driver's license

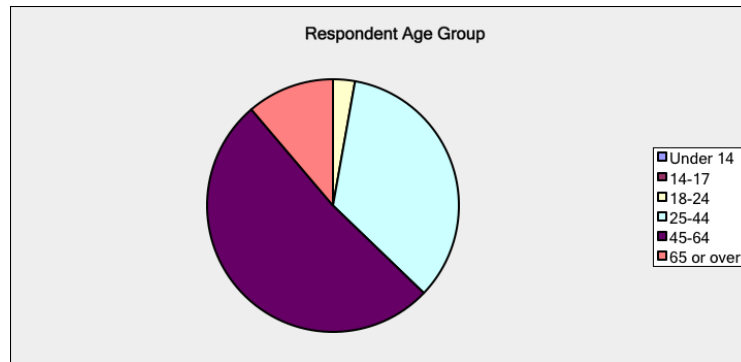
## Transfers Patterns

- One-third of CTP customers require a transfer to complete a one-way trips.
- Significantly higher than many small system peers (15% - 20%).
- Conclusion: CTP transfers are conveniently timed, but there are too many of them.

## Passenger Perceptions of CTP

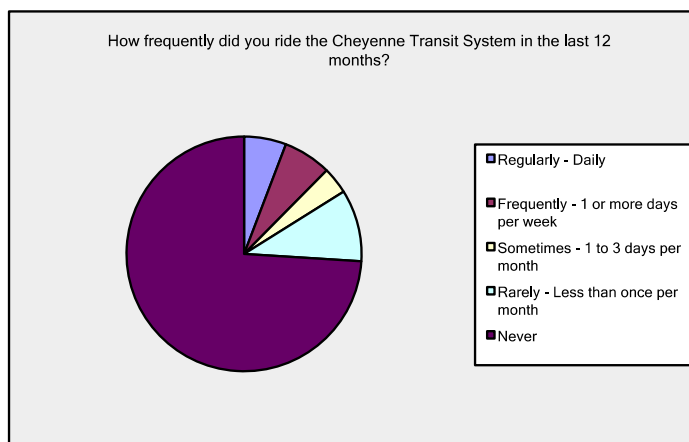
Statement	Strongly Agree		Somewhat Agree		No opinion/ Don't know		Somewhat Disagree		Strongly Disagree		Weighted Priority
	Responses	Percent	Responses	Percent	Responses	Percent	Responses	Percent	Responses	Percent	
Buses mostly run on schedule.	312	75%	91	22%	4	1%	7	2%	2	0%	2
CTP drivers are friendly and helpful.	299	72%	97	23%	10	2%	6	1%	1	0%	1
CTP buses are clean and comfortable.	239	59%	119	29%	11	3%	26	6%	10	2%	3
Buses should stop close to store entrances even if my bus ride takes longer.	201	49%	83	20%	82	20%	27	7%	15	4%	6
I would be willing to pay a higher fare if buses would run more frequently.	187	46%	101	25%	60	15%	25	6%	37	9%	7
I would be willing to pay a higher fare if buses would run later than 7:00PM on weeknights.	220	54%	77	19%	65	16%	20	5%	23	6%	5
I would be willing to pay a higher fare if buses would run on Saturday and Sunday.	245	60%	80	20%	52	13%	13	3%	20	5%	4
The bus system is fine as is. Don't change anything.	103	26%	76	19%	69	18%	61	16%	83	21%	8

## CTP Non-Rider Survey



- 242 responses
- Nearly 2/3 at age 45 plus

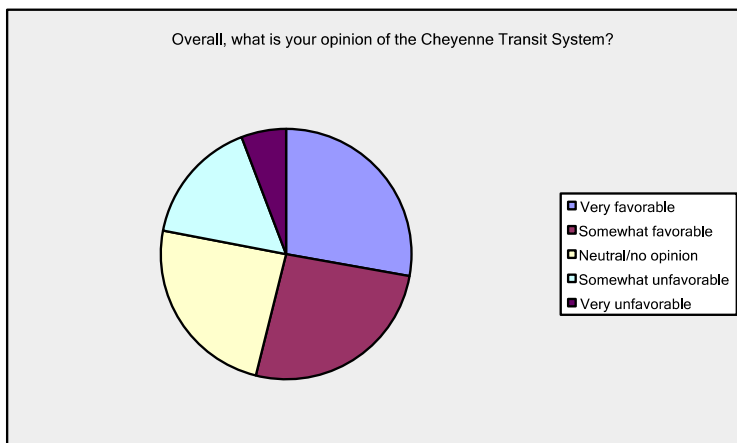
## Frequency of CTP Use



- Majority are daily and frequent users
- Very few rarely using or riding for first time



## Non-rider Opinions of CTP



- More than 55% have a favorable overall opinion of the CTP, with another 24% having no opinion.
- Only 22% of the respondents had an unfavorable opinion of CTP.

## Perception of Service Characteristics

Answer Options	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Neither agree nor disagree/ don't know/not sure	Response Count	W-Count
The six routes in the system connect to most of the businesses, schools, stores or other destinations that I need to get to.	17%	27%	10%	11%	36%	228	6
At least one of the 170 bus stops in the system is located within walking distance of my residence.	41%	14%	4%	21%	19%	228	5
I know where to find information about bus routes and current schedules when I need it.	36%	27%	13%	11%	13%	228	2
The current fare of \$1.00 per one way ride is reasonable and affordable	62%	21%	6%	4%	7%	228	1
The bus system is safe and dependable	32%	31%	7%	4%	26%	228	3
Para-Transit service for persons with disabilities (ADA-qualified) who cannot use the regular bus is available to those who need it.	31%	19%	3%	2%	45%	228	4

- There is general consensus that the fares are low/reasonable, information is readily available, and that CTP is safe and dependable.
- There is a fair level of awareness of the curb-to-curb service.
- Route connectivity to desirable destinations and proximity to bus stops are the largest barriers to attracting new riders.

## Friends and Family with CTP Experience

Answer Options	Yes	No	NA/Don't know	Response Count
Parent, child or other close relative	28%	56%	16%	225
Non-relative living in my household	12%	69%	19%	225
Neighbor/friend in another household	38%	44%	18%	225
Co-worker/business associate	39%	43%	18%	225
Church/community acquaintance	44%	34%	22%	225
<b>Averages</b>	32%	49%	19%	

- On average, one third of non-riders know someone who uses the CTP.
- Non-riders family members are less likely to use CTP.
- Non-rider co-workers and acquaintances are more likely to use CTP.

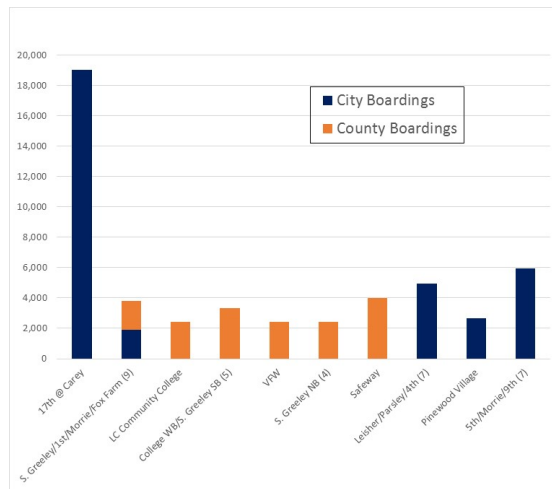
## Improvements that Could Spur Ridership

Answer Options	More likely to ride	No difference	Not sure/Don't know	W-Count
More frequent weekday service (currently every 60 minutes)	106	158	111	1
Extended weekday evening service until 9:00pm (currently ends at 7:00pm)	103	160	117	2
Extend Saturday evening service until 7:00pm (currently ends at 5:00pm)	94	178	117	5
Add Sunday service (currently no service)	98	170	117	4
More shelters and lighting at bus stops (currently 63 shelters installed)	93	180	117	6
A bus stop closer to my home (currently 170 bus stops)	73	218	120	7
Direct service to major employers outside of downtown	103	156	123	3

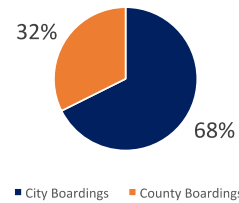
- More frequent weekday service, extended weekday evening service, and direct service to major employers had the highest potential to generate ridership.
- Shelter placement and facilities were viewed as less important in attracting new riders.

# APPENDIX D: COUNTY RIDERSHIP ANALYSIS

**Cheyenne Transit Program  
FY 2012 Passenger Boardings  
By Route Segment & Jurisdiction**

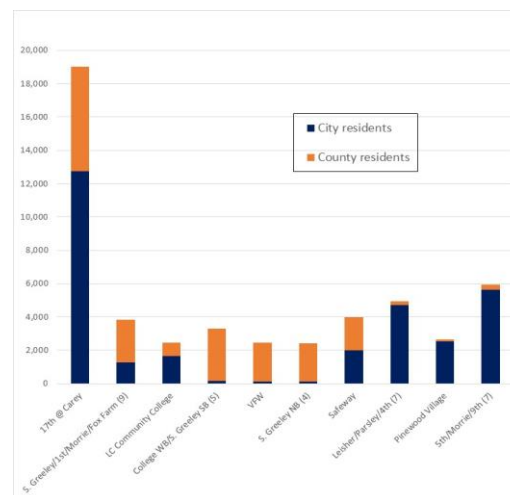
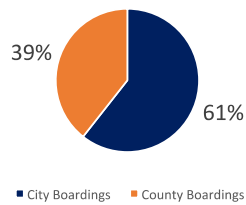


- 34,508 boardings occurred at bus stops in the City of Cheyenne.
- 16,515 boardings occurred at bus stops in unincorporated Laramie County.



**Cheyenne Transit Program  
FY 2012 Passenger Boardings  
By Route Segment & Probable Residence Jurisdiction**

- 34,934 boardings by City of Cheyenne residents
- 20,089 boardings by residents of unincorporated Laramie County.



**Cheyenne Transit Program  
FY 2012 Passenger Boardings  
By Route Segment & Probable Residence Jurisdiction**

Route Segment	FY Total Passenger Boardings				Boardings by Location		Residence Distribution		Boardings by Residence	
	Weekdays	Saturdays	Annual	Percent	City	County	City	County	City	County
17th @ Carey	17,920	1,118	19,038	37.3%	19,038	0	67%	33%	12,755	6,282
S. Greeley/1st/Morrie/Fox Farm (9)	3,593	234	3,827	7.5%	1,914	1,914	33%	67%	1,263	2,564
LC Community College	2,365	78	2,443	4.8%	0	2,443	67%	33%	1,637	806
College WB/S. Greeley SB (5)	3,083	234	3,317	6.5%	0	3,317	5%	95%	166	3,151
VFW	2,318	130	2,448	4.8%	0	2,448	5%	95%	122	2,326
S. Greeley NB (4)	2,202	208	2,410	4.7%	0	2,410	5%	95%	121	2,290
Safeway	3,593	390	3,983	7.8%	0	3,983	50%	50%	1,992	1,992
Leisher/Parsley/4th (7)	4,729	234	4,963	9.7%	4,963	0	95%	5%	4,715	248
Pinewood Village	2,457	208	2,665	5.2%	2,665	0	95%	5%	2,532	133
5th/Morrie/9th (7)	5,772	156	5,928	11.6%	5,928	0	95%	5%	5,632	296
Total	48,033	2,990	51,023	100.0%	34,508	16,515			30,934	20,089
					67.6%	32.4%			60.6%	39.4%

**Notes:**

1. Annual boardings by route segment calculated based on 11-day weekday average and 2-day Saturday average of CTP driver data sheets from August and November 2012.
2. Residence distributions estimated by consultant based on known demographic and geographic characteristics.

**Cheyenne Transit Program  
South Route Mileage by Jurisdiction**

Segment from	Segment to	City Miles	County Miles
17 <sup>th</sup> & Carey	Morrie & Fox Farm	2.4	
Morrie & Fox Farm	Fox Farm & S. Greeley		7.6
Fox Farm & S. Greeley	17 <sup>th</sup> & Carey	5.1	
Total	Miles per trip	7.5	7.6
	Trips per year*	3,679	
	Miles per year	27,593	27,960
	Percent	49.7%	50.3%

Note \* - based on 13 trips x 255 weekdays, and 7 trips x 52 Saturdays

*D. White*

Date: 12/12/2013

**RESOLUTION NO. 5559**

**ENTITLED: "A RESOLUTION APPROVING THE FIVE YEAR TRANSIT DEVELOPMENT PLAN FOR THE CHEYENNE TRANSIT PROGRAM AS A FLEXIBLE PLANNING TOOL FOR FUTURE IMPROVMENTS TO THE CHEYENNE AREA TRANSIT PROGRAM"**

**WHEREAS**, the Cheyenne Transit Program (CTP), as a division of the City of Cheyenne, has provided public transportation services to the Cheyenne area since 1993; and

**WHEREAS**, over the last five years the program has experienced stable ridership, the fixed route system has seen a 15.3% improvement in service productivity and the curb to curb service has experienced a 4% improvement in service productivity while providing a total of 285,000 boardings in 2012; and

**WHEREAS**, TransitPlus, Inc. was retained to complete the Five Year Transit Development Plan; and

**WHEREAS**, the Plan contains both short range and long range recommendations for improving the Cheyenne Transit Program with the current level of funding; and

**WHEREAS**, the Plan contains recommendations for transit operation and safety performance measures as per the Federal Transportation Reauthorization Bill, Moving Ahead for Progress in the 21<sup>st</sup> Century, (MAP-21); and

**WHEREAS**, the consultants provided a priority list of projects that when implemented will bring the most frequently used transit stops up to ADA requirements; and

**WHEREAS**, the Transit Advisory Board and the Transit Development Plan Steering Committee have reviewed the Plan and support the short range recommendations, that may be implemented; and confirmed that the long range direction and conceptual alternatives would require more evaluation as to their feasibility and eventual implementation; and

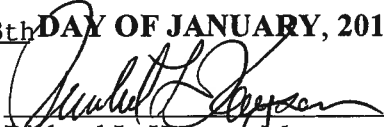
**WHEREAS**, the changes to the CTP route system recommended in the Plan will require further public meetings and Governing Body approval; and

**WHEREAS**, the Cheyenne MPO Technical Committee and the MPO Citizens Advisory Committee voted to recommend approval of the document by the MPO Policy Committee; and

**WHEREAS**, the City Planning Commission held a public hearing on December 2, 2013 where public comments were received and a recommendation was made for approval by the City Governing Body with one condition.

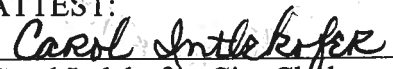
**NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE CITY OF CHEYENNE, WYOMING THAT** the *Five Year Transit Development Program for the Cheyenne Transit Program* is hereby approved to be utilized as a flexible planning tool for future improvements of the Cheyenne area transit program.

**PRESENTED, READ AND ADOPTED THIS** 13th **DAY OF JANUARY, 2014.**

  
\_\_\_\_\_  
Richard L. Kaysen, Mayor  
City of Cheyenne

(Seal)

ATTEST:

  
\_\_\_\_\_  
Carol Intlekofer, City Clerk



**RESOLUTION # 140107-08**

**ENTITLED: "A RESOLUTION APPROVING THE FIVE YEAR TRANSIT DEVELOPMENT PLAN FOR THE CHEYENNE TRANSIT PROGRAM AS A FLEXIBLE PLANNING TOOL FOR FUTURE IMPROVEMENTS TO THE CHEYENNE AREA TRANSIT PROGRAM"**

**WHEREAS**, the Cheyenne Transit Program (CTP), as a division of the City of Cheyenne, has provided public transportation services to the Cheyenne area since 1993; and

**WHEREAS**, over the last five years the program has experienced stable ridership, the fixed route system has seen a 15.3% improvement in service productivity and the curb to curb service has experienced a 4% improvement in service productivity while providing a total of 285,000 boardings in 2012; and

**WHEREAS**, TransitPlus, Inc. was retained to complete the Five Year Transit Development Plan; and

**WHEREAS**, the Plan contains both short range and long range recommendations for improving the Cheyenne Transit Program with the current level of funding; and

**WHEREAS**, the Plan contains recommendations for transit operation and safety performance measures as per the Federal Transportation Reauthorization Bill, Moving Ahead for Progress in the 21<sup>st</sup> Century, (MAP-21); and

**WHEREAS**, the consultants provided a priority list of projects that when implemented, will bring the most frequently used transit stops up to the American Disabilities Act (ADA) requirements; and

**WHEREAS**, the Transit Advisory Board and the Transit Development Plan Steering Committee have reviewed the Plan and support the short range recommendations, that may be implemented; and confirmed that the long range direction and conceptual alternatives would require more evaluation as to their feasibility and eventual implementation; and

**WHEREAS**, the changes to the CTP route system recommended in the Plan will require further public meetings and Governing Body approval; and

**WHEREAS**, the Cheyenne MPO Technical Committee and the MPO Citizens Advisory Committee voted to recommend approval of the document by the MPO Policy Committee; and

**WHEREAS**, the County Planning Commission held a public hearing on December 12, 2013 where public comments were received and a recommendation was made for approval by the County Board of Commissioners.


**NOW, THEREFORE, BE IT RESOLVED BY THE LARAMIE COUNTY BOARD OF COMMISSIONERS THAT** the *Five Year Transit Development Program for the Cheyenne Transit Program* is hereby approved to be utilized as a flexible planning tool for future improvements of the Cheyenne area transit program..

**PRESENTED, READ AND ADOPTED THIS** 7<sup>th</sup> **DAY OF JANUARY, 2014.**

BOARD OF LARAMIE COUNTY COMMISSIONERS

  
Troy Thompson, Chairperson

ATTEST:

  
Debra K. Lathrop, Laramie County Clerk  
Approved as to form:

Date

1-14-14



*For* Mark T. Voss, Laramie County Attorney

Date

12-30-13

RECEIVED AND APPROVED AS  
TO FORM ONLY BY THE  
DEPUTY LARAMIE COUNTY  
ATTORNEY