



Cheyenne Transit Program 2022 Transit Development Plan

Interim Report #1: Evaluation of Existing Conditions

March 11, 2022

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Prepared for:



Cheyenne Transit Program 2022 Transit Development Plan

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INTRODUCTION

The City of Cheyenne and the Cheyenne Metropolitan Planning Organization (MPO) contracted with the team of LSC Transportation Consultants, Inc. (LSC) and Fehr & Peers to prepare an update to the Transit Development Plan (TDP) for the Cheyenne Transit Program (CTP). CTP's last TDP was completed in 2013 and was intended to be a five-year plan. This TDP provides an opportunity to examine changes that have happened in the community and the impacts of the COVID-19 pandemic and find ways to better serve the community's transit needs. The TDP will emphasize efficient use of available resources, recognize funding limitations and potential new funding sources, incorporate new concepts for transit service delivery, and provide flexibility for implementation.



HISTORY OF CTP

CTP provides transit services in Cheyenne, Wyoming, and the service area encompasses approximately 65,000 residents. In 2019, before the COVID-19 pandemic, CTP provided 161,000 transit rides, most of which were on fixed-route services. Prior to the COVID-19 pandemic, CTP offered fixed-route service and an ADA paratransit service available to riders with disabilities who are not able to use the fixed-route service. Beginning in March 2020, CTP stopped operating its fixed-route service in favor of an on-demand model, better suited to transit needs during the pandemic.



GOALS OF THE STUDY

This study's main goals are to:

- Develop a renewed vision that creates new enthusiasm for public transportation.
- Engage the entire community, including underrepresented populations, in the planning process.
- Improve speed of service delivery.
- Build upon existing microtransit service successes.
- Deliver near-, short-, and long-term recommendations with an eye towards practical, flexible, and implementable solutions.
- Grow ridership and improve overall efficiency and cost-effectiveness of CTP.
- Detail infrastructure and capital needs.

STUDY ISSUES

An initial kick-off meeting was held with the Project Management Team (PMT) on October 14, 2021. This group includes representatives from CTP, the Cheyenne MPO, and the consultant team. The PMT met to discuss the scope of work, finalize the project schedule, establish deliverable dates and meeting dates, and identify transit needs and issues. Issues and goals for the study were discussed during the initial meeting, including:

- The COVID-19 pandemic has presented many challenges, especially regarding the hiring and retention of drivers. The absence of employees if they're out for 10-14 days due to COVID-19 is very apparent. Currently, CTP does not have enough employees to start running fixed-route service again. With this study, it will be important to address staffing shortages and what CTP can do to attract new employees. Should the FTE vs. PTE ratio be changed moving forward?
- This study is important to determine how CTP can provide the best possible service with the resources that are available now.
- Pre-pandemic service operated on hour headways and, moving forward, need to be more efficient with existing resources.
- Are there other funding sources out there?
- The on-demand service has meant more than 100 new bus stops across the service area.
- Transit should be attractive to choice riders, and not just for those who have no other mode of transportation.
- There are areas in the County where fixed-route transit was not able to reach, like new annexed areas, industrial job sites, Driver's License office, etc.
- With the on-demand service, CTP has been able to provide new service in areas of Cheyenne where fixed-route transit was unable to serve. This new on-demand service may be well-suited for lower-density, more remote areas moving forward.
- Ridership is low so it is important to resume fixed-route service as soon as possible. The on-demand service has a limited number of seats and is not capable of the same ridership as fixed-route service.
- The pandemic has been challenging, but it is important to plan beyond COVID-19. Cheyenne is a growing community with lots of new development and with that comes an expectation for efficient and easy-to-use transit.
- There is big community interest in transit. CTP is starting to move more people and riders are wanting the freedom to go out and about again and interact with their neighbors and community.

STUDY APPROACH

This is the first of three Interim Reports that will be prepared as part of the planning process. The information from the three Interim Reports will then be integrated into a Draft Report for review and approval. This Interim Report presents information about existing community conditions and transportation needs.

An Advisory Committee has been formed to provide input and feedback as the Plan is developed. Members of the PMT and the Advisory Committee will review each of the Interim Reports and

provide feedback and direction for the development of the plan. The Advisory Committee members include representatives from CTP's Transit Advisory Board, current CTP drivers/operators, the Federal Transit Administration (FTA), the Wyoming Department of Transportation (WYDOT), and the City of Cheyenne Planning Department.

As LSC moves through this study, each step in the process will be informed by the previous steps and associated deliverables in a way that builds towards the Final TDP and its recommendations. The intent is to create a process that is clear and incremental. This phased approach is also designed to incorporate public input and stakeholder feedback into the TDP as it is developed.



REPORT CONTENTS

Interim Report #1 includes six chapters in total.

- Chapter 1 is the introduction to the report.
- Chapter 2 includes a review of existing planning documents.
- Chapter 3 presents demographics of the study area, including descriptions of population density and population groups typically considered more likely to be dependent on public transit for mobility; local travel patterns; and relevant economic data.
- Chapter 4 analyzes the results of a community transportation survey and an onboard survey of CTP riders, as well as summarizes other public outreach efforts.
- Chapter 5 provides an overview of CTP's existing and current transportation services, including history, organization, operations, vehicle fleet, ridership, financial analysis, and system performance.
- Chapter 6 presents the evaluation of needed changes or expansion in service and amenities, including a transit needs and demand analysis, as well as a first- and last-mile gap analysis.

Chapter 2

REVIEW OF EXISTING DOCUMENTS

INTRODUCTION

This chapter summarizes previously performed plans and studies by the Cheyenne Transit Program (CTP) and Cheyenne Metropolitan Planning Organization. The descriptions of these existing documents also include relevant findings and recommendations that the 2022 Cheyenne Transit Development Plan can investigate and, if still applicable, incorporate.

SUMMARY OF EXISTING DOCUMENTS

CTP Transit Development Plan and Coordination Study (2008)

The Cheyenne Transit Program's Transit Development Plan (TDP) in 2008 examined community conditions, existing transportation resources, onboard survey findings, and the agency's goals and objectives. The TDP conducted a transit need assessment that found the areas with the greatest transit propensity included those around the United Medical Center East, the Wyoming State Government offices, the Yellowstone Surgery Center, Walmart, and south of I-80. These areas had the greatest share of zero-vehicle households, elderly individuals, people with disabilities, and low-income households. Service alternatives in the TDP included maintaining the status quo; adding deviation routes, jump routes, regional routes, or demand-response service; expanding hours; or expanding levels of service. It also posed possible organizational and financial changes for the agency.

Cheyenne Metropolitan Area Pedestrian Plan (2010)

The Snapshot section of the Pedestrian Plan reviewed the importance and benefits of walking, examined background data and previous plans, described Cheyenne's existing pedestrian environment, and discussed system strengths and weaknesses (shown in Table 1). It found that while Cheyenne's downtown and older neighborhoods featured comfortable sidewalks with pedestrian amenities like pedestrian scale lighting, other areas of the city provided a less comfortable experience for pedestrians. Areas like the industrial and commercial east side of the city had fewer sidewalks and protected crossings, less lighting, and heavier vehicle traffic. At the time, many intersections lacked ADA-compliant curb ramps, but the City was beginning to install and replace them. This plan also describes the status of the Greater Cheyenne Greenway, which has continued to expand since 2008.

Table 1: Strengths and Weaknesses Identified in the Pedestrian Plan

Strengths	Weaknesses
<ul style="list-style-type: none"> • Flat topography • The built environment in west central, downtown, and central Cheyenne • Parks and open space; pedestrian-friendly residential streets • The Greenway system • Continual pedestrian infrastructure improvements • Warning signage on streets crossing paths • Grade-separated trail crossings • Pedestrian countdown signals 	<ul style="list-style-type: none"> • Uncomfortable sidewalks along high-volume roadways • Difficult street crossings • Lack of wayfinding • Discontinuity in the Greenway system and sidewalk network • Lack of sidewalks and shelter at transit stops • Poor pedestrian infrastructure maintenance • Driver behavior • Desire lines indicating demand for pedestrian facilities

The Structure section of the document reviewed existing plans and recommended pedestrian design guidelines. These guidelines covered elements such as accessibility, adequate width, safety, continuity and directness, landscaping, social space, and quality of place. The Shape section of the plan took a closer look at pedestrian trip generators, pedestrian trip attractors, pedestrian barriers, and pedestrian level of service (PLOS). Finally, the Build section proposed a future pedestrian network and improvements, prioritized projects, and set forth implementation strategies.

Cheyenne Metropolitan Area Safe Routes to School Master Plan (2010)

This document investigated existing conditions and transportation barriers to students using active transportation to travel to school, developed solutions to address these barriers, and outlined an action plan for next steps for Cheyenne. According to a travel survey at the time, roughly half of K-8 students in the school district were driven to school, a quarter took the bus, 16 percent walked, and the rest biked, carpooled, or found another means of transportation. Barriers to walking and biking to school included unsafe conditions in Cheyenne's built environment, parental concerns, time limitations, traffic conditions, and more. Table 2 shows suggested solutions and street design changes from this plan. The plan identified where each of these changes should be implemented at each school and provided preliminary cost estimates for each facility.

Table 2: Suggested Solutions and Street Design Changes

Solutions	Street Design Changes
<ul style="list-style-type: none"> • Educational programs • Traffic safety campaigns • Safe walking routes • Dedicated bus zones 	<ul style="list-style-type: none"> • Pedestrian refuge islands • Speed bumps • Chicanes (extra road curves designed to slow traffic) • Traffic circles/roundabouts • Intersection tightening • Pedestrian signage and markings • Completion of the sidewalk network • Curb extensions • Leading pedestrian intervals

Cheyenne Area On-Street Bicycle Plan and Greenway Plan Update (2012)

Volume I

This section of the plan discussed the project methodology for development of the on-street bicycle and greenway system, the proposed network, and implementation considerations. Many of the plan recommendations related to improving connectivity of the overall bikeway network, but also integrating the network with the transit network. Other plan goals related to education and encouragement to improve public awareness of active transportation in Cheyenne. The document included a list of specific bicycle infrastructure projects including greenways, bike lanes, buffered bike lanes, shared lanes, bicycle boulevards, and shoulder bikeways. The report included maps of existing bikeway quality, the proposed bikeway network, and the prioritized bikeway network (by near term, medium term, and long term).

Volume II

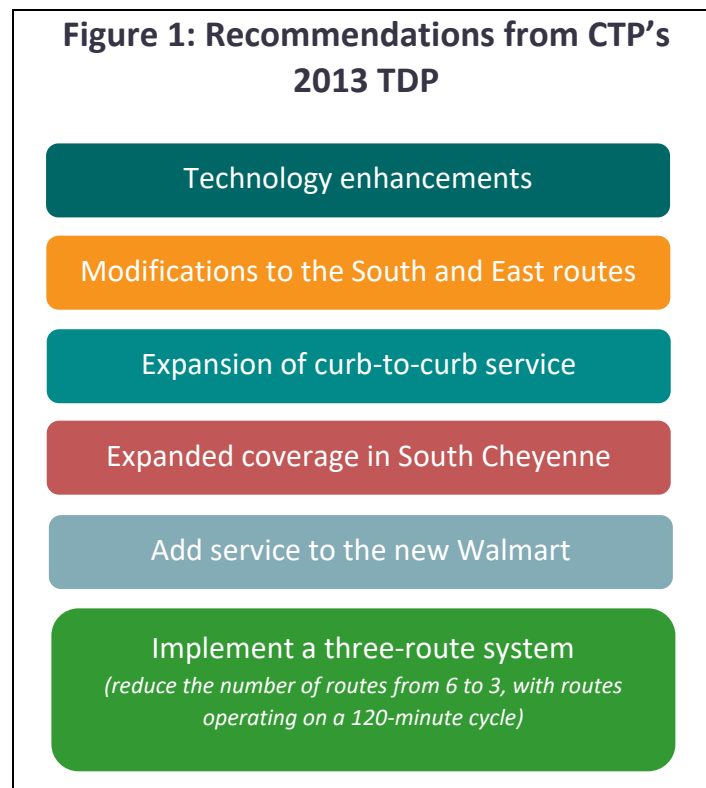
Volume II is the Design Guidelines and Policy Handbook, which covers standards for on-street facilities, crossings and intersections, off-street facilities, and wayfinding.

Volume III

Volume III includes project memoranda and other supporting plan documentation.

CTP 5-Year Transit Development Plan (2013)

The Cheyenne Transit Program's Transit Development Plan in 2013 profiled the Cheyenne community, examined the existing transit system, proposed a service plan, and outlined safety and performance standards. The community profile included information on population density overall and by transit-dependent populations. In 2012, the most popular routes by average daily boardings were the Northeast, Northwest, South, and Downtown routes. These routes also had the greatest projected transit demand. Figure 1 shows suggested implementations in order of importance. The report also included new and revised performance standards for the agency.



Cheyenne Transportation Safety Management Plan (2015)

The Cheyenne Transportation Safety Management Plan examined safety conditions on roadways in the metropolitan area and developed a strategy for addressing concerns. The planning process involved reviewing crash data, developing a vision and goals, identifying Emphasis Areas, examining existing programs and supplementing these with additional tactics, and outlining an implementation plan. Cheyenne's eventual goal is for zero fatalities to occur on roadways in the metropolitan area, but the plan set a fatality target of no more than six fatalities per year by 2020. Emphasis Areas the plan identified are intersections, vulnerable users, distracted driving, and safe driving policies. As part of this effort, Cheyenne established a Transportation Safety Advisory Committee (TSAC) to facilitate the implementation of strategies from the plan.

WYDOT Transit Asset Management Plan (2018)

The Federal Transit Administration (FTA) requires transit agencies to develop transit asset management plans if they own, operate, or manage capital assets to provide public transportation and receive federal assistance. The Cheyenne Transit Program coordinates with the WYDOT Transit Office on transit asset management. WYDOT's 2018 Transit Asset Management Plan discussed state of good repair criteria and policies set by the agency, inventoried the state's equipment, and assessed the condition of this equipment. It then prioritized a list of investments and set annual performance targets and measures for state of good repair. The purpose of this plan was for WYDOT to identify risks of using assets not in a state of good repair and decide how to balance financial considerations of improving asset condition with achieving sufficient transit performance.

CTP Public Transportation Agency Safety Plan (2020)

The Federal Transit Administration (FTA) also requires transit agencies to develop public transportation agency safety plans (PTASP) if they receive federal assistance under the Urbanized Area Formula Program. The Cheyenne Transit Program developed one of these plans in 2020. The purpose of CTP's PTASP is to show the agency has safe systems in place throughout all aspects of their operations, administration, procurement, and maintenance. The plan included processes and procedures to implement Safety Management Systems (SMS) and performance targets. Through the plan, CTP stated that the agency will identify safety hazards continually by collecting and analyzing safety related data, conduct risk assessments of these identified hazards, and mitigate these risks.

Connect 2045 Long-Range Transportation Plan (2020)

Connect 2045 comprehensively evaluated the current active transportation, transit, and roadway networks in Cheyenne and set recommendations for improving these transportation systems to serve the needs of the city as its population and employment grows over time. The planning process included collecting community input through an online map and a community open house. Table 3 shows geographic areas with the most requests for transit service according to a MetroQuest survey.

Table 3: Geographic Areas with Most Requests for Transit Service

- Downtown Cheyenne
- Laramie County Community College
- Shopping area at Dell Range Boulevard and Ridge Road
- Area including the Cheyenne Country Club, Cheyenne Aquatic Center, and Cheyenne Botanic Gardens.

The plan also included a section on the regional transit system, which encompassed a system performance overview and recommendations. It found that ridership was greatest on the Northwest, South, Northeast, and West routes in 2019. It also found that CTP's paratransit system is significantly more expensive than peer agency systems and that the CTP should explore ways to improve paratransit efficiency. Recommendations included offering express service to the most frequently used stops and highest ridership routes and expanding route coverage in areas with significant forecasted population and employment growth such as Southwest, Southeast, and East Cheyenne.

Noted service gaps include the northwest corner of the city, which has a high concentration of older adults (a growing share of the city's residents), and lack of connection to major employers (Walmart Distribution Center, Crete Carrier Corporation, Sierra Trading Post, Echostar, and Magpul Industries) that could be served by CTP and/or employer shuttles. As suggested in the 2013 TDP, the plan noted the possibility of joining pairs of routes to make them longer loops to reduce the need for transfers downtown. Finally, the plan suggested an interregional transit route that would circle the periphery of the city to connect riders to current routes without needing to travel downtown to transfer. Figure 2 shows the SWOT Analysis completed in this plan.

Figure 2: Transit SWOT Analysis (Source: Connect 2045)

S Strengths	W Weaknesses	O Opportunities	T Threats
<ul style="list-style-type: none">• Modern, clean, affordable	<ul style="list-style-type: none">• Lack of awareness – people do not know about the transit services, hours of operation, routes, stops, cost, etc.• Limited frequency of service (1-hour headways)• Limited and inefficient routes• Cash only, no mobile app or passes	<ul style="list-style-type: none">• Educate people about the transit system as a transportation option• Make people feel safe on public transit• Expand the service area and extend hours of operation• A growing population will support additional transit service• Make transit more accessible for all users	<ul style="list-style-type: none">• Poor accessibility for the aging population, mobility impaired users, and those who are visually impaired• Weather as it relates to people waiting at transit stops and walking to/from destinations from transit stops

CONCLUSION

Previously performed plans and studies by the Cheyenne Transit Program and Cheyenne Metropolitan Planning Organization (particularly *Connect 2045*, the *Cheyenne Metropolitan Area Pedestrian Plan*, and the *Cheyenne Area On-Street Bicycle Plan and Greenway Plan*) include recommendations and guidance to incorporate within the new Transit Development Plan. The TDP can build upon these efforts to improve the Cheyenne Transit Program and connectivity of the active transportation network to the transit system.

INTRODUCTION

This chapter presents the community conditions, demographics, and select local travel patterns for Cheyenne, Wyoming (WY). Cheyenne is in southern Wyoming just north of the Wyoming-Colorado border. As shown in Figure 3, much of the city is located to the northeast of the Interstate 25 (I-25) – Interstate 80 (I-80) junction with F.E. Warren Air Force Base (AFB) to the northwest of this junction. Other major roadways in the area include Interstate 180 (I-180), US Highway 87, US Highway 212, and US Highway 90.

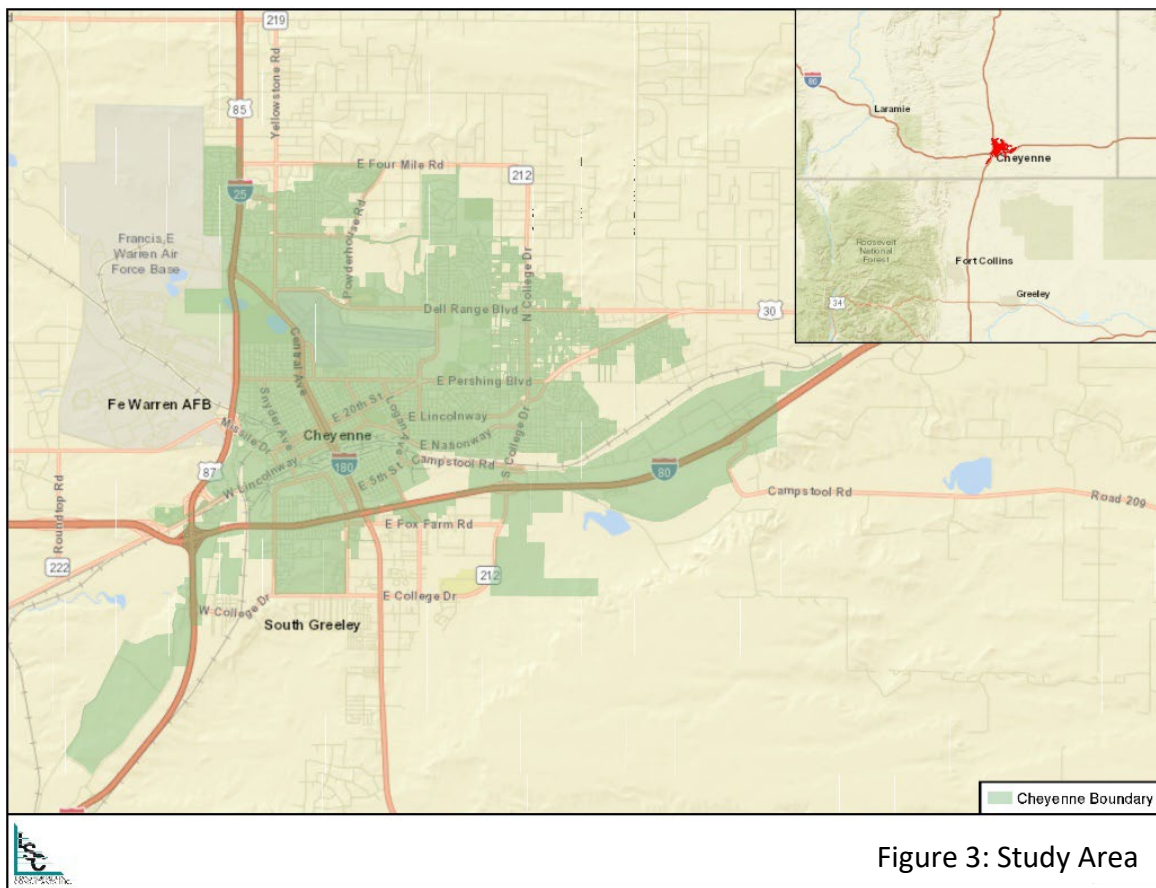


Figure 3: Study Area

The demographic analysis was done by block group, which is a census-defined boundary. These boundaries do not necessarily denote neighborhoods or communities, but rather act as a standardized means for analysis.

DEMOGRAPHIC CHARACTERISTICS

Demographics

Unless noted otherwise, all data listed in this chapter are from the 2015-2019 U.S. Census American Community Survey (2019 ACS) five-year estimates. According to the 2019 ACS, the total population of Laramie County was 98,320.

Population Density

Population density is used to determine where population is concentrated. Density is shown as the average in each census block group, even though populations may not be evenly distributed throughout each block group. Transit is generally more successful in areas with greater concentrations of population. As shown in Figure 4, the areas with the highest density are along Pershing Boulevard, including just north of downtown, the residential area just south of Cheyenne's Veteran Affairs Medical Hospital, and further east along Pershing Boulevard and College Drive. Additional pockets of high population density include the southern side of the I-80 – I-180 junction and north of Dell Range Boulevard on the eastern side of the city.

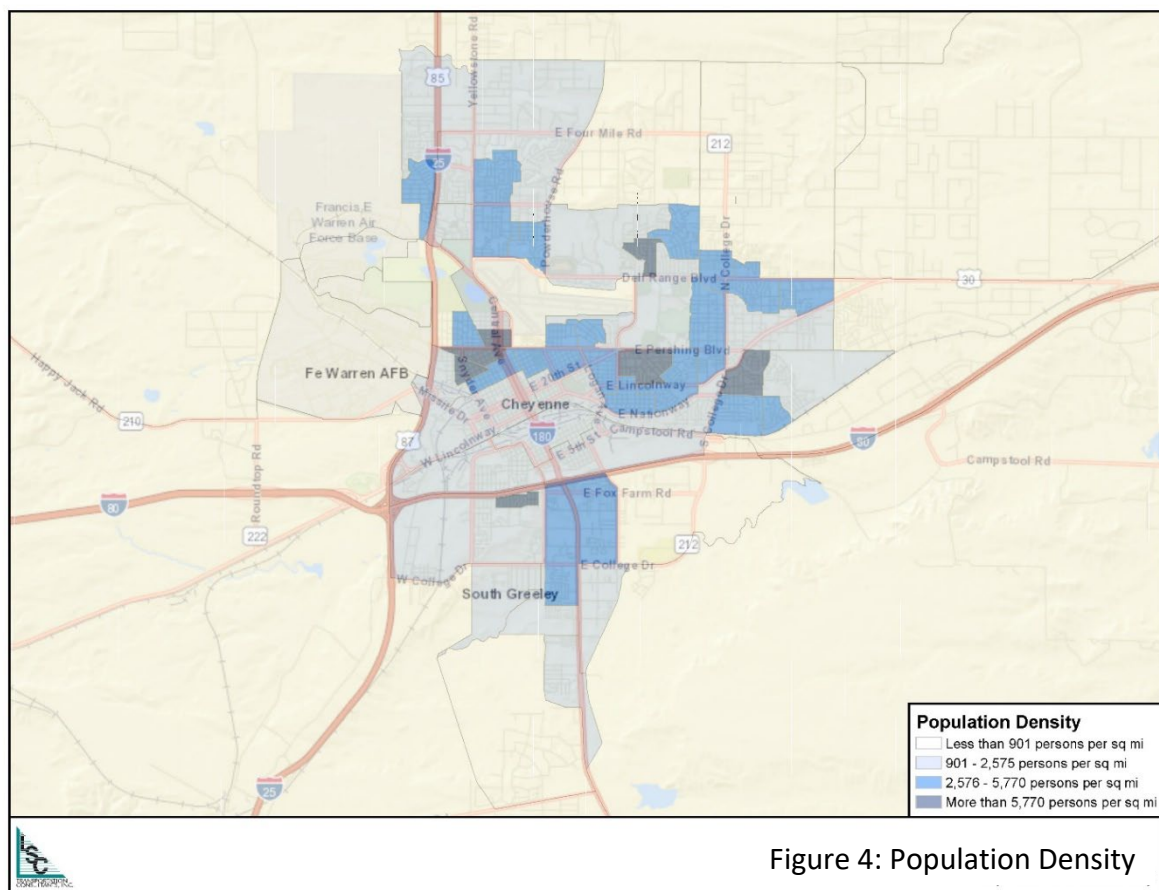
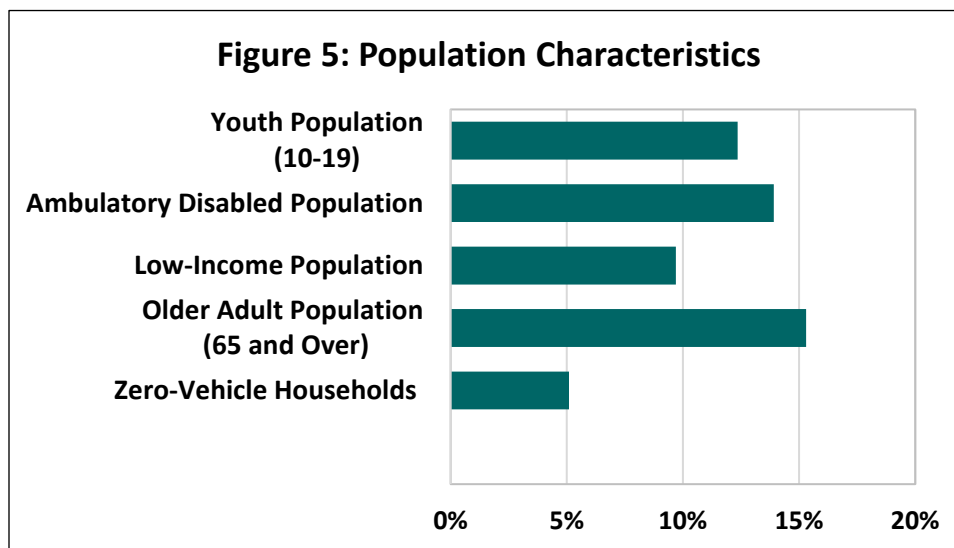


Figure 4: Population Density

Transit-Dependent Population Characteristics

This section provides information on the individuals considered by the transportation profession to be dependent upon public transit. The four types of limitations that preclude people from driving are physical limitations, financial limitations, legal limitations, and self-imposed limitations. Physical limitations may include permanent disabilities (i.e., frailty, blindness, paralysis, or developmental disabilities) to temporary disabilities (i.e., acute illnesses and head injuries). Financial limitations include people who are unable to purchase or rent a vehicle. Legal limitations include being too young to drive or having no driver's license. Self-imposed limitations refer to people who choose not to own or drive a vehicle (some or all the time) for reasons other than those listed in the first three categories.

The U.S. Census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation represents a relatively small portion of transit ridership in areas with low density. Figure 5 shows a summary of the transit-dependent population characteristics. Although ambulatory disabled and low-income population data are included in the 2019 ACS, they are only available at the tract level and were apportioned to the block group level based on the population of the block group compared to the total population in the tract. A more detailed table can be found in Appendix A.



Older-Adult Population

The older-adult population, defined by the U.S. Census Bureau as people 65 years of age or older, represents a significant number of the national transit-dependent population and represents 15.3 percent of the total population in the county. As shown in Figure 6, the areas with the highest density are along Pershing Boulevard as well as the area north of the airport and east of the AFB, to the northwest of College Drive and Dell Range Blvd, and southwest of the I-80 – I-180 junction.

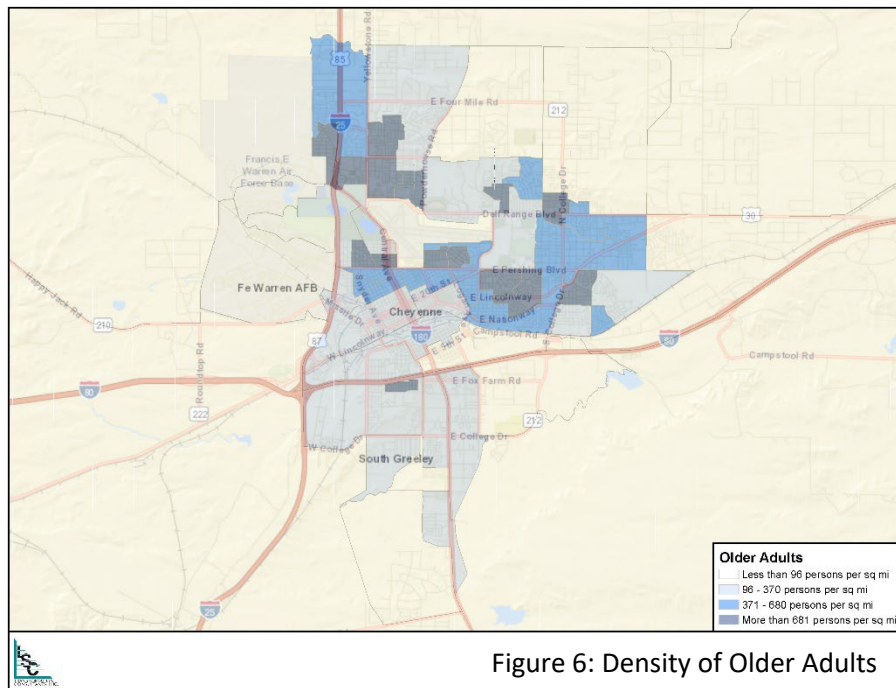


Figure 6: Density of Older Adults

Population of Persons with an Ambulatory Disability

An individual is classified as having an “ambulatory disability” if they have serious difficulty walking or climbing stairs. Approximately 14 percent of the population in the county has some type of ambulatory disability. As shown in Figure 7, the areas with the highest density of persons with an ambulatory disability are located at the east and west ends of Pershing Boulevard, as well as southwest of the I-80 – I-180 junction, and to the northwest of College Drive and Dell Range Boulevard.

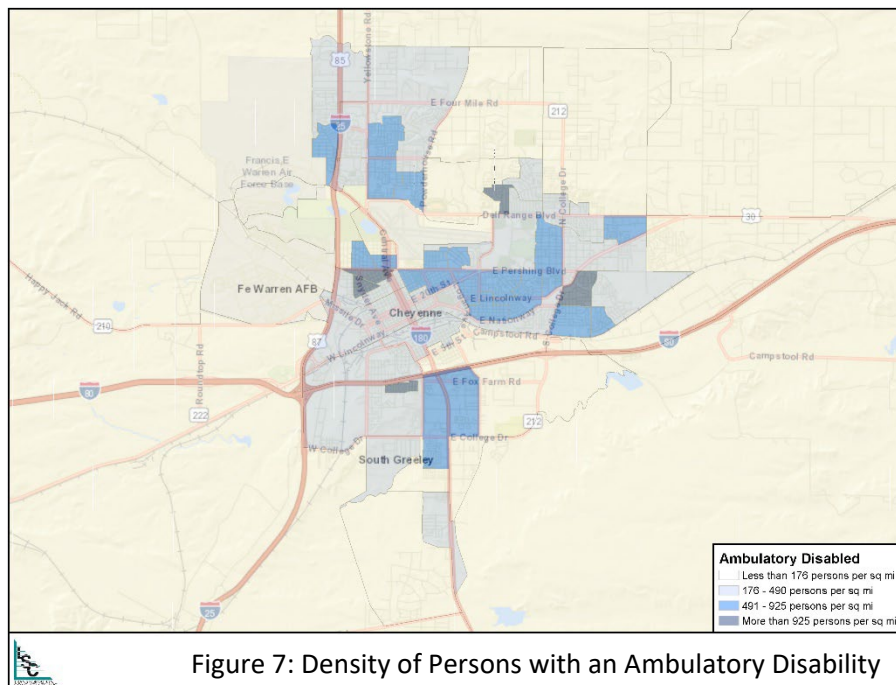
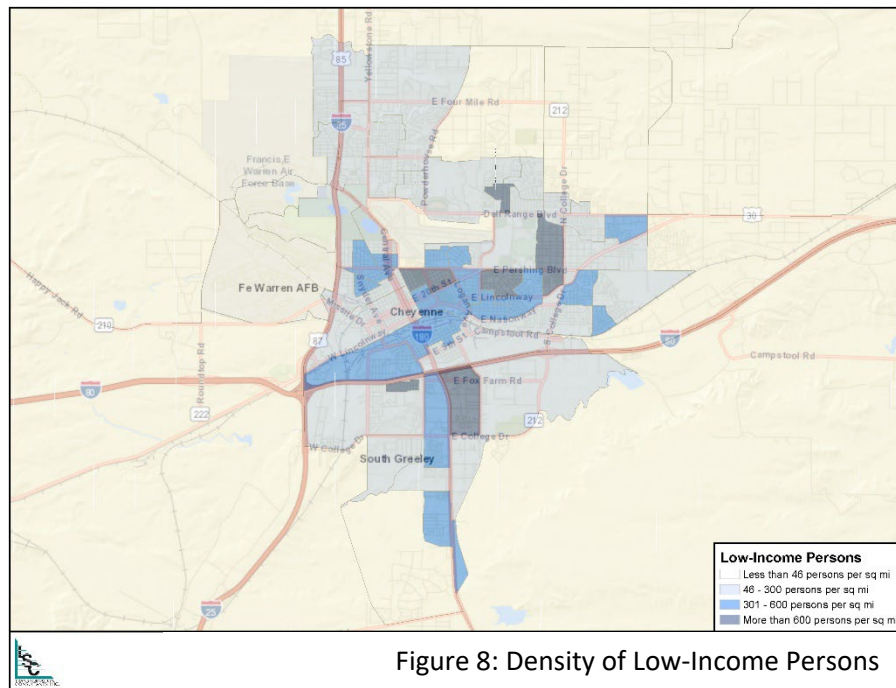


Figure 7: Density of Persons with an Ambulatory Disability

Low-Income Population

Low-income population, as defined by the Federal Transit Administration, includes persons whose household income is at or below the Department of Health and Human Services' poverty guidelines. The low-income population, listed in the tables and maps, includes people who are living below the poverty line using the Census Bureau's poverty threshold. Approximately 9.7 percent of the population of the county are considered low income. As shown in Figure 8, the areas with the highest density are along Pershing Boulevard, northwest of College Drive and Dell Range Boulevard, southeast of the I-80 – I-180 junction, as well as a small pocket southwest of the I-80 – I-180 junction.



Zero-Vehicle Households

Individuals residing in zero-vehicle households are generally transit-dependent, as they do not have access to a private vehicle. Approximately five percent of households in the county reported having no vehicle available for use. The density of zero-vehicle households for the study area is shown in Figure 9. The ranges for the density of zero-vehicle households are quite low due to the size of the block groups, combined with the small number of zero-vehicle households in the study area. The areas with the highest density are mainly in downtown Cheyenne, with some additional pockets to the north of town, the residential area just south of the Cheyenne's Veterans Affairs Medical Center, and at College Drive and Dell Range Boulevard.

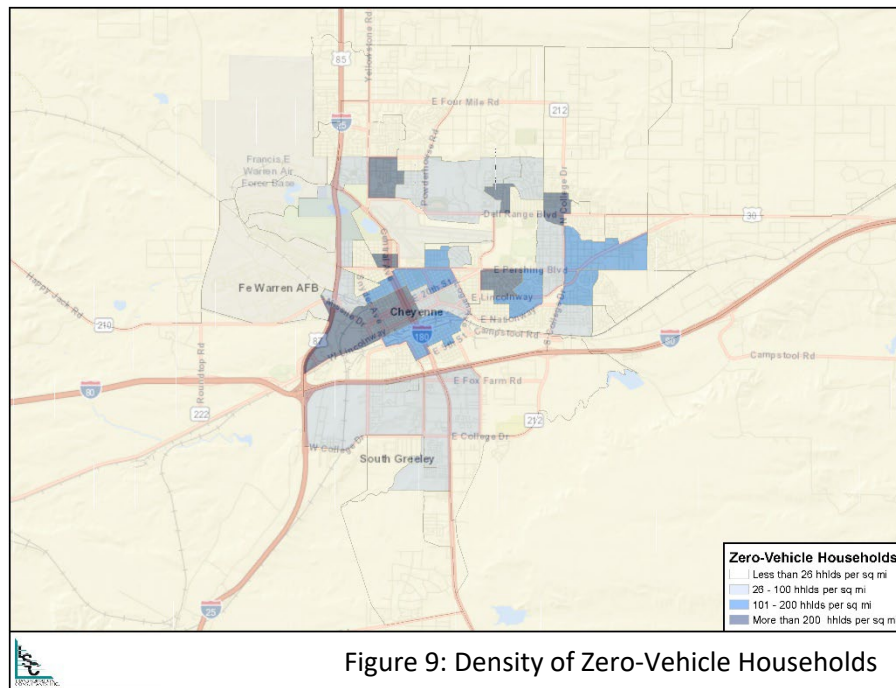


Figure 9: Density of Zero-Vehicle Households

Youth Population

The population density of youth (10-19 years of age) for the study area is shown in Figure 10. Approximately 12.4 percent of the population of the study area are youth. The areas with the highest density of youth are just north of downtown Cheyenne, southwest of the I-80 – I-180 junction, southwest of Yellowstone Road and Four Mile Road, as well as northwest of College Drive and Dell Range Boulevard.

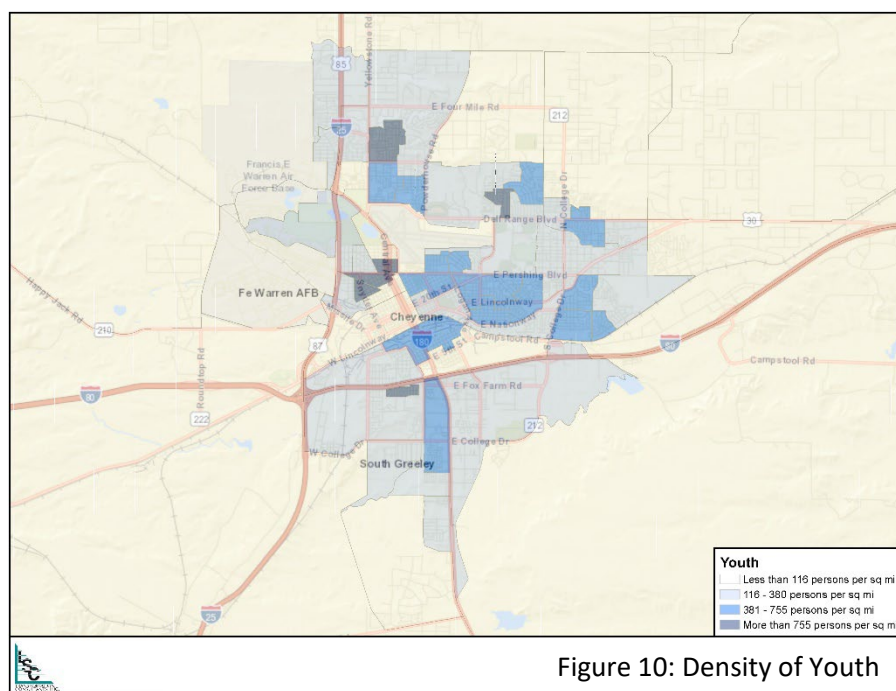


Figure 10: Density of Youth

COMMUNITY ECONOMIC CHARACTERISTICS

As shown in Table 4, according to the 2019 ACS, Cheyenne has a total civilian labor force of 50,972 with 1,773 being unemployed (3.5 percent). This is slightly more than the 2019 ACS five-year average unemployment for Wyoming (three percent) and is comparable to the rate for Laramie County (3.3 percent). The unemployment rate for Cheyenne is 5.4 percent which is more than that of Wyoming (4.5 percent) and slightly higher than Laramie County (5.1 percent).

Table 4: Employment Statistics in Cheyenne, WY		
	Estimate	Percent
Population 16 years and over	50,972	
In labor force	34,244	67.2%
Civilian labor force	32,986	64.7%
Employed	31,213	61.2%
Unemployed	1,773	3.5%
Armed Forces	1,258	2.5%
Not in labor force	16,728	32.8%
Unemployment Rate	5.4%	
Source: US Census Bureau, American Community Survey, 2019		

Employment Sectors

Table 5 shows the available 2019 ACS employment information for Cheyenne by employment sector. The employment numbers reflect a five-year average and may not accurately reflect current conditions. The Educational Services sector is the largest sector, accounting for approximately 24.5 percent of employment. The second highest industry sector for is Retail Trade (14.3 percent). Public Administration was the third highest sector, reporting approximately 12 percent of employees.

Table 5: Employment by Industry		
Industry	Total	%
Educational Services, Health Care, and Social Assistance	7,653	24.5%
Retail trade	4,465	14.3%
Public administration	3,733	12.0%
Accommodation, Arts, and Recreation	2,854	9.1%
Professional and Business Services	2,354	7.5%
Transportation and Warehousing	2,123	6.8%
Construction	1,882	6.0%
Finance and Insurance	1,661	5.3%
Other Services	1,453	4.7%
Manufacturing	1,198	3.8%
Agriculture	699	2.2%
Information	660	2.1%
Wholesale trade	478	1.5%
Total Employed	31,213	
<i>Source: US Census Bureau, American Community Survey, 2019; LSC 2022.</i>		

Major Employers and Activity Centers

Major transit activity centers are important in terms of land use, trip generation, and the ability to be served by public transit. Activity centers are locations that are typically shown to generate transit trips because they are prime origins or prime destinations and they generally include a wide variety of land uses including shopping/retail areas, and commercial, hospital, or education centers. There is no set formula that is used to derive a list of activity centers, as the process is subjective.

Figure 11 shows locations of possible transit generators in Cheyenne. Places that have been identified as possible transit generators include Laramie County Community College, Walmart, Cheyenne Regional Airport, F.E. Warren AFB, Cheyenne Regional Health Plaza, Laramie County Library, and the Cheyenne Aquatic Center.

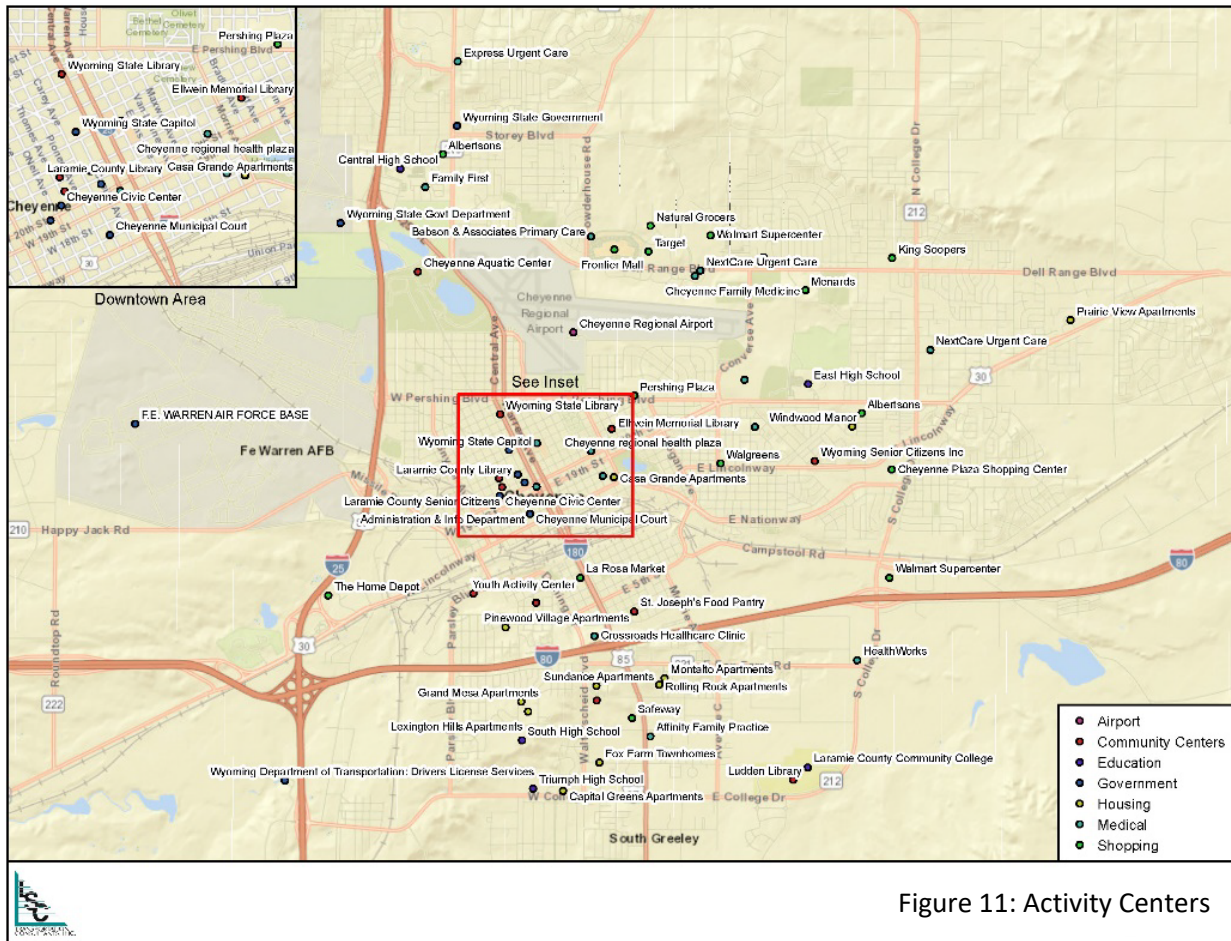


Figure 11: Activity Centers

TRAVEL PATTERNS

Work Transportation Mode

The 2019 ACS yields information about the means of transportation to work for Cheyenne's employed residents. Table 6 shows the number of people in Cheyenne's workforce and their modes of travel. These data were tabulated for employees 16 years of age and older who were employed when the ACS was completed. Most employees drive alone to work (26,390 people or 86.2 percent). Carpooling (10.4 percent) was the next highest mode of transportation to work. There were only 184 employees (0.6 percent) who reported using public transportation. Out of Cheyenne's workforce, 1,048 people reported that they worked from home, requiring no mode of transportation to work. These employees were not included when calculating the above percentages.

Table 6: Means of Transportation to Work		
Means of Transportation	Cheyenne	
	Workers	Percent
Drove Alone	26,390	86.2%
Carpooled	3,194	10.4%
Public Transportation	184	0.6%
Other Means	477	1.6%
Walked	370	1.2%
Total	30,615	100%
Note: Workers 16 years and over; those who worked at home are not included.		
Public Transportation excludes Taxi Cabs		
Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates		

According to the 2019 ACS, the mean commute time for Cheyenne residents was 14.3 minutes. Figure 12 shows the travel time to work for Cheyenne residents. The most frequent response for residents' travel time to work was 10 to 14 minutes (34 percent of the respondents), followed by 15 to 19 minutes and less than 10 minutes (each with 26 percent of the respondents).

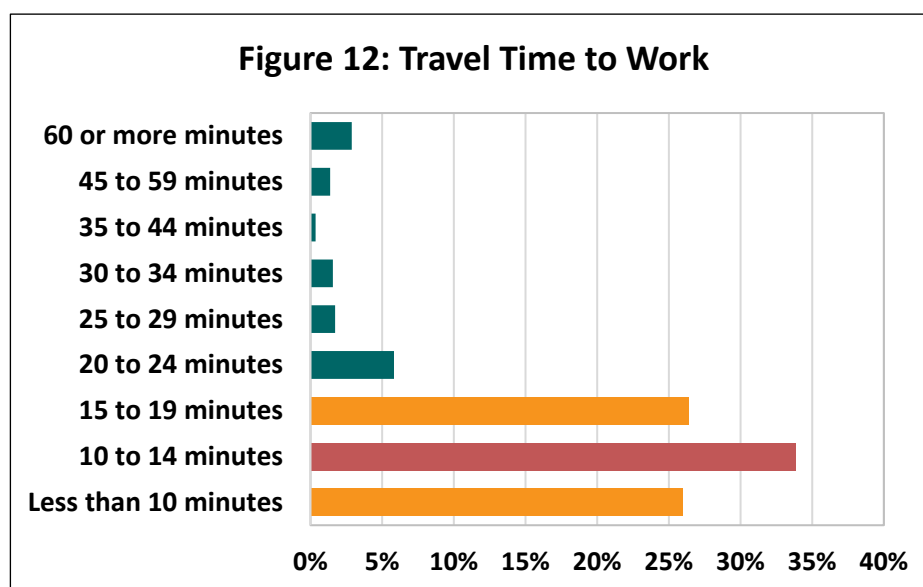
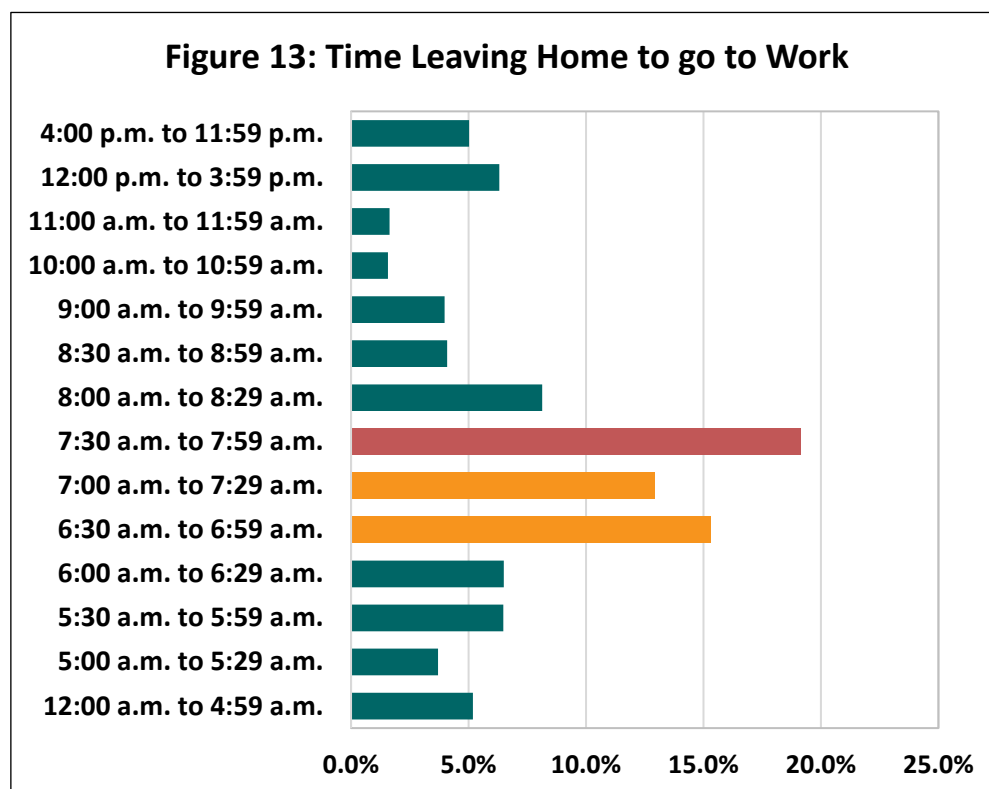


Figure 13 shows the time ranges for Cheyenne residents leaving home to go to work. The most frequent response was between 7:30 and 7:59 a.m., with 19.1 percent of the total responses. The next most frequent response was between 6:30 and 6:59 a.m. with 15.3 percent, followed by the time period between 7:00 and 7:29 a.m. with 12.9 percent of total responses.



INTRODUCTION

This chapter provides an overview and summary of public outreach efforts. These efforts include a community survey, an onboard survey, and in-person outreach efforts.

COMMUNITY SURVEY

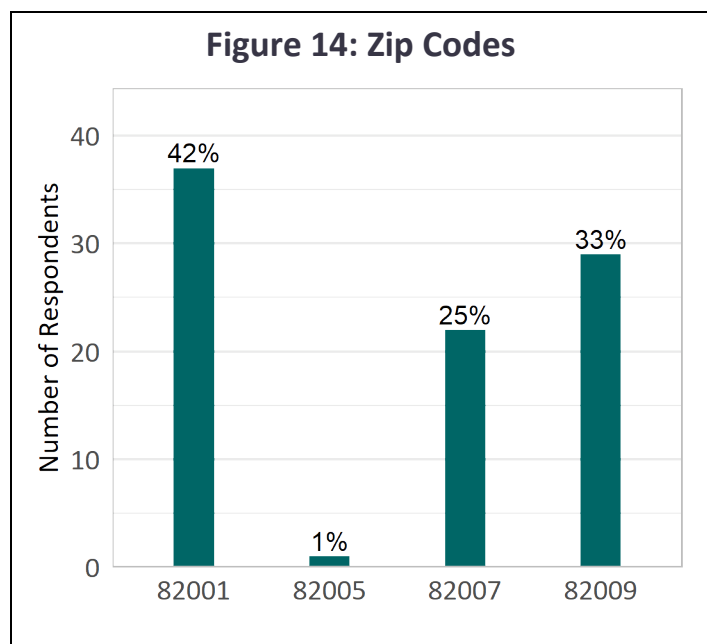
Community input about transit usage and preferences is important information that will be used to improve CTP routes and services. A survey designed to obtain this information was available online in both English and Spanish from January 12, 2022, to February 17, 2022. The survey asked respondents about their current transportation patterns, public transit usage and opinions, unmet transportation needs, and demographics. A total of 120 responses were received. The survey instrument is included in Appendix B.

The survey was publicized and distributed through the following means:

- Project website (hosted by the Cheyenne Metropolitan Planning Organization)
- City of Cheyenne press release and posts on social media
- Posters hung on CTP buses
- Flyers distributed to stakeholders and local businesses
- Local news (Wyoming Tribune Eagle)

Residence Location

Respondents were asked in which zip code they lived. Zip code 82001 covers most of Cheyenne and accounts for 40 percent of survey respondents (see Figure 14). Zip code 82009 represents the northern part of Cheyenne and the rural areas to the north of Cheyenne and had 33 percent of respondents. Zip code 82007 represents rural areas to the south of Cheyenne and accounts for 25 percent of survey respondents. One percent of respondents live in zip code 82005, which covers the F.E. Warren Air Force Base to the west of Cheyenne.

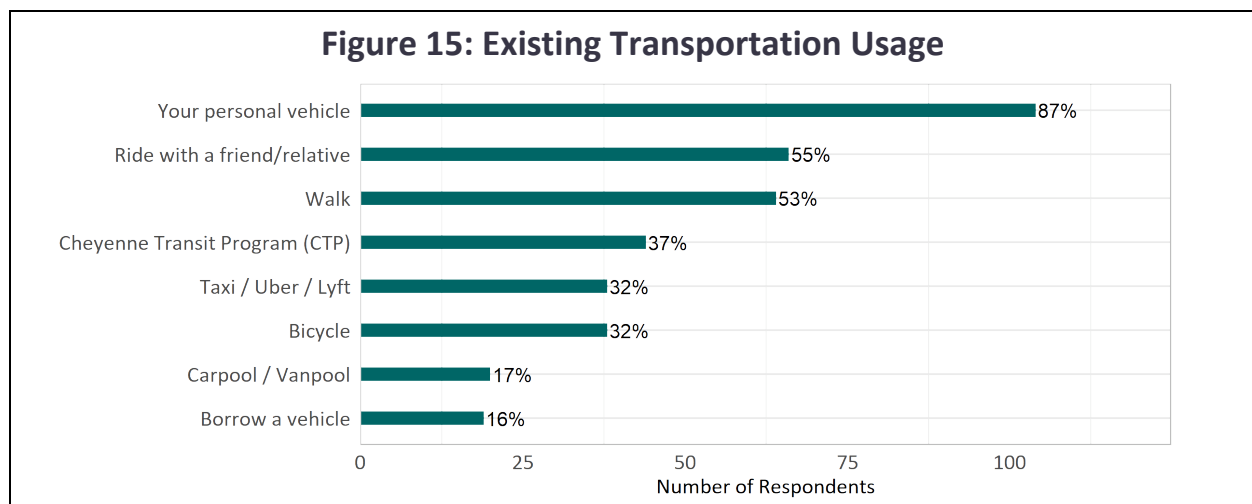


When compared to the demographic data presented in Chapter 3, these results are similar to the actual population living in each zip code. About 93,000 people live in these four zip codes; 39 percent live in 82001, one percent live in 82005, 24 percent live in 82007, and 37 percent live in 82009.¹

Existing Transportation

Modes Used

Respondents were asked which transportation modes they and others in their household currently use and how often. Figure 15 shows the percent of respondents who use each mode at least occasionally. Driving a personal vehicle was the most common mode used, with 87 percent of respondents driving a personal vehicle. Getting a ride and walking were next, with just over half of respondents using those modes. Just over one-third of respondents use CTP services. About one-third of respondents use a taxi/Uber/Lyft or bicycle. Carpool, vanpool, and borrowing a vehicle were the least likely modes to be used by respondents.

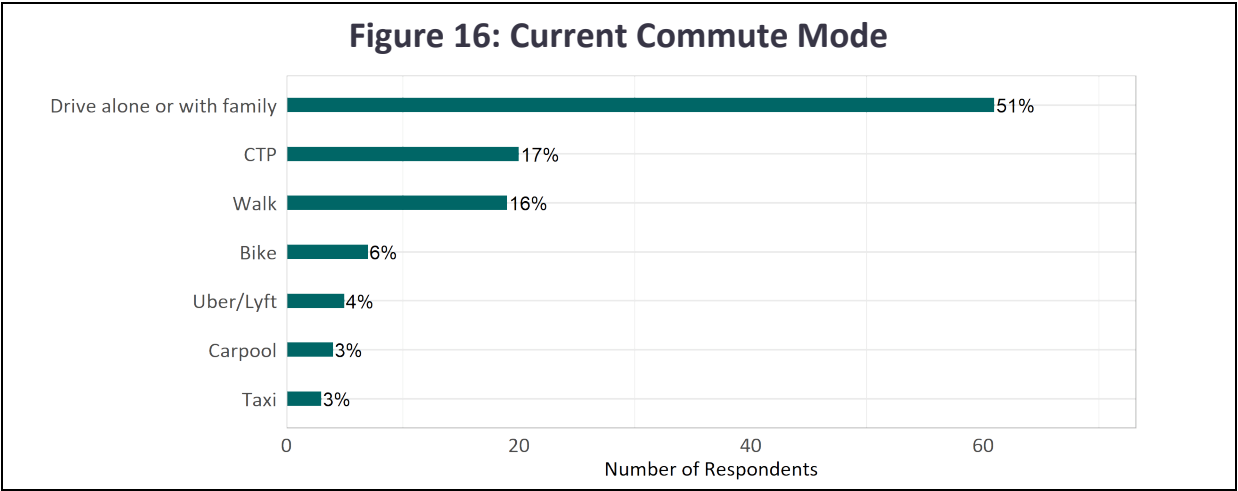


Commute Mode

Respondents were also asked how they regularly commute to work. Half of respondents commute by driving (either alone or with family), while 17 percent use transit and 16 percent walk to work (Figure 16).

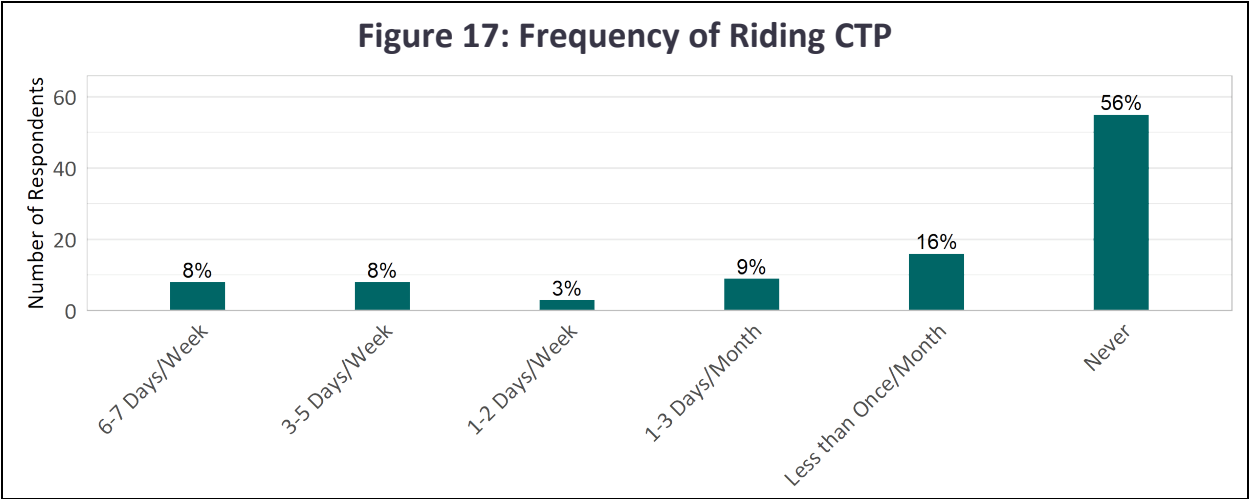
General population data from the U.S. Census illustrates that most people in Cheyenne (86 percent) drive alone to work, while 10 percent carpool. Less than one percent of Cheyenne residents take public transportation to work, while just over one percent use other means or walk.

¹ U.S. Census Bureau, ACS 2019 Five-Year Estimates



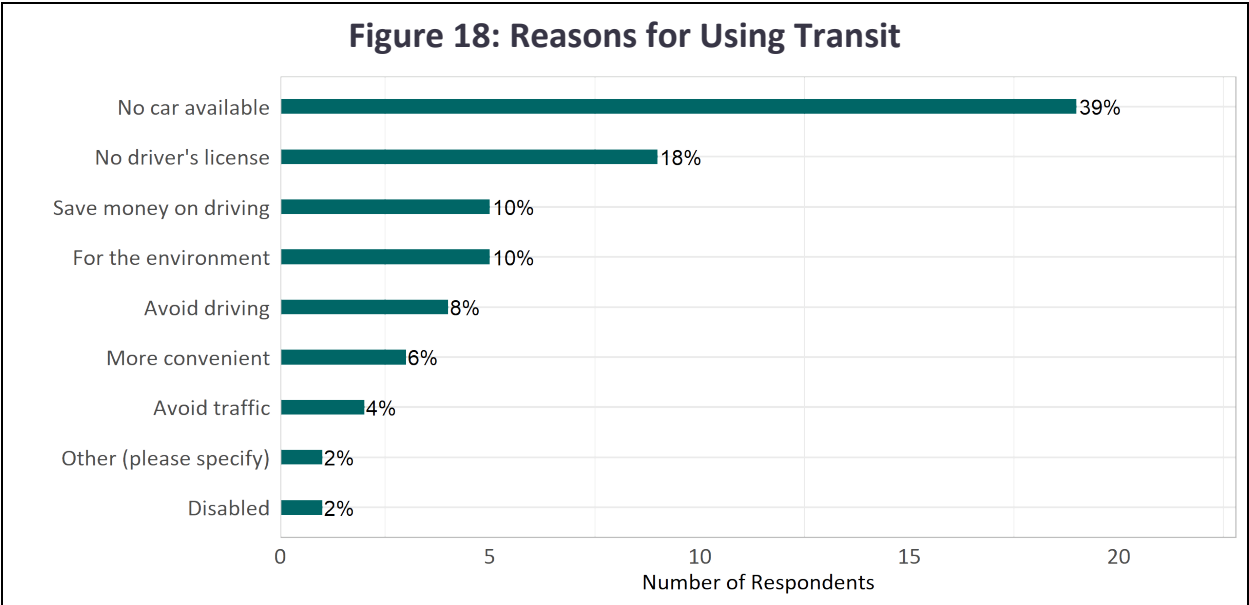
Public Transit Usage

Respondents were asked how frequently they ride CTP. Over half of respondents indicated that they never ride transit, while 19 percent are regular riders, riding at least once per week (see Figure 17). One-quarter of respondents said they ride transit infrequently, only a few times per month.



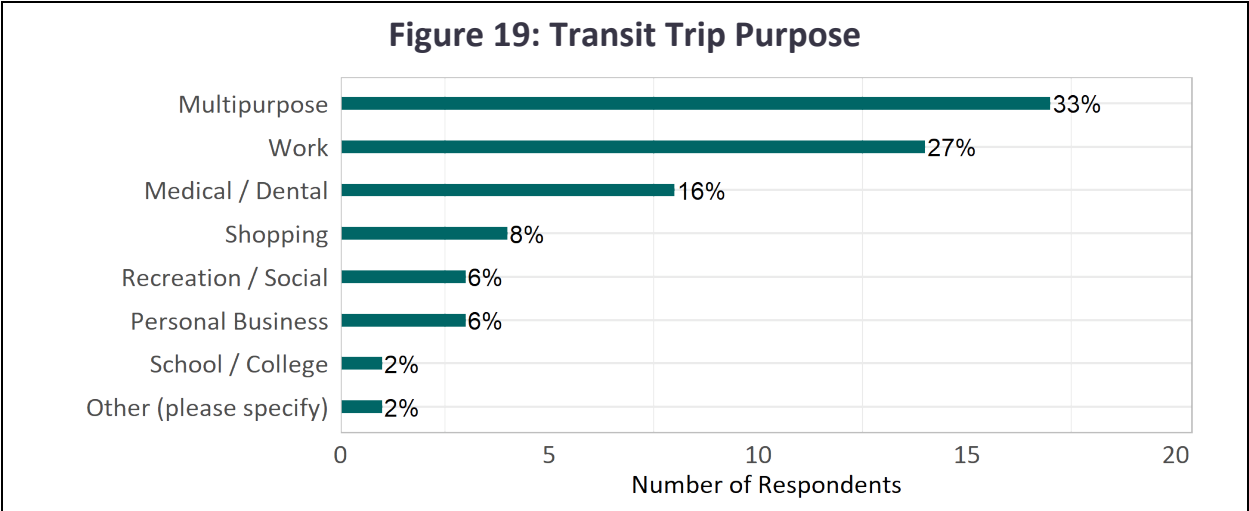
Reasons for Riding Transit

Respondents were asked to provide the top reason for why they use public transit. Lack of personal transportation was the biggest reason; about 40 percent of respondents use transit because they do not have a car, and nearly 20 percent of respondents ride transit because they do not have a driver’s license (see Figure 18). Some respondents indicated they use transit to save money (10 percent) or to protect the environment (10 percent).



Trip Purpose

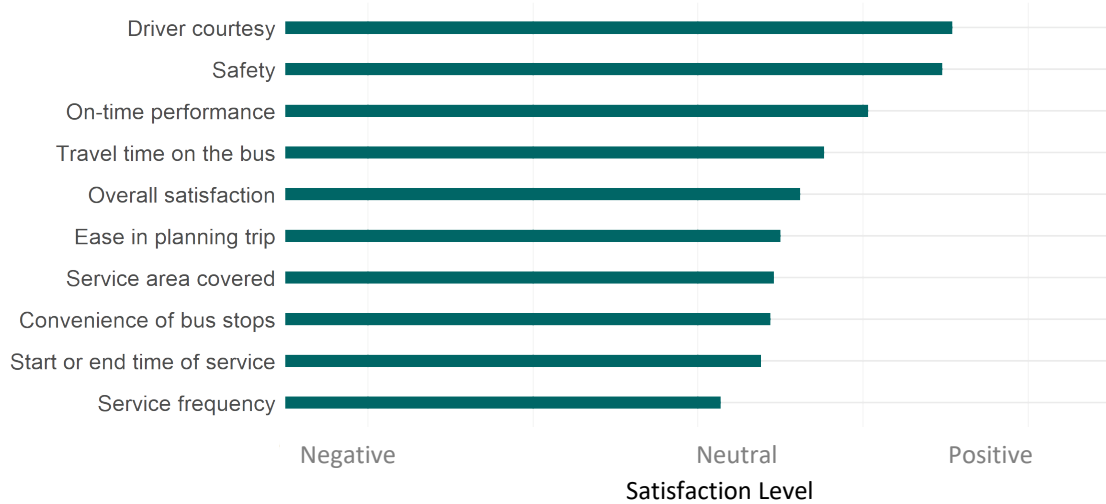
When asked the top trip purpose when they use transit, most respondents (33 percent) said their trips were multi-purpose (see Figure 19). This means that they are “trip-chaining,” or combining multiple tasks into a single trip. Traveling to work was the next most common response (27 percent), followed by medical or dental trips (16 percent).



Satisfaction with Existing CTP Services

Transit riders were asked to rate a variety of statements about CTP’s existing services on a scale of one to five, with a score of one indicating poor performance and a score of five indicating excellent performance. Figure 20 shows these results. Driver courtesy and safety were the attributes that respondents were happiest with. Start and end time of service as well as service frequency were the lowest-ranked attributes.

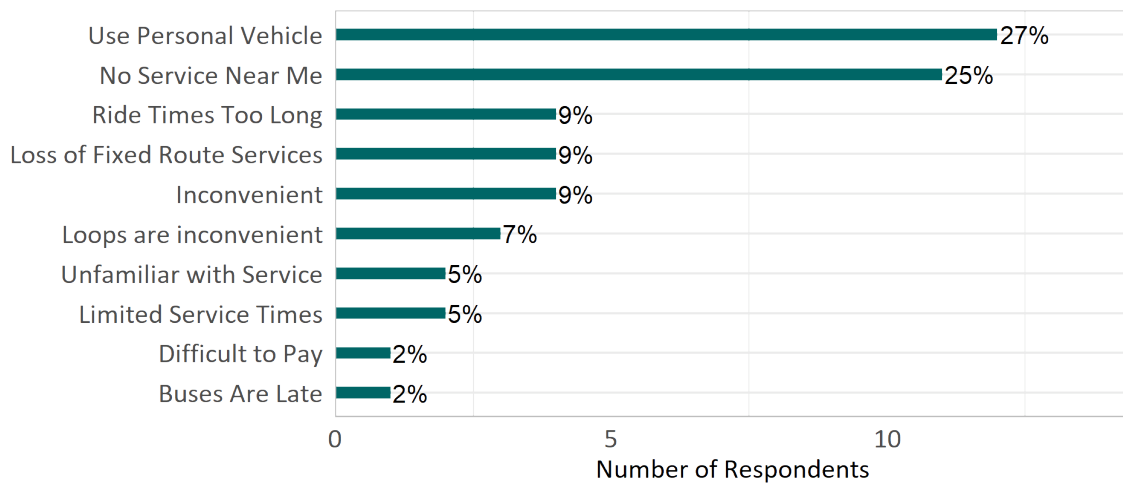
Figure 20: Satisfaction with Existing CTP Services



Reasons for Not Riding Transit

Respondents who do not ride transit were asked to explain the top reasons that they do not use transit. Figure 21 shows the summary of responses. Using a personal vehicle instead of riding transit was the top-cited reason (27 percent), closely followed by respondents who indicated that there is no transit service available near them (25 percent). Other listed reasons included ride times that are too long, loss of fixed-route services, and inconvenience (9 percent respectively).

Figure 21: Reasons for Not Riding Transit

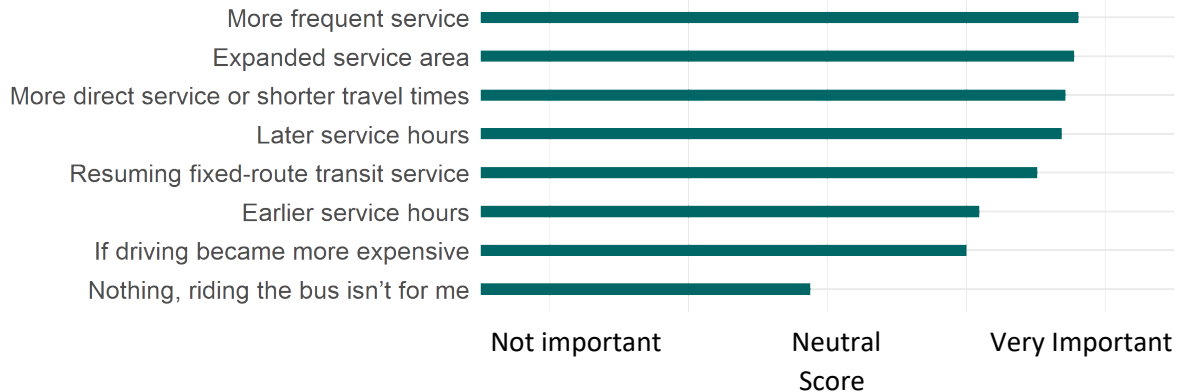


Factors for Using Transit More Often

Similarly, respondents were asked to rate factors that would make them use transit more often on a scale of one to five, with a score of one indicating low importance and a score of five indicating high

importance (see Figure 22). Factors that respondents rated most highly were more frequent service, expanded service area, more direct service or shorter travel times, and later service hours. Overall, all factors listed scored highly.

Figure 22: Reasons to Use CTP Services More

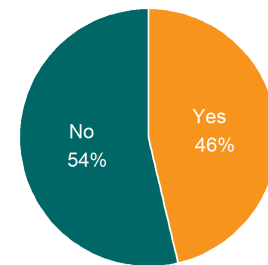


Transportation Needs

Unmet Transportation Needs

Respondents were asked a series of questions about unmet transportation needs that they might have. Just under half (46 percent) of respondents said that there are times when they need a ride but do not have one (see Figure 23).

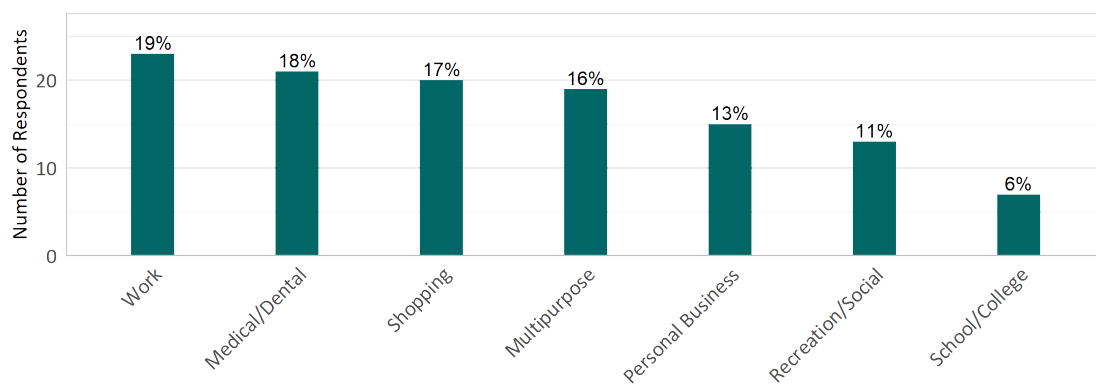
Figure 23: Unmet Transportation Needs



Trip Purpose for Needed Rides

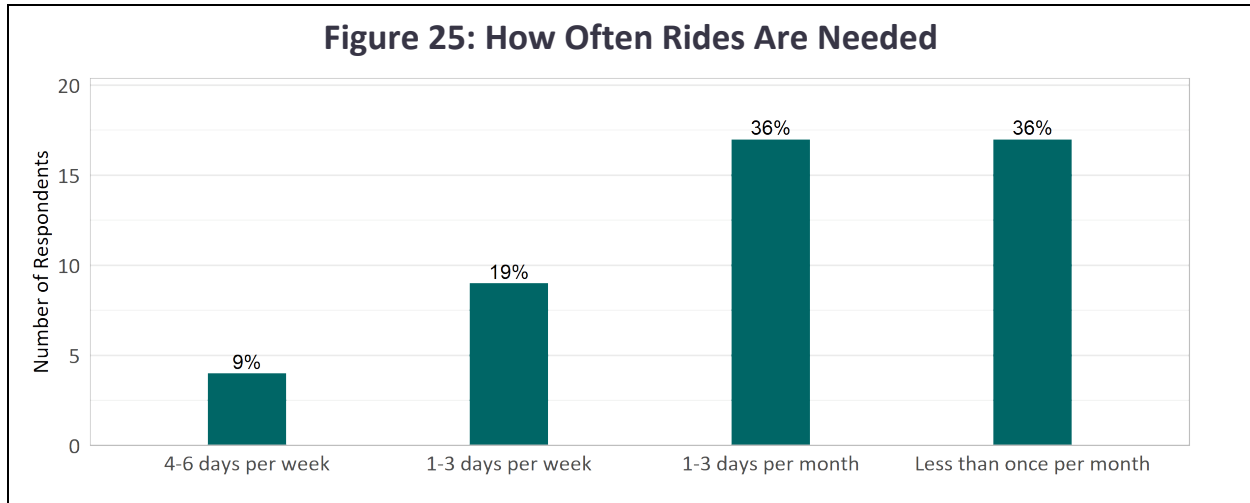
For respondents who said they needed a ride but did not have one, work was the most common destination (19 percent), followed closely by medical or dental appointments (18 percent) and shopping trips (17 percent), as shown in Figure 24.

Figure 24: Trip Purpose for Needed Rides



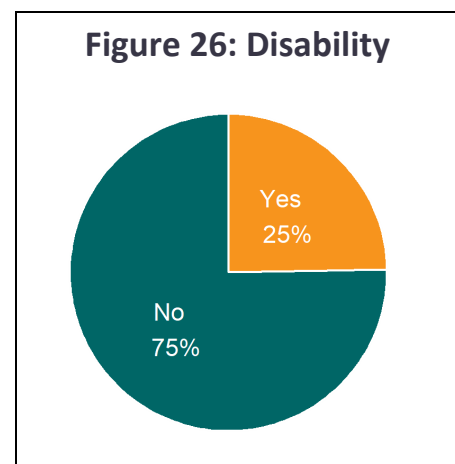
Frequency of Unmet Transportation Needs

For most respondents who need a ride but do not have one, this happens on a monthly basis or less frequently (Figure 25). Nine percent of respondents reported an almost daily need for a ride, while 19 percent reported needing a ride one to three times a week.



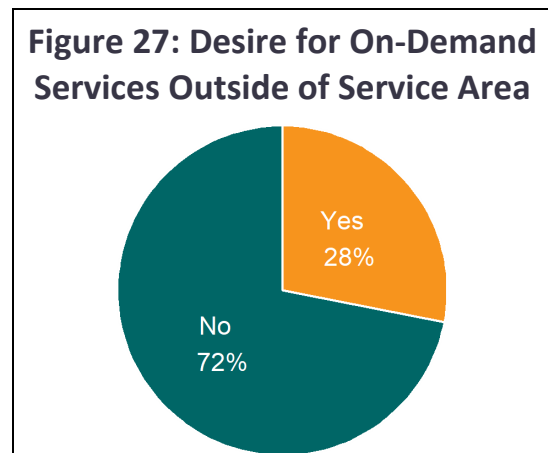
Disability

Twenty-five percent of respondents who need a ride but do not have one also have a disability, health concern, or other issue that makes traveling difficult (see Figure 26).



On-Demand Service Area

Respondents were also asked if there are areas outside of the current on-demand service area that they would like to reach using public transportation. Most respondents (72 percent) said that there are not additional areas they would like to reach (Figure 27). Twenty-eight percent indicated a desire for transportation outside of the current on-demand service area.

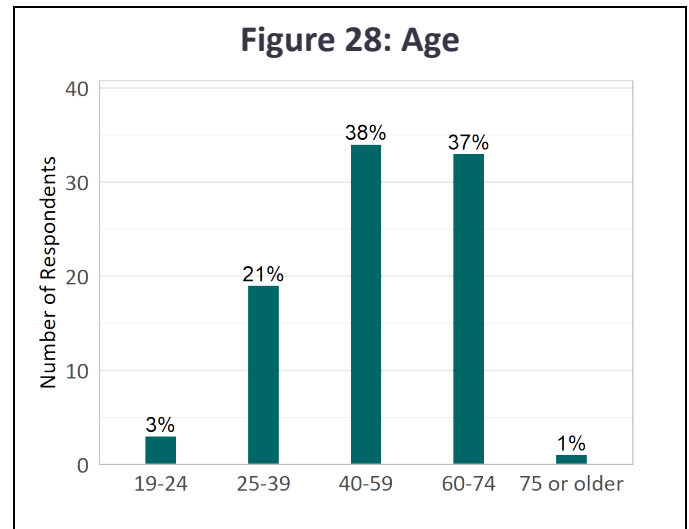


Demographics

Age

The survey asked respondents to indicate their age, with three quarters of respondents being between 40 and 74 years old (see Figure 28). About twenty percent are 25-39 years old, while few respondents are 19-24 (3 percent) or older than 75 (1 percent).

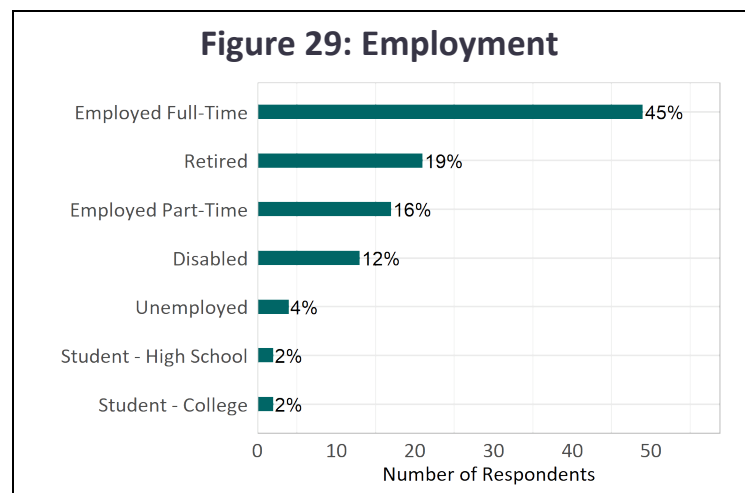
According to the U.S. Census, of the total population of Cheyenne, about 8 percent is between the ages of 19 and 24, 21 percent is between the ages of 25 and 39, 24 percent is between the ages of 40 and 59, 17 percent is between the ages of 60 and 74, and seven percent is age 75 or older.



Employment

Nearly half of survey respondents are employed full-time (see Figure 29). Approximately 19 percent of respondents are retirees. Few survey respondents are high school or college students (2 percent respectively).

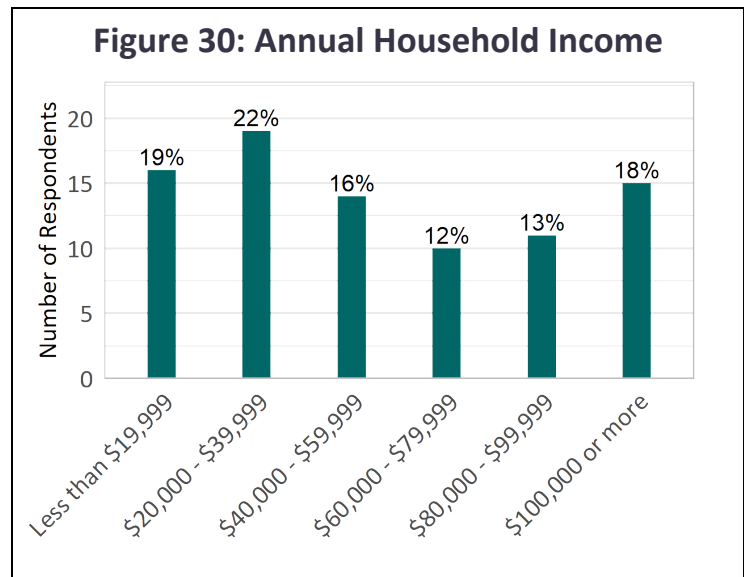
According to the U.S. Census, in Cheyenne, about 3 percent of residents are unemployed. About 13 percent of Cheyenne residents have at least one disability.



Household Income

Figure 30 shows annual household income levels for survey respondents. About one-fifth of respondents earn less than \$20,000, one-fifth earn \$20,000 to \$39,999, and one-fifth earn \$100,000 or more.

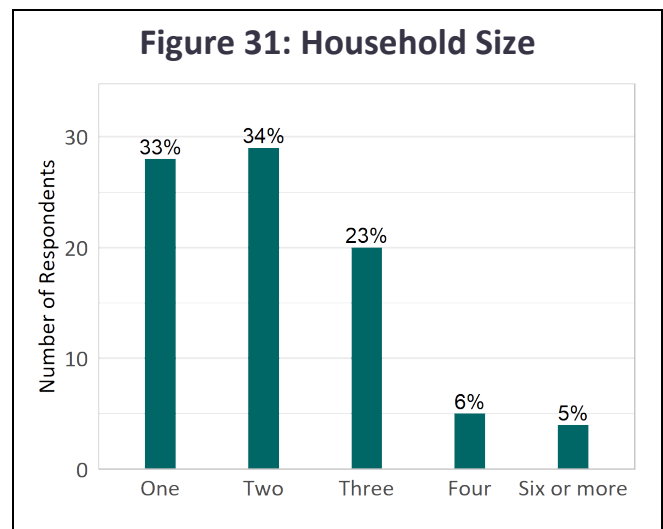
Survey respondents tend to be lower-income than the average Cheyenne resident, according to data from the U.S. Census. In Cheyenne, about 11 percent of households earn less than \$15,000 per year; seven percent earn between \$15,000 and \$25,000; six percent earn between \$25,000 and \$35,000; 10 percent earn between \$35,000 and \$50,000; 21 percent earn between \$50,000 and \$75,000; and 29 percent earn over \$100,000.



Household Size

Survey respondents were most likely to live in one- or two-person households (see Figure 31). The small household size may indicate fewer responses from families with children.

According to the U.S. Census, in Cheyenne, about 30 percent of households have one person; 33 percent are households with two people; 16 percent are households with three people; and 20 percent are households with four or more people.



Operating Vehicles and Licensed Drivers

Lack of a private vehicle and a driver's license influences people to use public transportation. This comparison provides an indication of the number of potential choice riders compared to those who are transit dependent. Potential choice riders refer to those respondents that live in households with an operating vehicle and a driver's license, who may choose to use transit.

Most survey respondents live in a household with at least one driver's license (Figure 32). Only six percent of respondents lived in a household with no driver's licenses. One-third of respondents lived in a one-car household, with another one-third living in households with two vehicles (Figure 33). Twelve percent of respondents live in a household with zero vehicles. According to the U.S. Census, in Cheyenne, about seven percent of residents live in a household without a vehicle; 26 percent live in a household with one vehicle; 37 percent live in a household with two vehicles; and 31 percent live in a household with three or more vehicles.

Figure 32: Number of Licenses in the Household

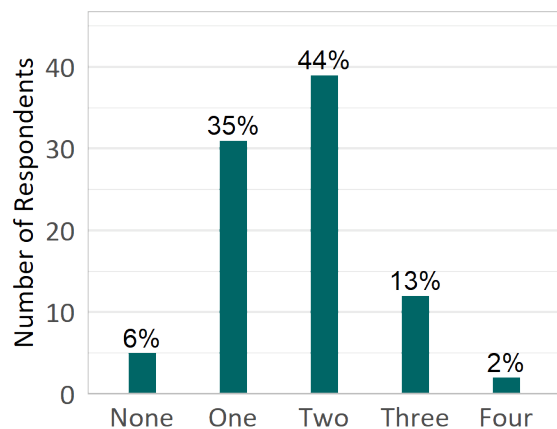
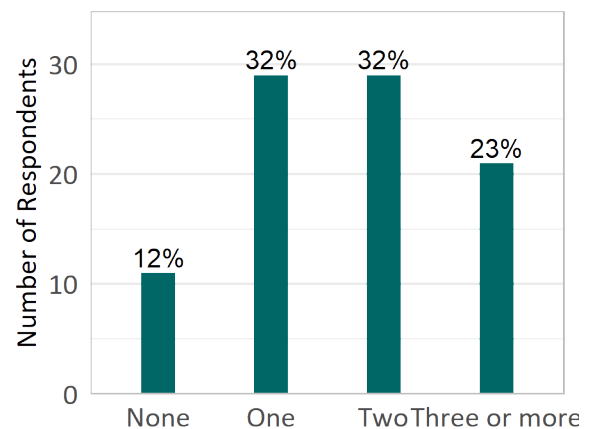


Figure 33: Number of Vehicles in the Household



Additional Comments

The survey concluded with an open comments section. Many respondents took the time to write down their thoughts. Some of these are reproduced here.

One common theme was using transit to get to work. One person pointed out the need to get to Lowe's and Walmart distribution centers, while another requested earlier transit start times to get to work for an early shift:

"There are people who live in Cheyenne who need rides to the Lowe's distribution center and Walmart distribution center for work. Right now, these trips are not served by transit."

"I would like to see earlier start and later stop times. Some people start working at 6am, including on the weekend."

Some people commented on specific requests for transit services in particular areas, such as Dell Range and Western Hills:

“Please add stops in Western Hills. I used CTP more often when buses went up Evers Blvd, years ago.”

“When the fixed routes were running, the bus to and from Dell Range was often overcrowded. All the downtown bus stops have arrival and departure times that are about the same, so if I missed the bus, I had to wait an hour for the next one.”

Finally, one person requested expanded routes, even if it costs more, because having the option to use public transit is worth it:

“Please expand the routes. Even if it would cost me more to hitch a ride on public transit, at least I would have the option.”

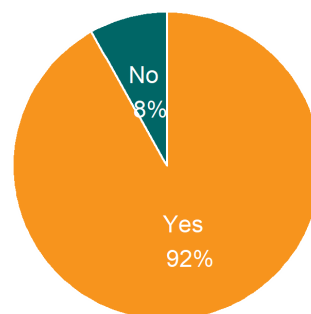
ONBOARD SURVEY

An onboard survey of passengers was conducted between February 11, 2022 through March 2, 2022. During that time period, the link to the survey was sent to all riders at the end of their trip. When booking a trip, CTP riders provide a phone number and upon completion of the trip they are sent a post-trip evaluation. The link to the onboard survey was added to that post-trip message. The survey was available in English and Spanish. Information about the survey was also shared on the project website and through the City’s social media accounts. The onboard survey asked current riders to answer questions about their most recent transit trip, their opinions about CTP services, and some basic demographic information. This section summarizes their responses. The survey instrument is included in Appendix C.

CTP Ridership

Respondents were asked whether or not they rode CTP in the past two weeks. Since the survey link was sent out directly to current riders following their transit trip, it was predominantly targeted at current transit riders. Therefore, 92 percent of respondents said that they rode transit within the past two weeks (see Figure 34). However, knowing that former riders may want to participate on why they are no longer riding CTP, it was also available to the community. Only eight percent had not used CTP services in the past two weeks.

Figure 34: Respondents who had Ridden CTP in the Past 2 Weeks



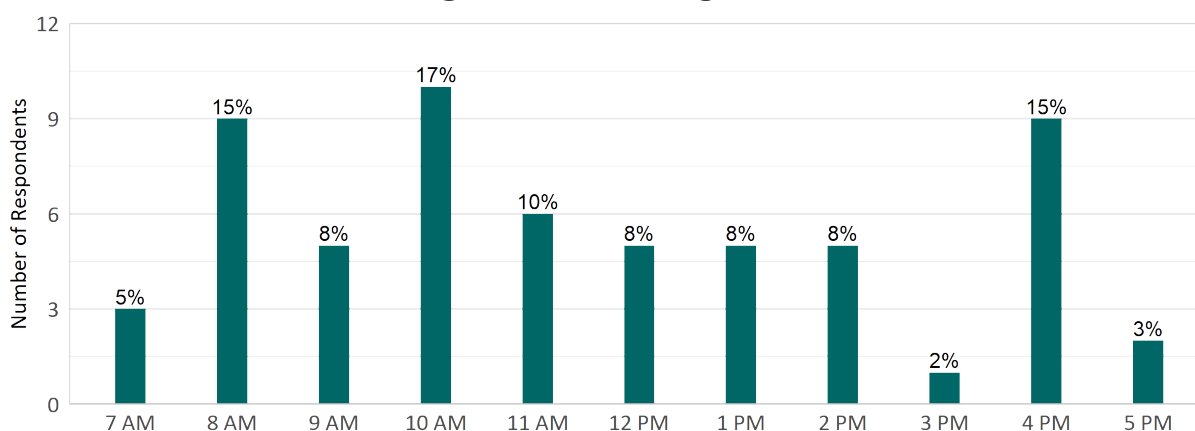
Most Recent CTP Trip

Boarding Hour

Respondents were asked what time they boarded the transit vehicle. Figure 35 shows the responses by hour of the day. Respondents were most likely to board from 8:00 a.m. to 9:00 a.m., from 10:00 a.m. to 11:00 a.m., and from 4:00 p.m. to 5:00 p.m.

According to data from the U.S. Census, this differs from Cheyenne's general commuting pattern: work trips in Cheyenne are more likely to start in the 7:00 a.m. hour (30 percent), with only nine percent beginning in the 8:00 a.m. hour.

Figure 35: Boarding Hour



Boarding Location

Respondents were asked where they boarded the vehicle. Figure 23 shows the locations where respondents boarded.

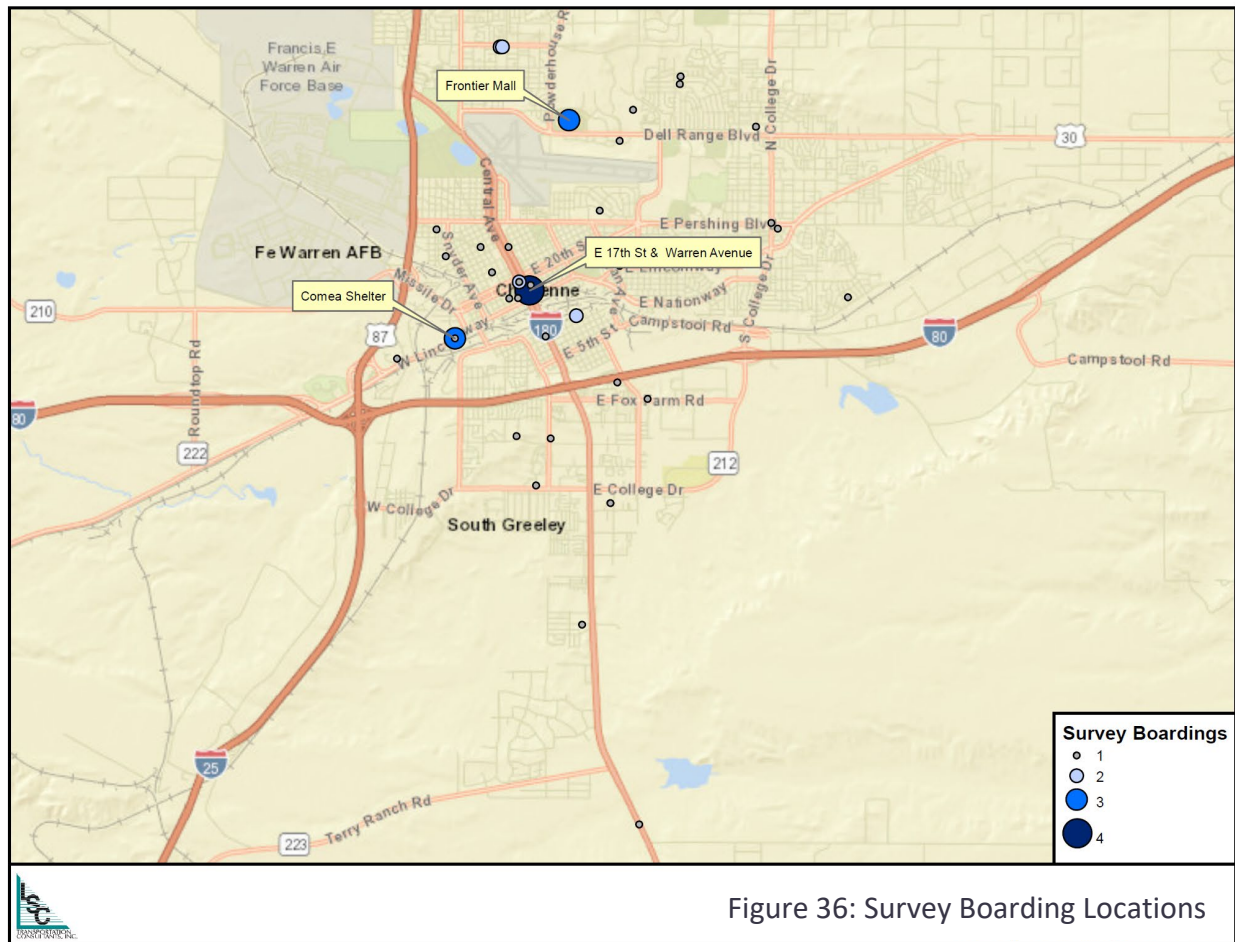
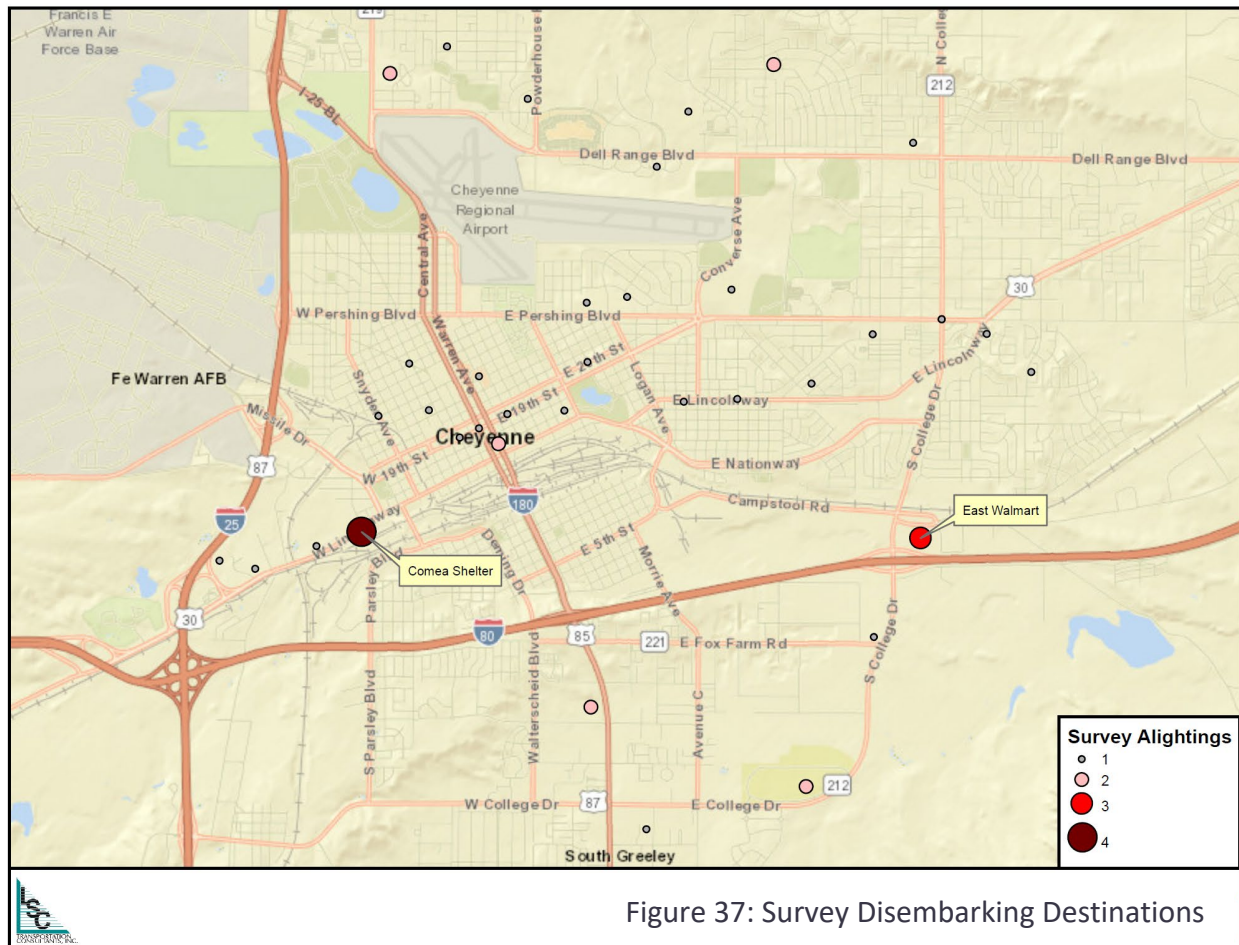


Figure 36: Survey Boarding Locations

Destination

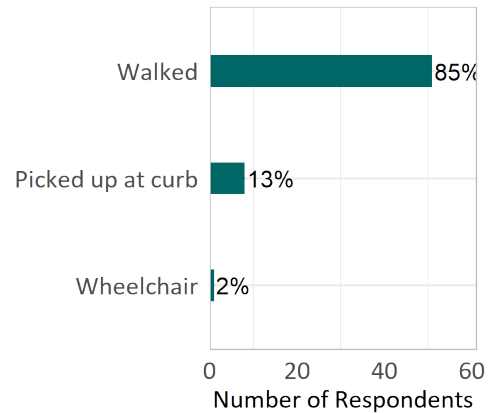
Respondents were asked where they disembarked from the vehicle. Figure 24 shows the locations where respondents disembarked.



Accessing the Bus Stop

The survey asked respondents how they accessed the bus stop where they boarded the bus. Most (85 percent) of respondents walked to the bus stop (see Figure 38). Since service is currently on-demand, some respondents answered that the bus picked them up at the curb, so they did not need to go to a bus stop.

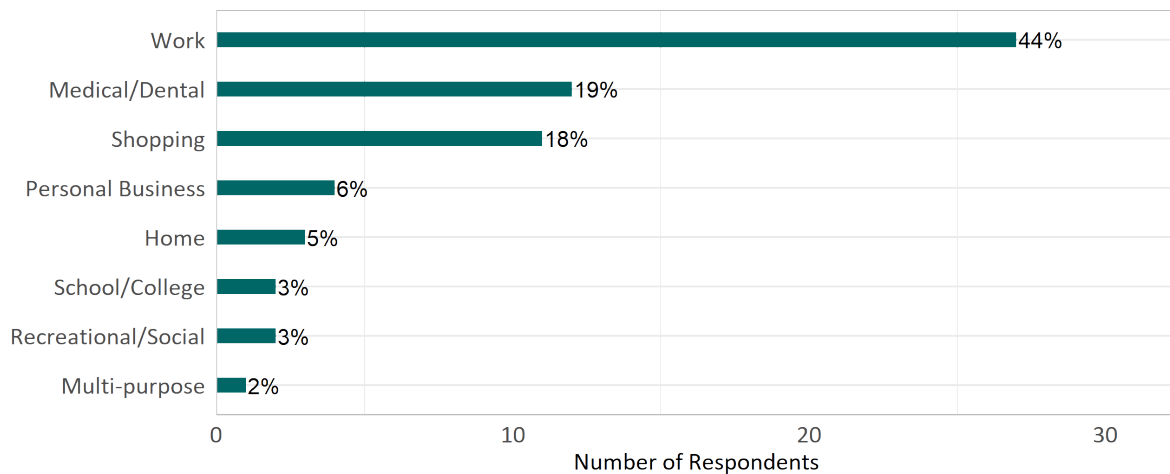
Figure 38: Method Used to Access the Bus Stop



Trip Purpose

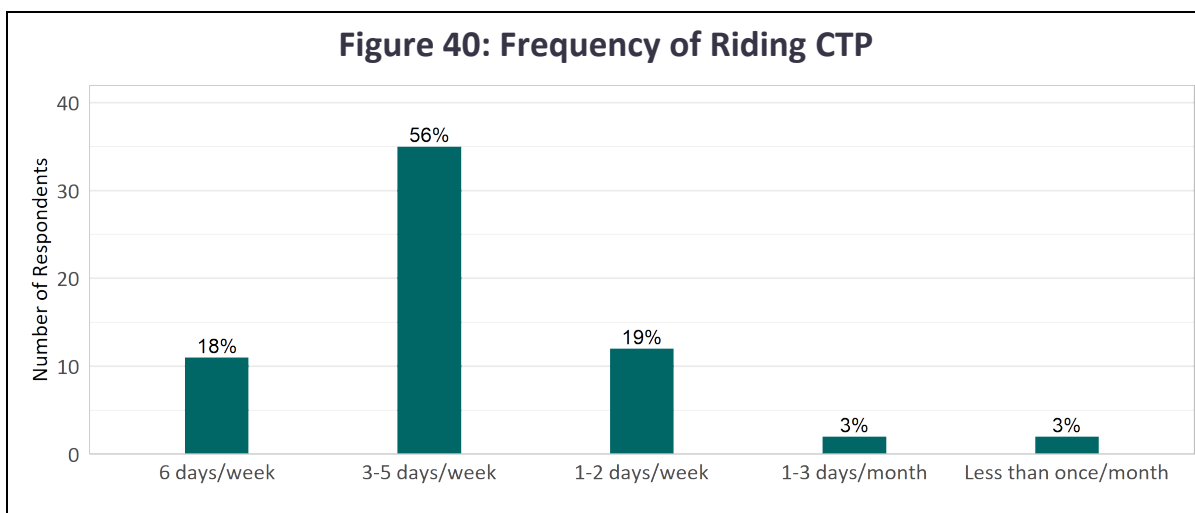
Most respondents' trips were made to work locations, followed by medical/dental trips and shopping trips (see Figure 39). Unlike the results from the community survey presented earlier in this chapter, multi-purpose trips were not common.

Figure 39: Trip Purpose



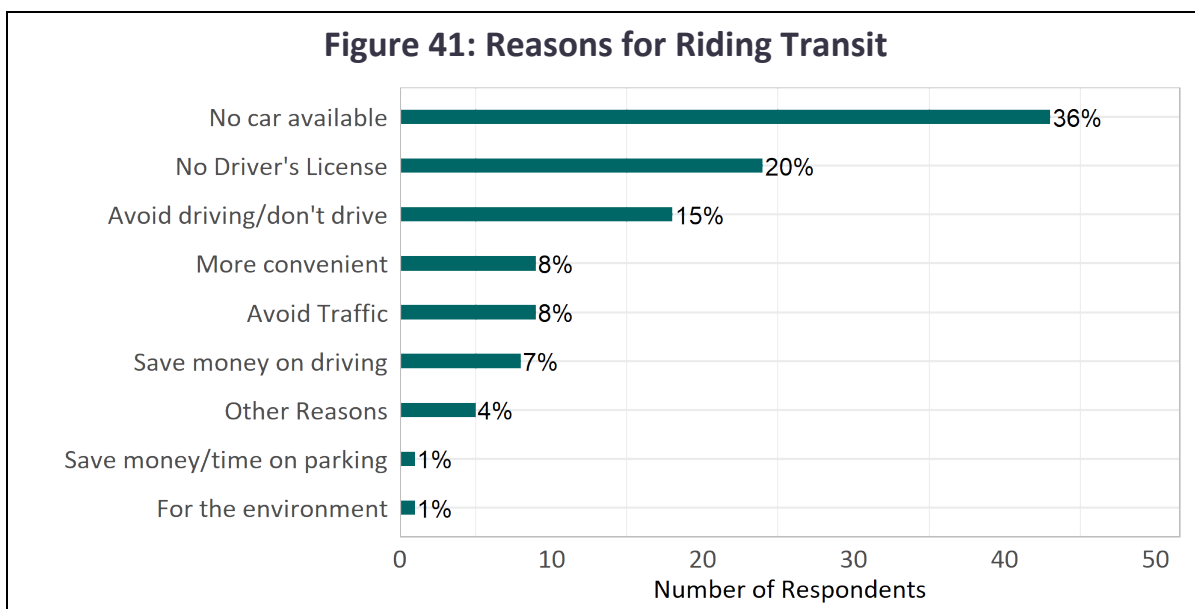
Frequency of Riding CTP

Most respondents are regular CTP riders. Over half (56 percent) stated that they ride CTP three to five days per week, another 18 percent stated that they ride six or more days per week, and another 19 percent ride one to two days per week (see Figure 40).



Reasons for Riding Transit

Respondents most frequently said that they ride transit because they do not have a car available to them (Figure 41). Not having a driver's license and an inability to drive were also common responses. This indicates that regular riders are likely to be captive riders, rather than choice riders. Other write-in reasons for riding transit included specific disabilities.



Vehicle Available for Trip

Over 80 percent of respondents did not have a vehicle available for their transit trip (Figure 42), which also indicates that they are likely to be captive riders, rather than choice riders.

Experience with CTP

Satisfaction with CTP Services

Respondents were asked a variety of questions about CTP's service characteristics and how satisfied they were with each one. Responses were largely positive across the board (Figure 43). Respondents were most satisfied with driver courtesy, CTP's overall safety, and CTP's overall service. The lowest-ranked characteristics were bus stop amenities, convenience of bus stops, and on-time performance, although these scores were also relatively high.

Figure 42: Vehicle Available for Trip

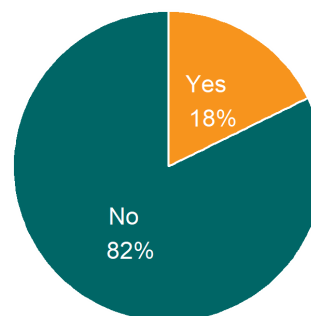
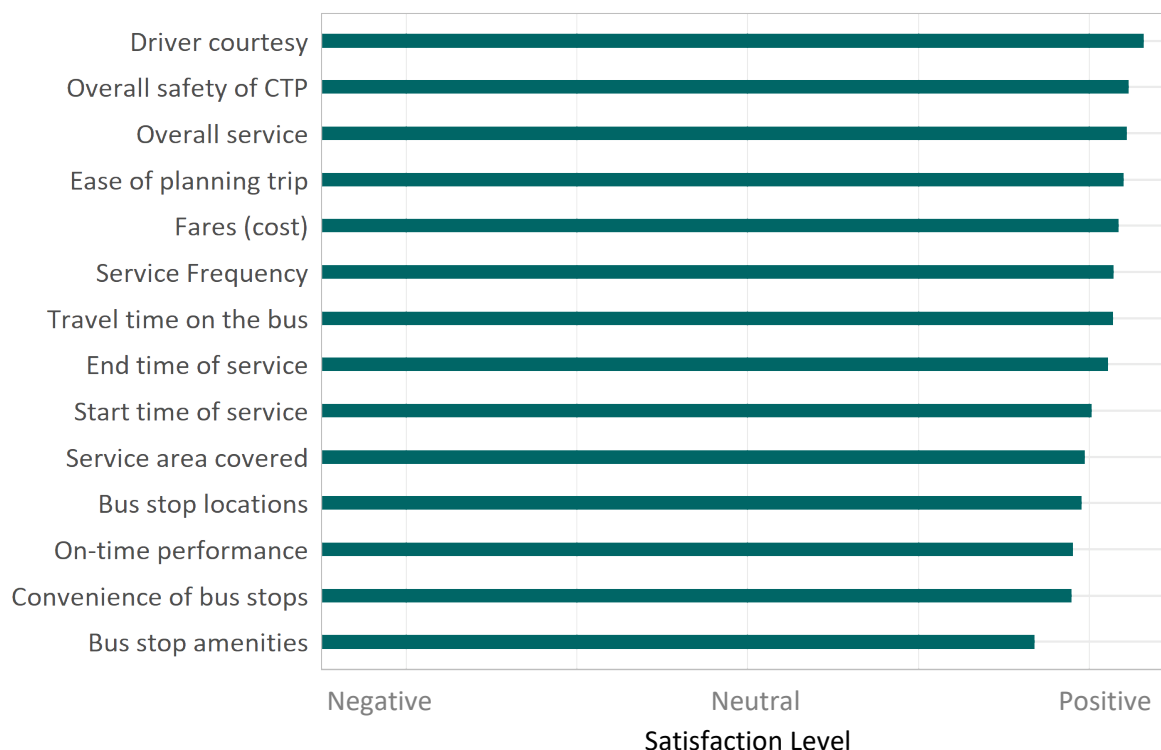


Figure 43: Satisfaction with CTP Service Characteristics

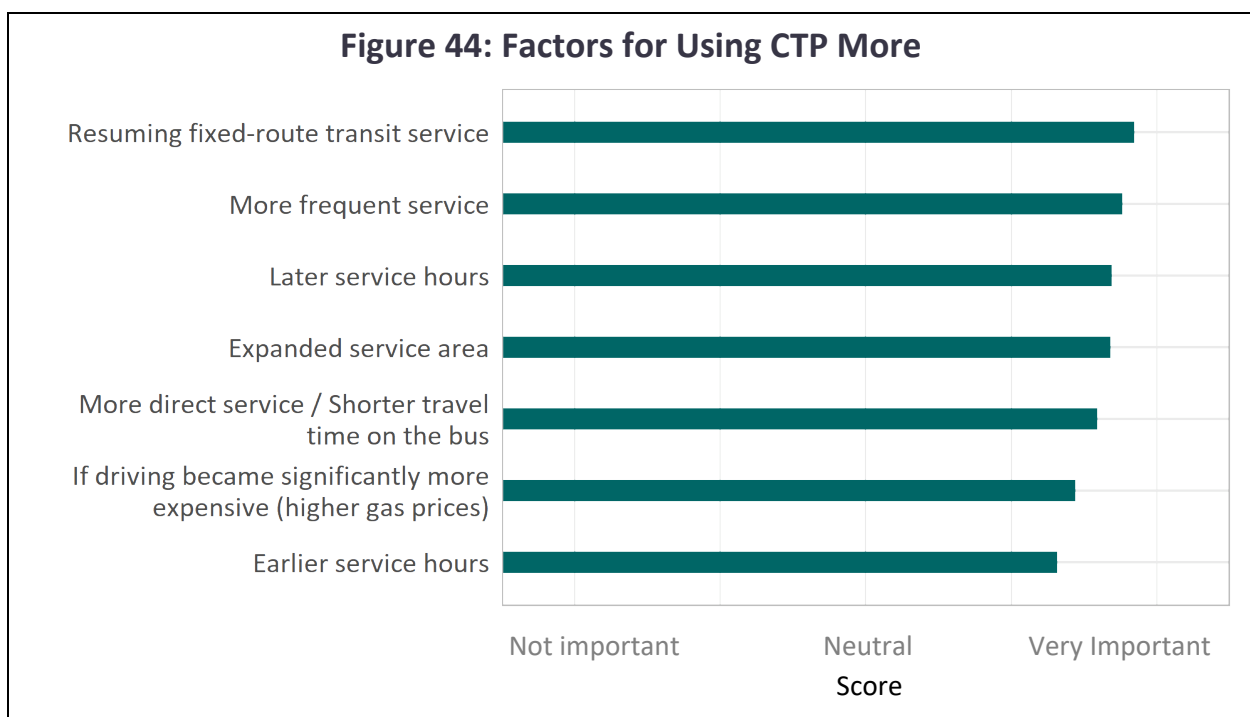


Desire for Service Outside of Service Area

Respondents were asked if there were other places in Cheyenne that they wished to travel to but could not since they were outside of CTP's service area. Most people (65 percent) who answered this question stated that they did not have any demand for other service areas. However, some people wrote in suggestions of places they would like to travel to, which included the soccer park on North Ridge Road and Storey Boulevard, destinations on Happy Jack Road, and the north end of town.

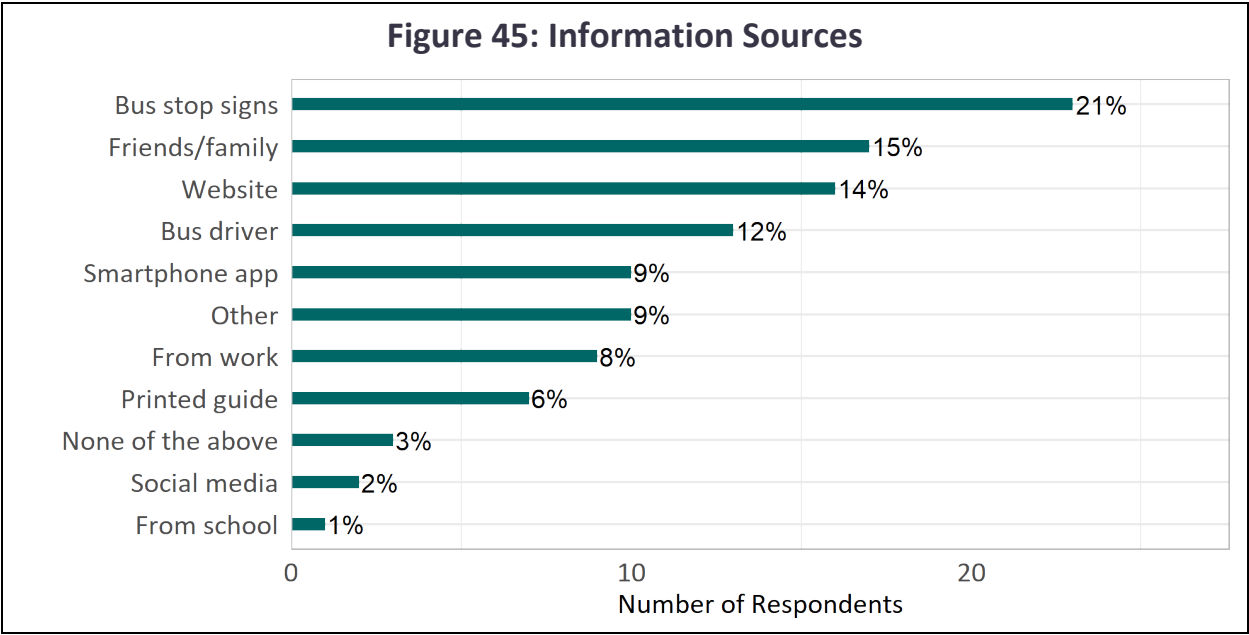
Factors for Using CTP More

Respondents were asked which factors would make them more likely to use CTP. The highest-ranked responses were resuming fixed-route transit service, more frequent service, and later service hours (Figure 44). However, all response options were rated as relatively important by respondents.



Information Sources About CTP Services

Respondents were asked how they access information about CTP services. Bus stop signs were the highest answer, followed by friends and family and CTP's website (Figure 45). Other write-in responses included calling the office for information and receiving information from doctors or nurses.

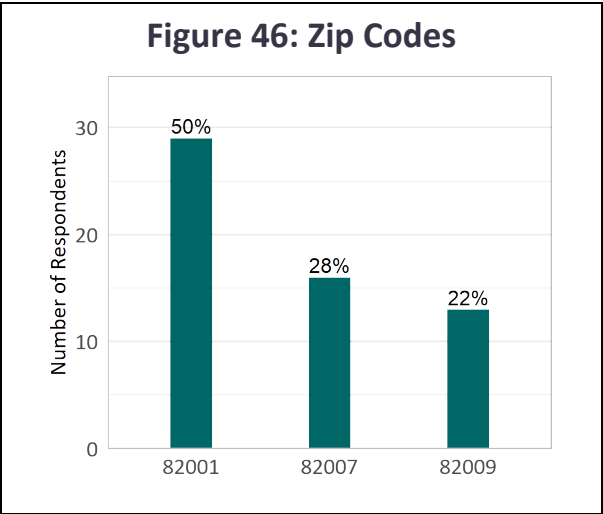


Demographics

Zip Codes

Most respondents indicated that they live in zip code 82001, which covers most of Cheyenne (Figure 46). Zip code 82009 includes the northern part of Cheyenne and the rural areas to the north of Cheyenne and represents 22 percent of respondents. Zip code 82007 includes rural areas to the south of Cheyenne and accounts for 28 percent of survey respondents.

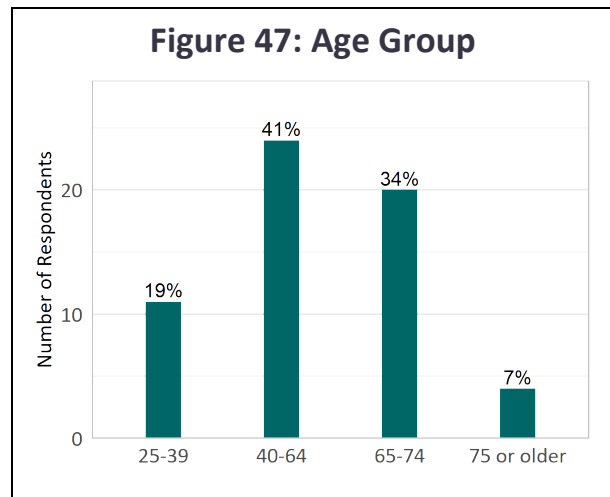
According to data from the U.S. Census, residents from zip code 82001 were more likely to respond to this survey; in Laramie County, about 39 percent of residents live in 82001, one percent live in 82005, 24 percent live in 82007, and 37 percent live in 82009.



Age

Respondents were most likely to be between 40 and 74 years old, which represents 75 percent of respondents (Figure 47). One-fifth of respondents are between 25 and 39 years old, and less than 10 percent are 75 years or old. There were no respondents in the under 25 category who responded to the survey.

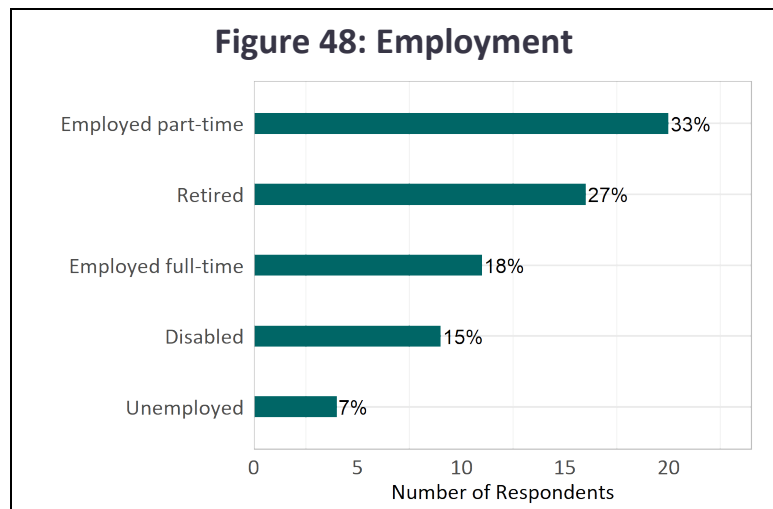
According to the U.S. Census, of the total population of Cheyenne, about 8 percent is between the age 19 to 24, 21 percent is between the age of 25 and 39, 24 percent is between the age of 40 and 59, 17 percent is between the age of 60 and 74, and 7 percent is age 75 or older.



Employment

Survey respondents were most likely to be employed part-time (33 percent), followed by retired (27 percent) and employed full-time (18 percent), as shown in Figure 48.

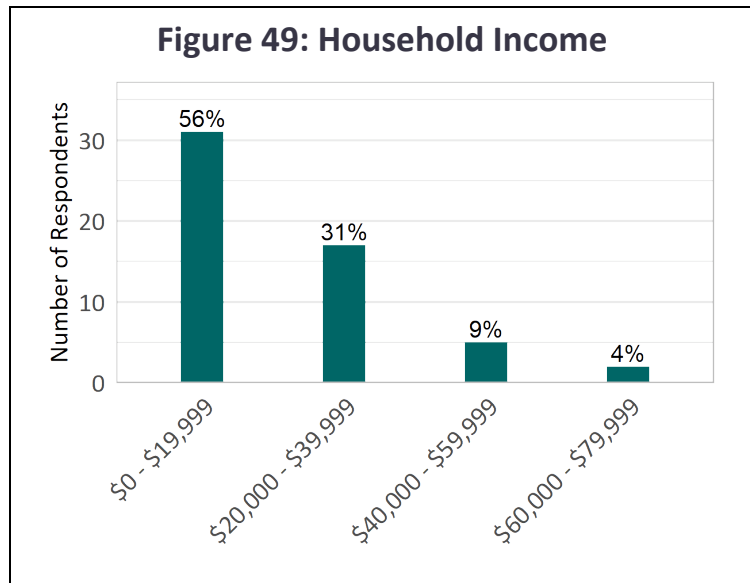
According to the U.S. Census, in Cheyenne, about 3 percent of residents are unemployed. About 13 percent of Cheyenne residents have at least one disability.



Household Income

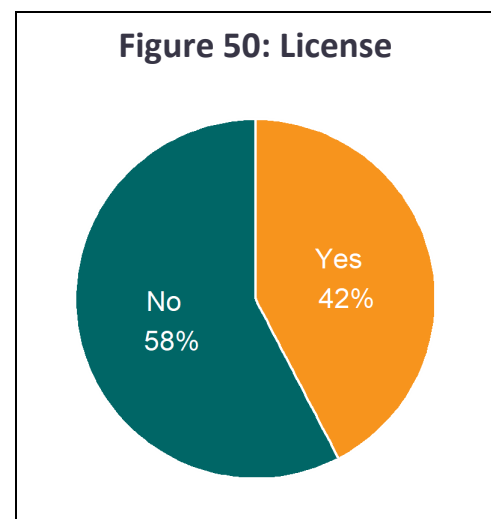
Most survey respondents had household incomes of less than \$20,000 (56 percent), followed by incomes of \$20,000 to \$39,999 (31 percent), as shown in Figure 49.

According to the U.S. Census, in Cheyenne, about 11 percent of households earn less than \$15,000; seven percent earn between \$15,000 and \$25,000; six percent earn between \$25,000 and \$35,000; 10 percent earn between \$35,000 and \$50,000; 21 percent earn between \$50,000 and \$75,000; and 29 percent earn over \$100,000.



License

When asked if they had a valid driver's license, most respondents indicated that they do not have a license (58 percent), while 42 percent of respondents said they do have a license (Figure 50).



Additional Comments

Survey respondents left some additional comments, some of which were thankful to CTP and its drivers:

"Dispatchers are very patient and courteous."

Some respondents suggested service improvements, such as better access to food banks and later service during the day:

“I need a better way to access food banks, especially St. John’s.”

“Service ends too early in the day.”

Another respondent commented that there is some confusion about on-demand pickup times:

“The difference between the notification of the time to be picked up varies drastically with the actual pickup time, which makes it hard for me to be at the bus stop on time and causes me anxiety.”

ADDITIONAL OUTREACH EFFORTS

Project Website

A project website has been created and is hosted on the MPO’s webpage.² It serves as a central site for all project related information, including project goals and background information, as well as publicizing opportunities for public feedback. Throughout the planning process it will also be the location for posting Interim Report and deliverables.

Figure 51: Project Website

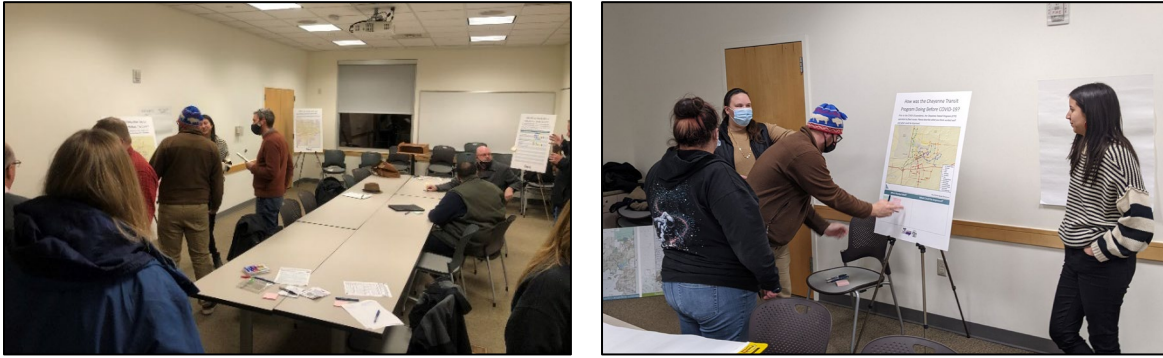


Community Open House Meeting

As part of the planning process, an initial community open house meeting was held at the Laramie County Library on Wednesday, January 19, 2022. Approximately 20 people attended the meeting (Figure 52) and the purpose was to discuss ideas for the Cheyenne Transit Program and reshaping the vision for future transit service in Cheyenne.

² <https://www.plancheyenne.org/project/2022-cheyenne-transit-development-plan/>

Figure 52: Community Open House Meeting



The room was set up with four different stations, allowing participants to move about, provide input, and engage with staff. The four stations asked participants:

- How was the Cheyenne Transit Program doing before COVID-19?
- Where do you need to go?
- I would use transit more or I would start using transit if...
- My vision for future transit service in Cheyenne....

As shown in Figure 53 (on the following page), key takeaways from the community open house meeting included:

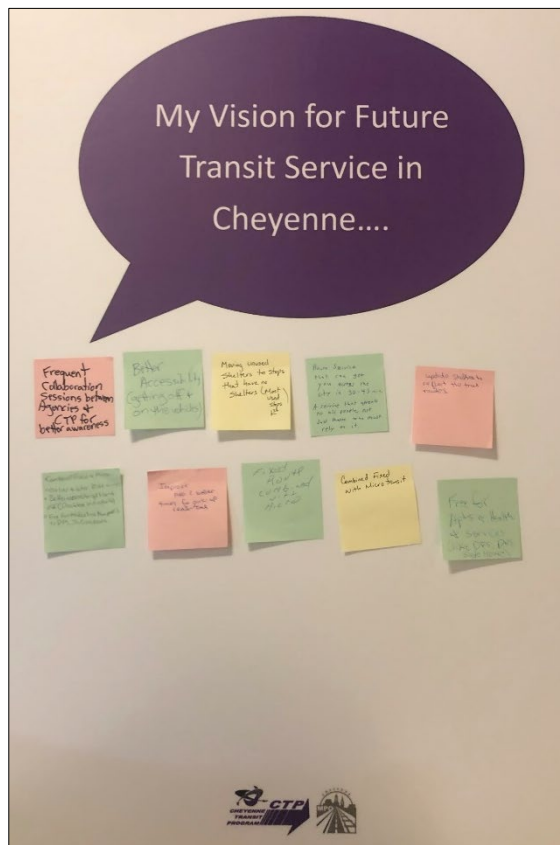
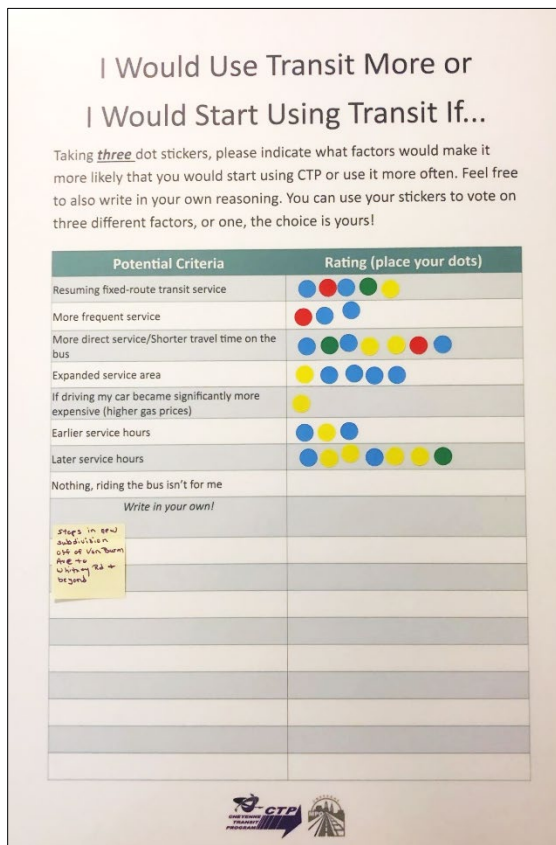
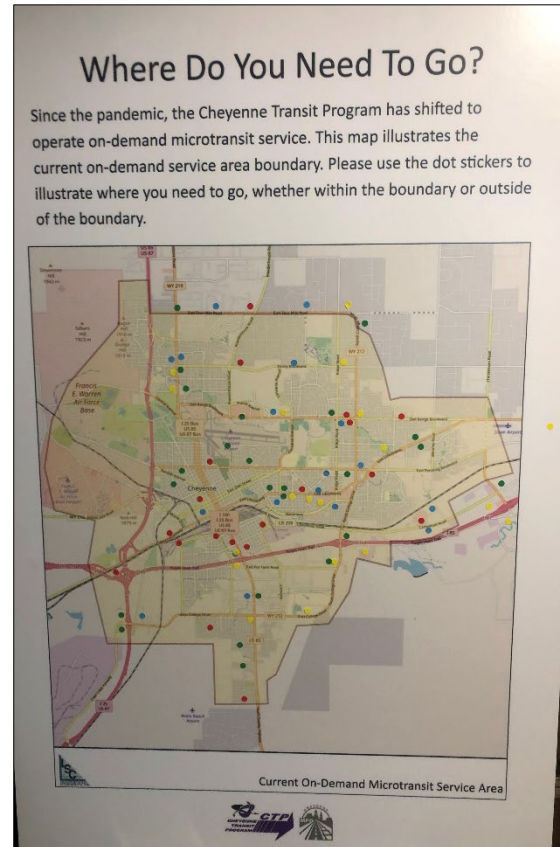
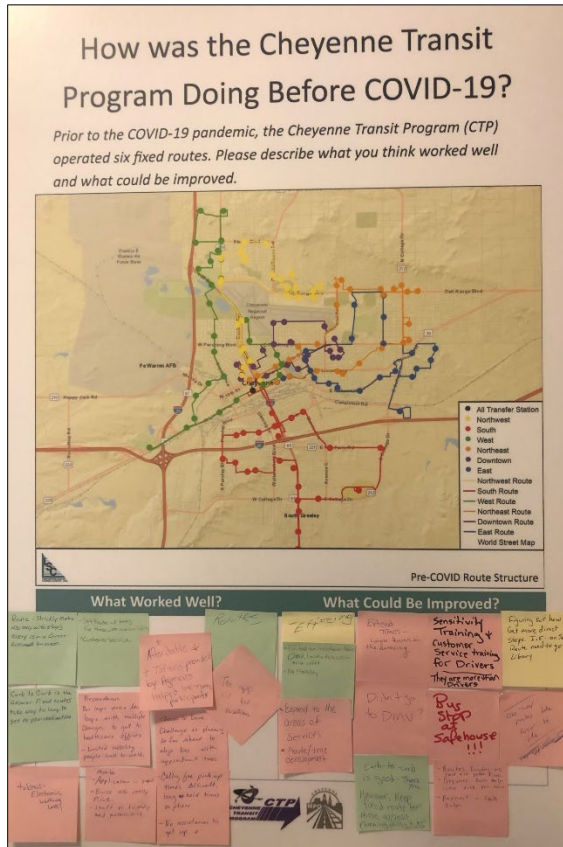
- When asked what they liked most about the previous fixed-route system, participants mentioned the flexibility of fixed-route service with route times and set schedules, as well as the mobile app with bus tracking.
- When asked what could be improved on the previous fixed-route system, participants mentioned extending service operating hours, improving efficiency, providing more direct service, and making it easier to transfer between routes.
- The majority of destinations participants indicated they need to reach are located within the current CTP on-demand service area.
- Participants would most like to see later service hours and more direct service/shorter travel time on the bus.
- In terms of their future transit vision, participants indicated they would like to see improved accessibility/mobility, faster service, improved bus stop amenities, and greater collaboration.

Interaction with Elected Officials and MPO Committees

The project team reached out to elected officials in the study area, including the Mayor of Cheyenne, Cheyenne City Council Members, and Laramie County Commissioners, to discuss the transportation needs of their constituents and to invite their participation into the planning effort.

The project team made a presentation to the Cheyenne MPO Technical Committee at their February 16, 2022 meeting. The presentation included a discussion of the project background and goals, reviewed the project approach and schedule, and presented key findings to date. The project team will present to the Cheyenne MPO Citizens' Advisory Committee meeting at their next scheduled meeting.

Figure 53: Community Open House Feedback

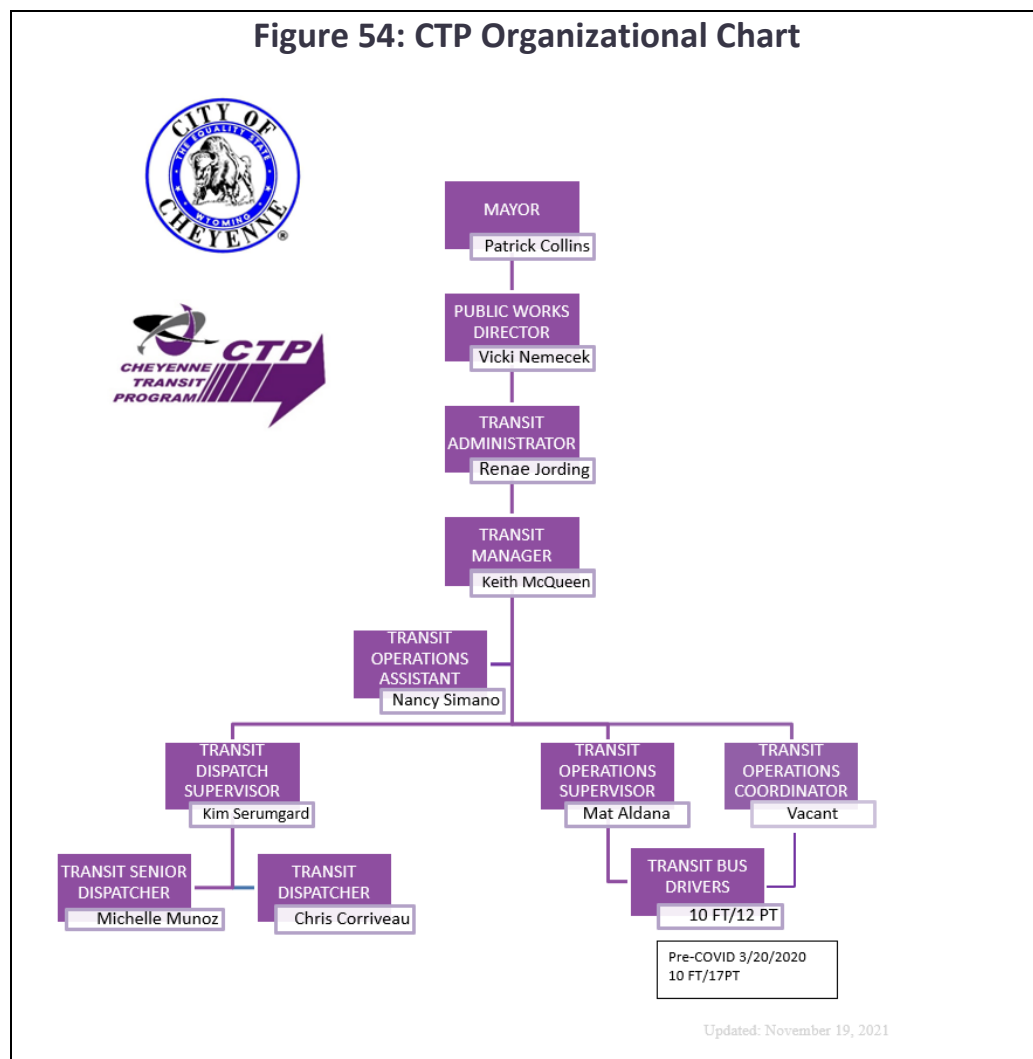


INTRODUCTION

This chapter provides an overview and analysis of the Cheyenne Transit Program (CTP), the public transit service for Cheyenne, WY. An overall description of available services, both pre-COVID-19 pandemic and current, is provided followed by a detailed analysis of ridership trends and performance. The information presented in this chapter will form the basis for identifying possible improvements to public transit in the coming years.

ORGANIZATIONAL STRUCTURE

CTP is operated through the City of Cheyenne. The Transit Administrator reports to the Public Works Director who in turn reports to the Mayor. The full CTP Organizational Chart is shown in Figure 54.



SYSTEM, SERVICE TYPE, AND ROUTE PERFORMANCE

This section outlines services that CTP provides. Prior to the COVID-19 pandemic, CTP provided fixed-route bus service with an ADA complementary paratransit service for persons with disabilities who were unable to use the fixed-route system. When the COVID-19 pandemic began, CTP switched from offering fixed-route services to offering on-demand microtransit services to better meet the needs of travelers. This section outlines systemwide performance since 2014, fixed-route services pre-pandemic, ADA services pre-pandemic, and current on-demand services. This section also reviews other services provided and fares charged.

System-Level Statistics

CTP's ridership has been declining steadily since 2014 (see Figure 55). In 2014, CTP ridership was nearly 300,000, and had fallen to just over 160,000 in 2019. As ridership fell, CTP also reduced the level of service provided: vehicle hours and vehicle miles both began declining in 2017 (see Figure 56 and Figure 57). Demand response vehicle hours and miles rose in 2020 after the pandemic began.

Figure 55: Unlinked Passenger Trips by Year

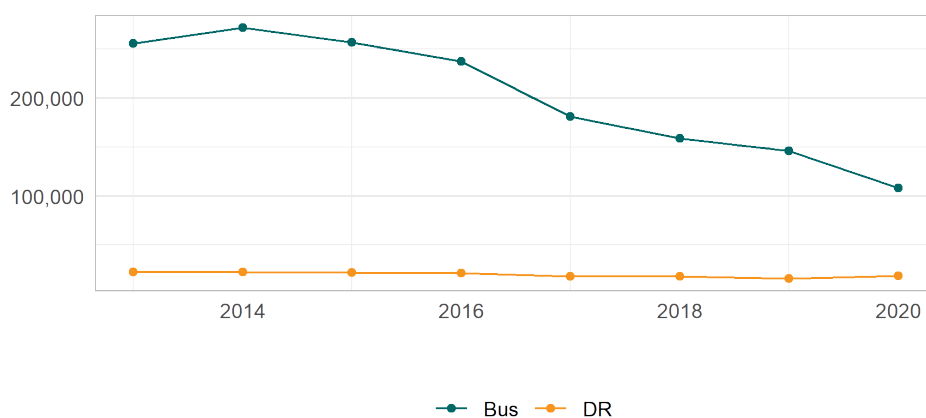


Figure 56: Vehicle Revenue Hours

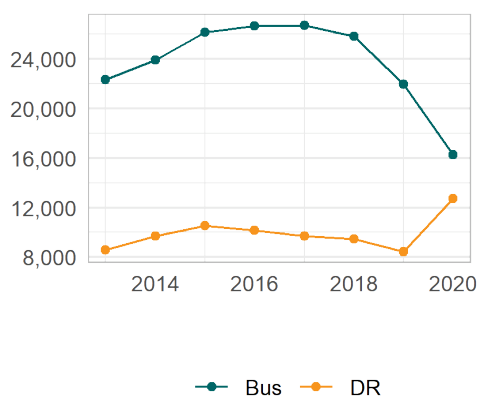
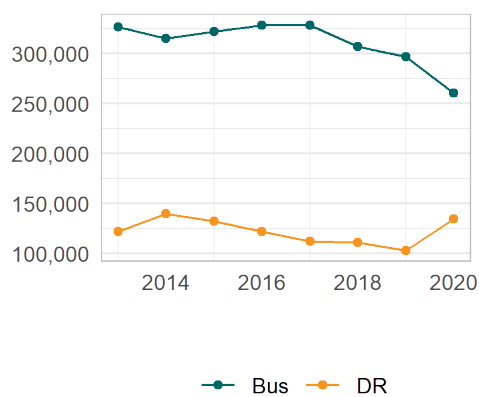


Figure 57: Vehicle Revenue Miles



Fixed-Route Services (pre-COVID)

Service Summary

CTP operated six fixed routes prior to the COVID-19 pandemic. These are the Downtown, Northwest, East, West, South, and Northeast routes (see the system map in Figure 58). Most routes operated in a one-direction loop. All routes operated once per hour on weekdays from 6:00 a.m. until 7:00 p.m. and on Saturdays from 10:00 a.m. until 5:00 p.m. (see full operational details in Table 7). There is no Sunday service available. These routes were in operation until April 2020 when the service switched to on-demand. CTP offers a live bus tracking service, available to riders at <https://cheyennetransit.ridesystems.net/routes>, and also available as Apple or Google Play smartphone applications.

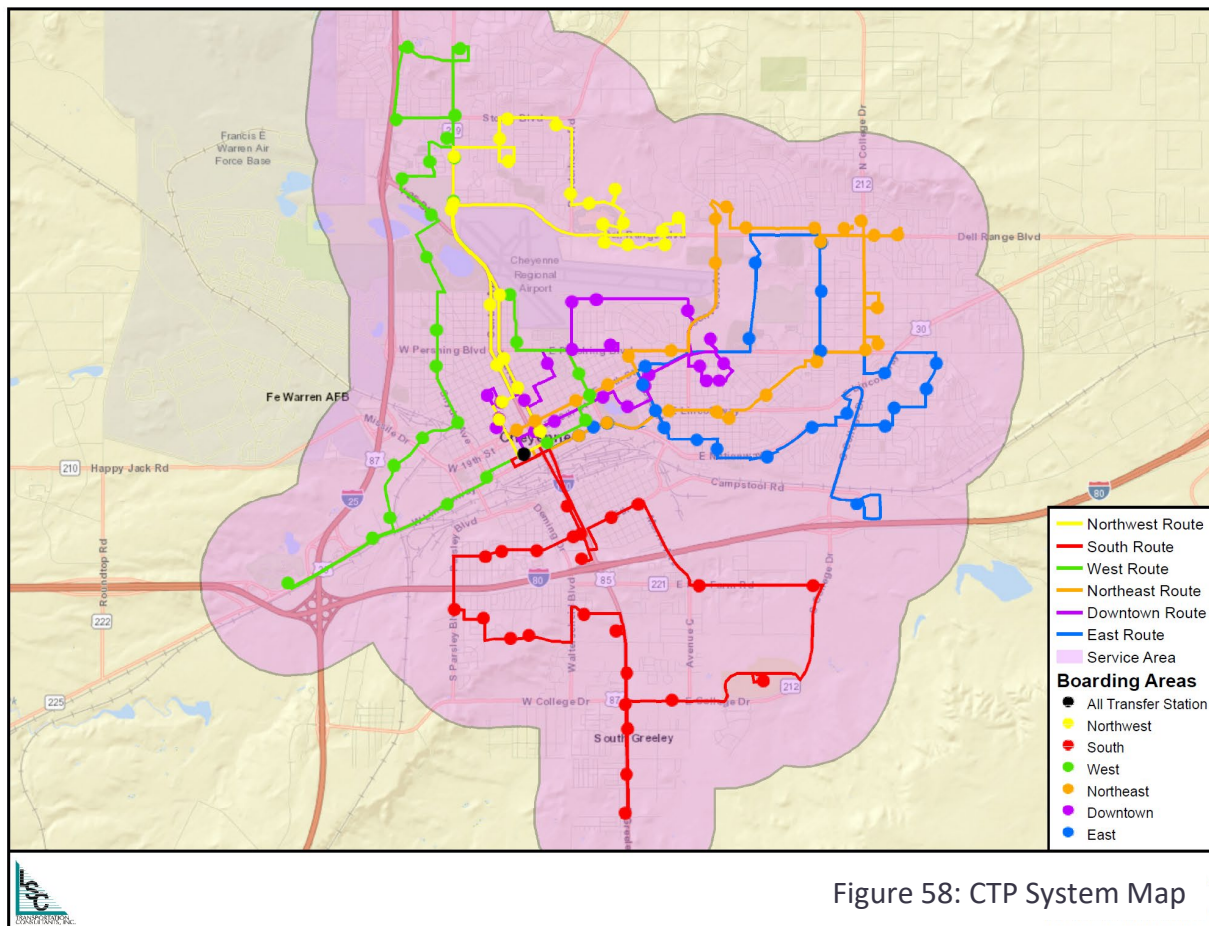


Figure 58: CTP System Map

Table 7 shows the operational characteristics for each route. The Northeast and East routes serve the greatest population, each serving over 11,000 people within one-quarter mile of stops along the route. The West route serves the most jobs, at over 13,000 jobs within one-quarter mile of bus stops. The downtown transfer station is the most popular stop for every route, indicating that many people either use the routes to access downtown or transfer at the hub.

Table 7: CTP Fixed-Route Service Characteristics in 2020 (pre-COVID)

Route	Service Description	Population Within ¼ Mile	Jobs Within ¼ Mile	Top Stops
Northeast – Orange	Connects the downtown transfer station with housing and the post office	11,800	7,200	Transfer Station East Albertsons King Soopers
Northwest – Yellow	Connects the downtown transfer station with Walmart, Frontier Mall, and the Library – East Side	6,200	9,800	Transfer Station Walmart Library-East Side
South – Red	Connects the downtown transfer station with the VFW, Boys & Girls Club, and Pinewood Village	6,400	3,300	Transfer Station Safeway Fox Farm & Ave D
West – Green	Connects the downtown transfer station with the Airport, Old West Museum, and Comea Shelter	9,500	13,300	Transfer Station Comea Shelter Westland and Old Happy Jack
East – Blue	Connects the downtown transfer station with Goodwill and apartment buildings	11,100	5,700	Transfer Station East Walmart Cheyenne Station Apartments
Downtown - Purple	Connects the downtown transfer station with the VA Hospital, CRMC East, CRMC West, and the Library – East Side	7,000	8,900	Transfer Station Downtown Safety 4 Department of Family Services
<i>Source: Population & Jobs, Remix 2022</i>				

Performance

Average daily weekday boardings are shown for stops along each route in Table 8. The downtown transfer station is a major boarding station for each route, making up for 50 to 75 percent of boardings on each route. Boardings are distributed relatively evenly along other stops, with a few exceptions for major boarding locations, such as Walmart on the Northwest route, the Comea Shelter on the West route, the East Walmart on the East route, and Safeway, King Soopers, and the Department of Family Services to some extent as well.

Route profiles showing characteristics by route; boardings by stop; and strengths, weaknesses, and opportunities for each route are available in Appendix D.

Table 8: Top Boardings by Stop, January 2020 (Average Daily Boardings)

Stop	On	Percent	Stop	On	Percent
Northeast Route			South Route		
Transfer Station	112	49.6%	Transfer Station	133	53.6%
Lincolnway and Big Horn	6	2.7%	Central & 9th St	4	1.6%
Lincolnway and Hot Springs	7	3.1%	Central & 5th St	6	2.4%
Cheyenne Health Care	6	2.7%	City County Health	4	1.6%
East Albertsons	15	6.6%	5th St. & Van Lennen	3	1.2%
College and Pershing	6	2.7%	Fox Farm & Ave C-1	7	2.8%
Ocean Loop and Dell Range	8	3.5%	Fox Farm & Ave D	11	4.4%
Gregg Way and College	4	1.8%	LCCC	7	2.8%
King Soopers	15	6.6%	S Greeley & College	7	2.8%
Cheyenne Housing	9	4.0%	VFW Post 4343	7	2.8%
King Aurthur and Camelot	5	2.2%	S Greeley & Murray	3	1.2%
Post Office	8	3.5%	S Greeley & Prosser	5	2.0%
20th Str and Pebrican	4	1.8%	Safeway	17	6.9%
20th St and Warren	4	1.8%	Allison & Desmet	5	2.0%
20th and Capitol	5	2.2%	Cribbon & Gopp	3	1.2%
Northwest Route			Jefferson & Parsley	4	1.6%
Transfer Station	141	49.0%	Pinewood Village	4	1.6%
Warren and E 25th St	5	1.7%	5th St. & O'Neil	6	2.4%
Warren and E 7th Ave	5	1.7%	5th St. & Capitol	5	2.0%
BLM Building	5	1.7%	West Route		
604 Shoshoni	5	1.7%	Transfer Station	123	55.2%
411/615 Storey	7	2.4%	North Albertsons	4	1.8%
Prairie and Powderhouse	8	2.8%	Snyder and Randall	5	2.2%
Kohl (cutout)	5	1.7%	Snyder and 24th St	6	2.7%
Driftwood and Stillwater	4	1.4%	Westland and Old Happy Jack	7	3.1%
Rue Terre and Bluegrass	4	1.4%	1700 Westland	5	2.2%
Walmart	56	19.4%	Lincolnway and Fleishchli Pkwy	4	1.8%
Target	6	2.1%	Comea Shelter	54	24.2%
Frontier Mall	5	1.7%	Snyder and Lincolnway	4	1.8%
Central and 7th Ave	4	1.4%	Downtown Route		
Central and 29th St	4	1.4%	Transfer Station	125	72.3%
Library - East Side	10	3.5%	19th St and Central Ave	2	1.2%
East Route			19th St and Evans	3	1.7%
Transfer Station	100	56.8%	Dunn and Alexander	2	1.2%
Lincolnway and Maxwell	3	1.7%	Logan and 18th St	2	1.2%
Logan Ave and 12th St	6	3.4%	VA Hospital	6	3.5%
10th St and Crook	4	2.3%	CRMC East	3	1.7%
Goodwill	9	5.1%	Holy Trinity Manor	3	1.7%
East Walmart	20	11.4%	Department of Family Services	7	4.0%
Chey. Station Apartments	9	5.1%	Peak Wellness	5	2.9%
Greenway and Lincolnway	9	5.1%	CRMC West	4	2.3%
Ridge and Pershing	3	1.7%	Pioneer and 25th St	2	1.2%
Lincolnway and Russell	3	1.7%	Burke High Rise	4	2.3%

Note: Stops with less than 1 percent of total ridership are not included in this table.

The Northwest and South routes had the highest ridership in January 2020 (see Figure 59). The East and Downtown routes had the lowest ridership, but they have the best on-time performance of all the routes (see Figure 60). The Northwest route struggled the most with on-time performance, which may be due to its higher ridership.

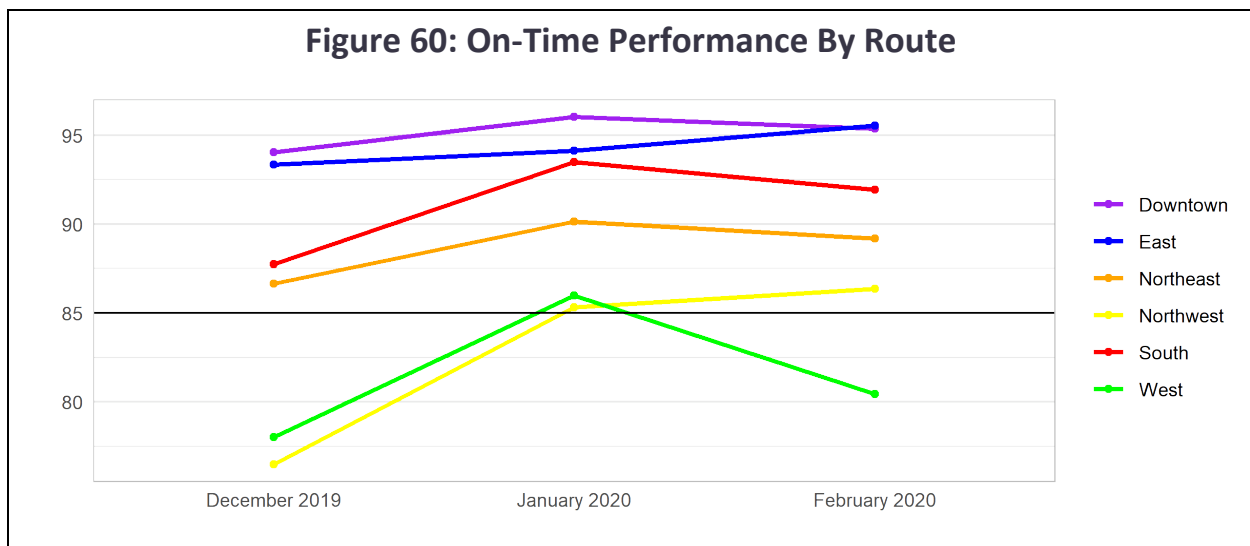
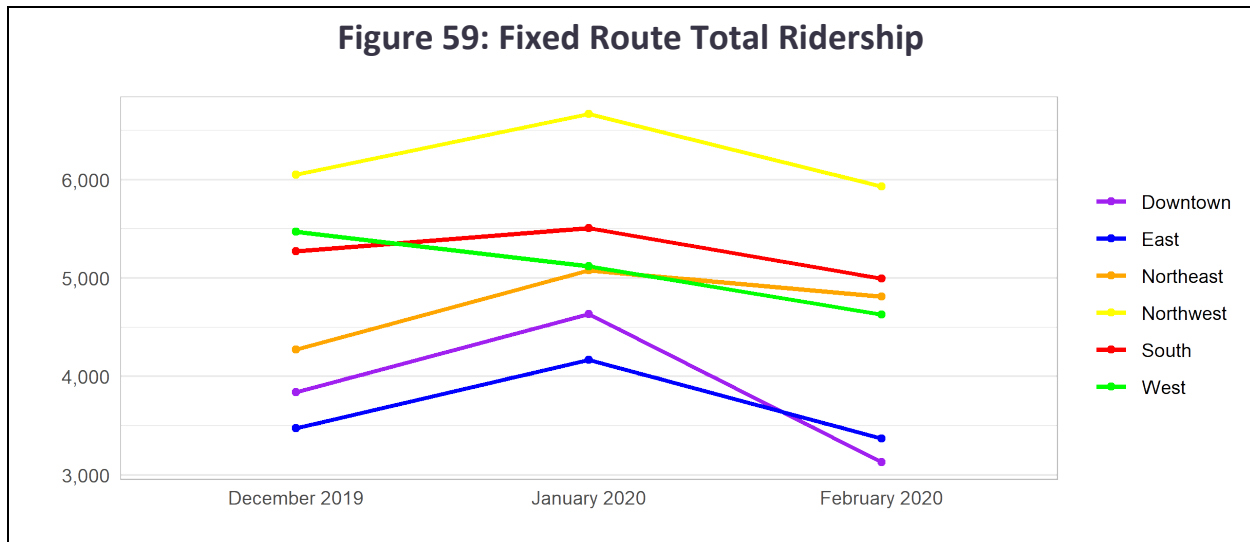


Table 9 shows the estimated cost per hour, cost per mile, and cost per passenger for each route. The total cost per route was estimated using the cost allocation method described later in this chapter. Annual revenue miles by route were extracted from Remix and annual revenue hours were estimated from the service schedule. Passengers per route were estimated from ridership from December 2019 through February 2020 and calibrated to actual 2019 ridership.

Table 9: Estimated Cost Per Hour, Mile, and Passenger by Route

Route	Cost Per Hour	Cost Per Mile	Cost Per Passenger
Northwest	\$57.90	\$4.41	\$6.71
South	\$60.53	\$3.83	\$8.31
West	\$60.44	\$3.85	\$8.59
Northeast	\$56.95	\$4.67	\$8.70
Downtown	\$54.36	\$5.68	\$10.15
East	\$59.36	\$4.06	\$11.66
Notes: <i>Cost was estimated using the Cost Allocation method explained later in detail.</i> <i>Annual revenue miles are from Remix.</i> <i>Annual passengers were extrapolated from ridership numbers from December 2019 – February 2020 and were calibrated to actual 2019 ridership.</i>			

Table 10 lists transit travel times by transit between major stops, and Table 11 shows auto travel times between the same locations. There are some trips that simply cannot be made on transit, including trips from the Laramie County Community College (LCCC) to the Cheyenne Housing Department, Cheyenne Station Apartments, Walmart on Dell Range, King Soopers, and the Department of Family Services. A trip is considered not possible when Google Maps does not offer a transit trip between the stated origin and destination. In addition, some transit trips have very different travel times in each direction; for example, traveling from the transfer station to LCCC takes about 20 minutes, while traveling in the opposite direction takes 50 minutes.

Table 11 shows auto travel times as well as the ratio between transit travel times and auto travel times. The highest ratios (trips where transit travel times is significantly higher than auto travel times) are highlighted in red. The lowest ratios (trips where transit travel times are most similar to auto travel times) are highlighted in green.

Table 10: CTP Travel Times and Transfer Requirements

		Destination Stop										
Origin Stop		Transfer Station	LCCC	Cheyenne Housing	Cheyenne Station Apt.	Walmart (Dell Range)	E. Walmart (Campstool)	Comea Shelter	King Soopers	Safeway	Dept. Family Services	Library
	Transfer Station		19	28	24	27	22	38	28	29	8	41
	LCCC	49		n/a	n/a	n/a	86	45	n/a	17	n/a	57
	Cheyenne Housing	19	52		57	12	55	36	5	62	17	18
	Cheyenne Station Apt.	31	83	10		29	39	74	11	93	22	49
	Walmart (Dell Range)	25	55	n/a	60		58	39	60	65	18	17
	E. Walmart (Campstool)	44	35	23	13	42		87	24	45	35	53
	Comea Shelter	9	40	46	45	48	40		46	47	19	19
	King Soopers	25	54	5	59	18	57	38		64	19	20
	Safeway	37	31	n/a	n/a	n/a	50	33	n/a		n/a	46
	Dept. Family Services	11	48	53	37	50	35	21	45	58		4
	Library	9	29	38	33	37	32	29	38	38	4	
		Trip is not possible on public transit		Trip requires a transfer								

Table 11: Auto Travel Times and Transit to Auto Travel Time Ratios

		Destination Stop										
Origin Stop		Transfer Station	LCCC	Cheyenne Housing	Cheyenne Station Apt.	Walmart (Dell Range)	E. Walmart (Campstool)	Comea Shelter	King Soopers	Safeway	Dept. Family Services	Library
	Transfer Station		9 2.1	10 2.8	10 2.4	10 2.7	9 2.4	3 12.7	11 2.5	6 4.8	2 4.0	3 13.7
	LCCC	9 5.4		10 n/a	7 n/a	13 n/a	6 14.3	10 4.5	9 n/a	6 2.8	11 n/a	11 5.2
	Cheyenne Housing	11 1.7	9 5.8		6 9.5	5 2.4	8 6.9	12 3.0	2 2.5	11 5.6	11 1.5	11 1.6
	Cheyenne Station Apt.	10 3.1	7 11.9	6 1.7		10 2.9	6 6.5	11 6.7	5 2.2	9 10.3	8 2.8	12 4.1
	Walmart (Dell Range)	10 2.5	12 4.6	5 n/a	9 6.7		12 4.8	12 3.3	6 10.0	13 5.0	11 1.6	10 1.7
	E. Walmart (Campstool)	9 4.9	6 5.8	9 2.6	6 2.2	13 3.2		10 8.7	8 3.0	8 5.6	9 3.9	11 4.8
	Comea Shelter	3 3.0	10 4.0	12 3.8	11 4.1	12 4.0	10 4.0		11 4.2	7 6.7	5 3.8	3 6.3
	King Soopers	11 2.3	8 6.8	2 2.5	4 14.8	6 3.0	7 8.1	12 3.2		10 6.4	11 1.7	11 1.8
	Safeway	6 6.2	6 5.2	11 n/a	9 n/a	13 n/a	8 6.3	7 4.7	11 n/a		9 n/a	9 5.1
	Dept. Family Services	4 2.8	10 4.8	11 4.8	7 5.3	10 5.0	9 3.9	5 4.2	11 4.1	9 6.4		2 2.0
	Library	3 3.0	11 2.6	11 3.5	11 3.0	11 3.4	11 2.9	4 7.3	10 3.8	7 5.4	2 2.0	
Legend		<div>7 Typical Auto Travel Time in Minutes</div> <div>5.4 Ratio of Transit Travel Time to Auto Travel Time</div>										

ADA Services (pre-COVID-19)

CTP offers an ADA service for qualified riders who are unable to ride fixed-route services. Riders must qualify to be eligible to use this service, as the fixed-route service is the preferred method of service delivery. Reasons that a person may not be able to ride fixed-route service include being incapable of traveling to bus stops, board buses, or understand how to use the system. Once a person is approved for the program, they may make reservations to use the system.

On-Demand Services (COVID-19)

Service Summary

Due to the COVID-19 pandemic and subsequent shutdown, CTP stopped operating its fixed-route services in April 2020 and began operating a free curb-to-curb on-demand service. The service remained free through September 2021 and began charging a fare on October 4, 2021. The service is operated by CTP operators using CTP vehicles and technology from SPARE Labs. By utilizing this new software, CTP has been able to combine general public and paratransit trips, resulting in cost and vehicle savings and improving efficiency. Rides can be scheduled through the Apple and Google Play smartphone applications or by calling the agency. Figure 61 shows the current on-demand service area.

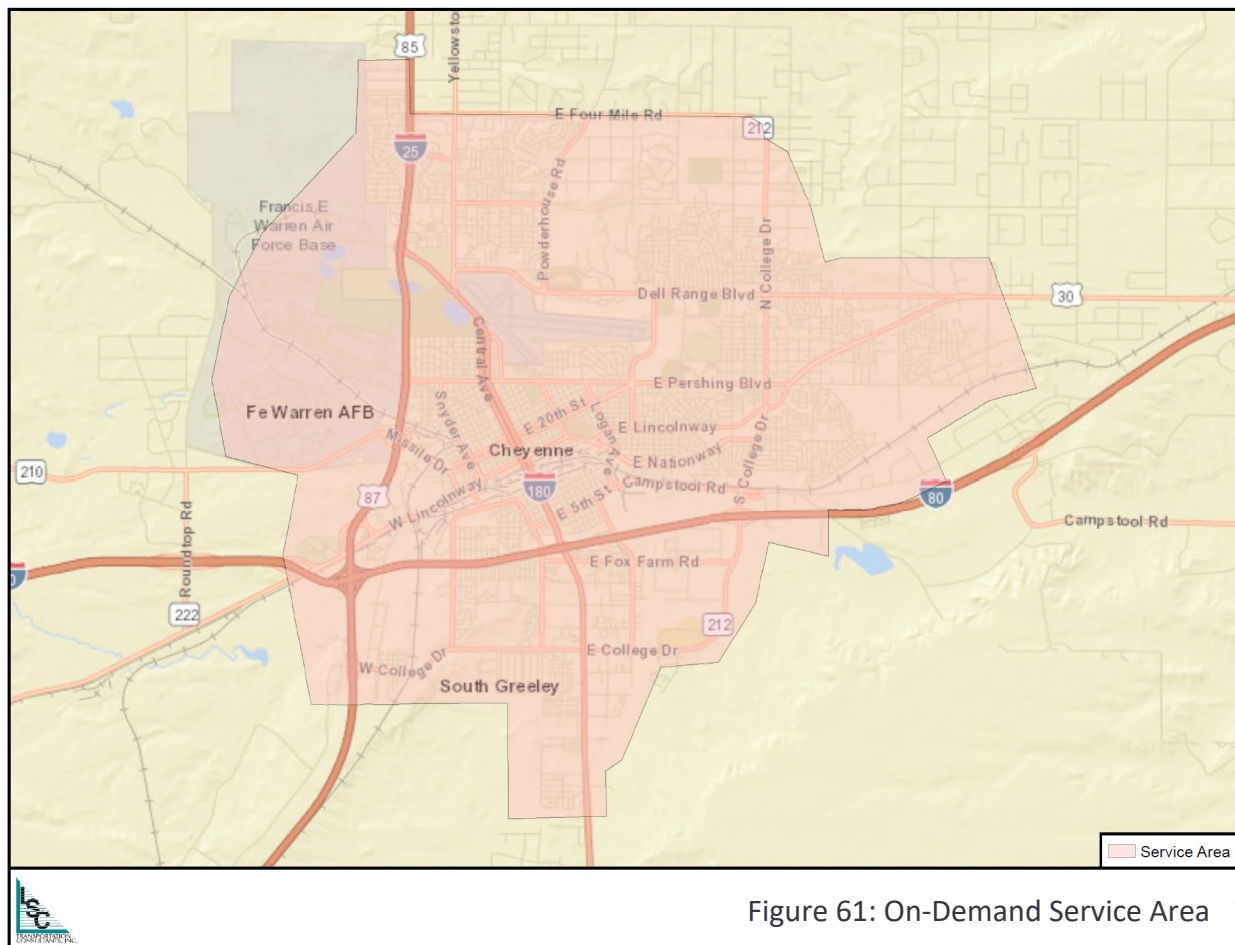
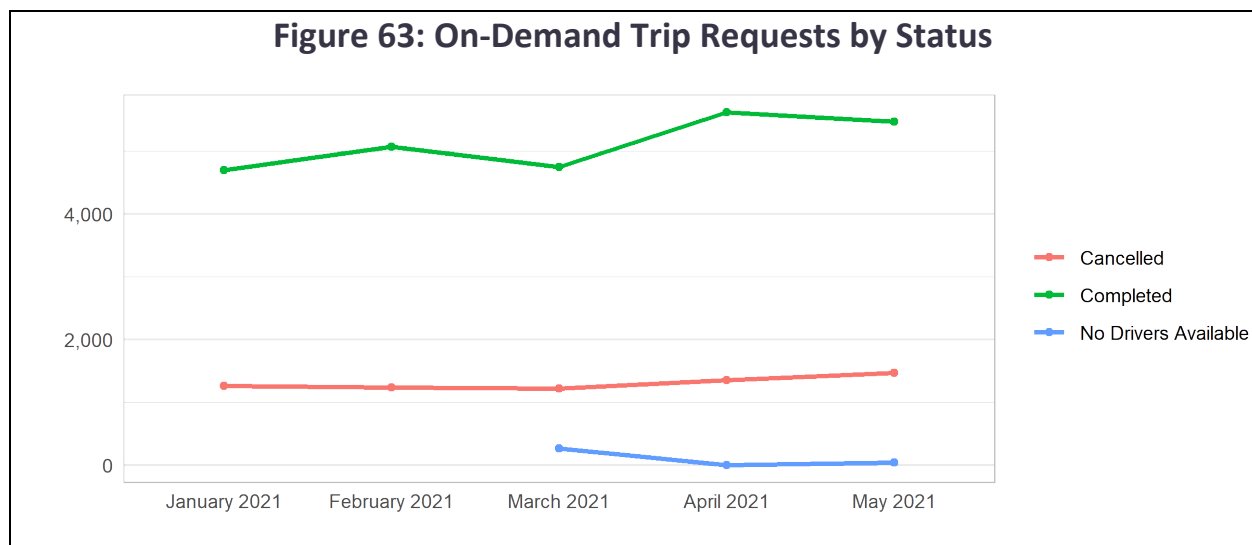
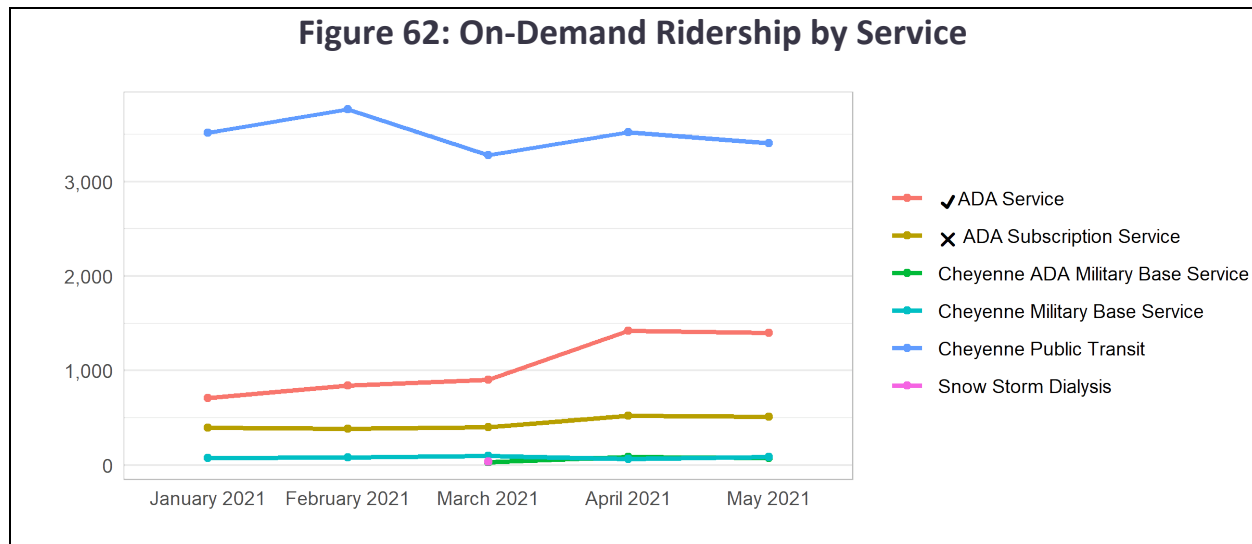


Figure 61: On-Demand Service Area

Performance

On-demand ridership by services is shown in Figure 62. There were about 3,500 monthly CTP riders during each month of the first half of 2021. The ADA service saw around 1,500 riders per month. Most scheduled trips were completed, although about 20 percent of trips were cancelled from January to May 2021 (see Figure 63). One of the reasons for cancellation in March, April, and May 2021 was a lack of CTP drivers. CTP, like many transit agencies across the country, is facing a driver shortage as a result of the pandemic and is having difficulty recruiting and retaining transit operators.



The average trip distance was 3.2 miles although military base trips were likely to be longer than that (see Figure 64). The average duration of each trip was 11 minutes, again with military trips having a longer duration (see Figure 65).

Figure 64: Trip Distance by Service

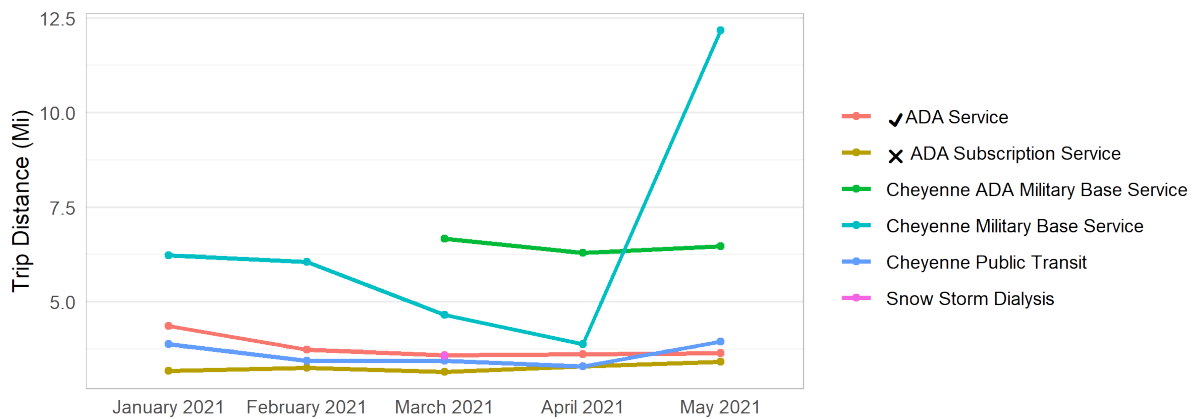
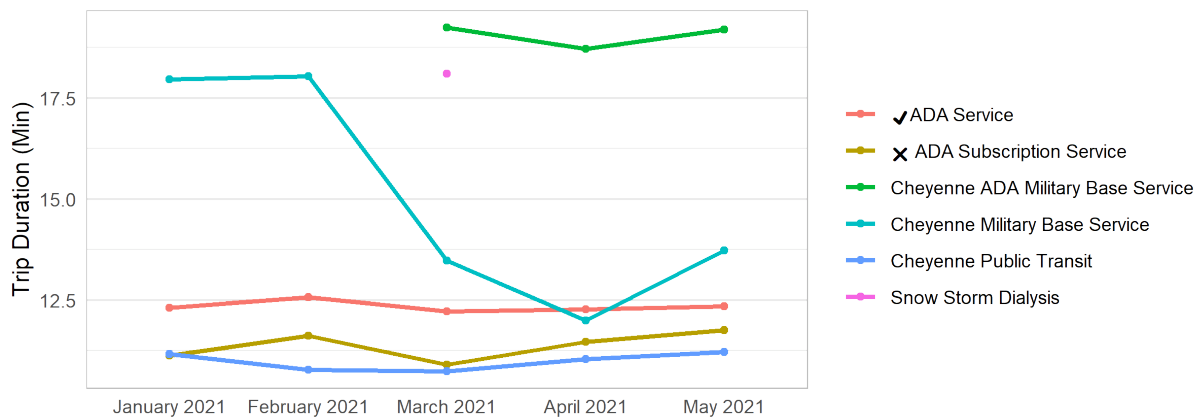
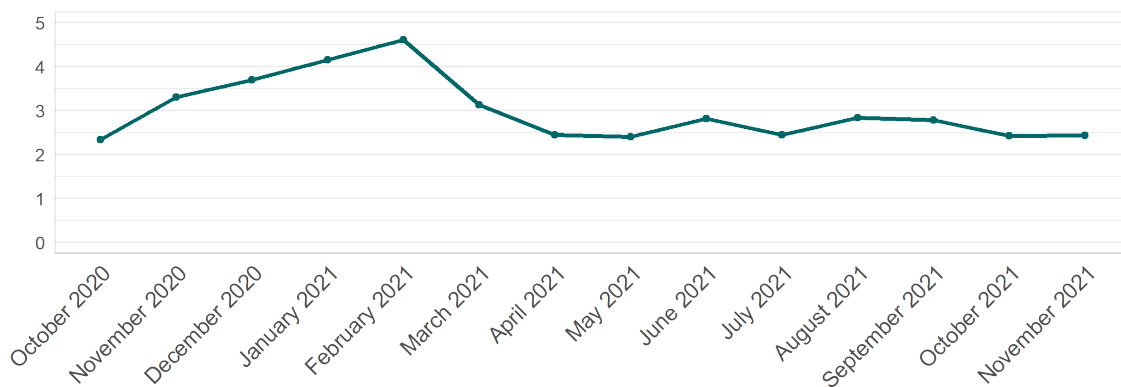


Figure 65: Trip Duration by Service



Passengers per hour peaked in February 2021 around 4.6 passengers per hour and has declined since (see Figure 66).

Figure 66: On-Demand Passengers per Hour



Common pick-up locations for on-demand transit trips are shown in Figure 67. Locations with the highest demand for pick-ups include the downtown transfer station, the Comea Shelter, and the North Walmart. For this pick-up and drop-off analysis, the month of May 2021 was used as a typical month and stops with an average of at least one passenger per day (or 25 pickups per month) are shown.

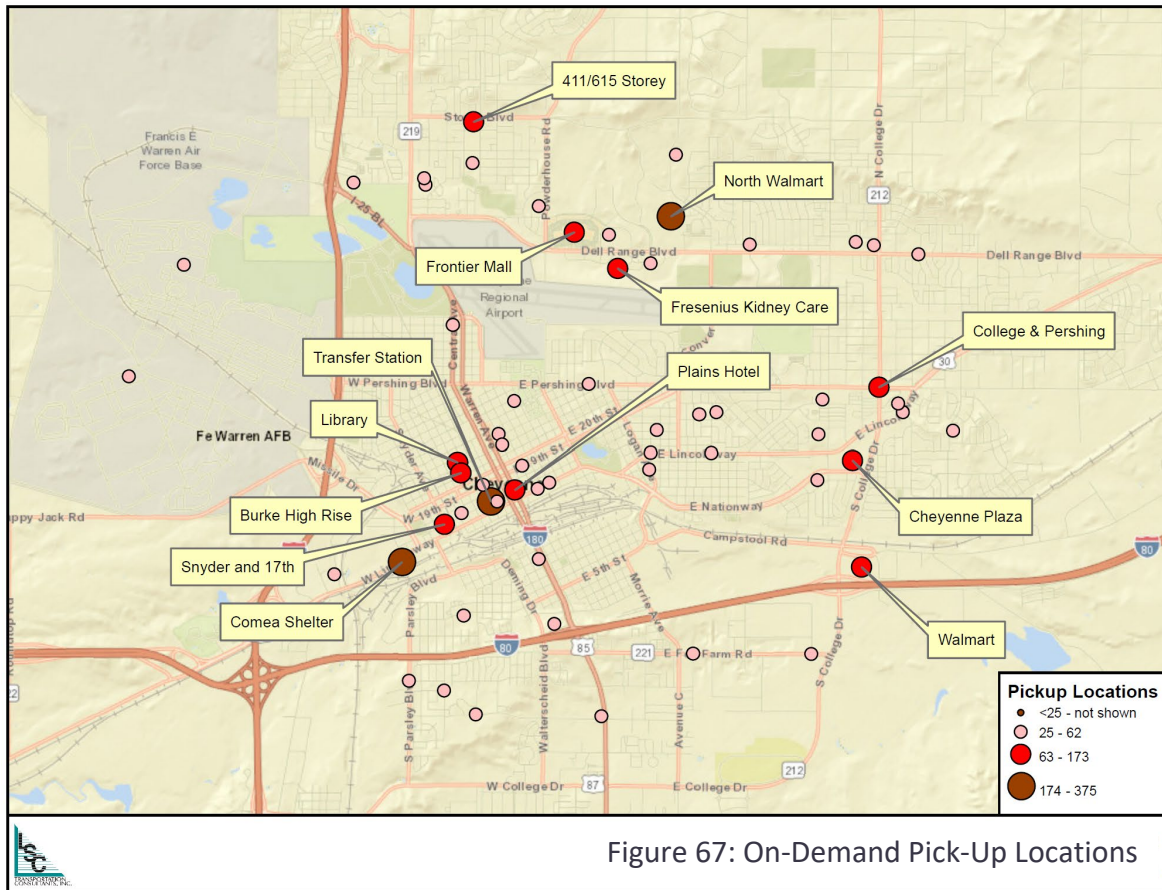


Figure 68 shows common drop-off locations. The most popular drop-off locations are again the downtown transfer center, the Comea Shelter, and the North Walmart. These maps are quite similar, indicating that many people are likely to take two-way trips using on-demand transit services.

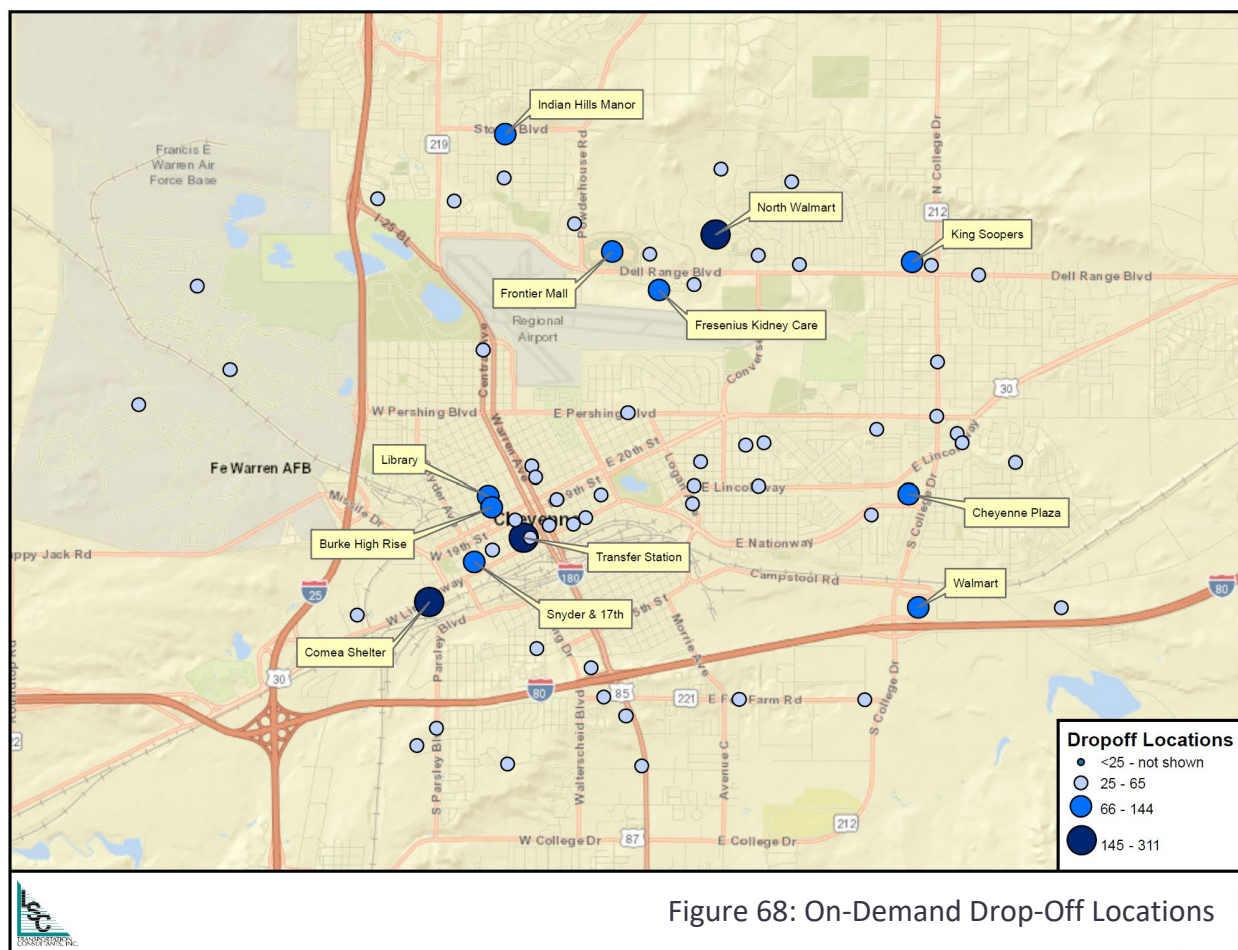


Figure 68: On-Demand Drop-Off Locations

In FY 2021, the cost per passenger for on-demand services was \$33.87, the cost per hour was \$78.95, and the cost per mile was \$5.25 (see Table 12). CTP's contract with SPARE Labs will finish in fall 2022, which may result in a potential cost increase to operate on-demand services in the future. CTP's financials will be reviewed later in this Chapter.

Table 12: CTP Financial Analysis, On-Demand Services, FY 2021

Cost per Hour	\$78.95
Cost per Mile	\$5.25
Cost per Passenger	\$33.87

Source: CTP FY 2018-2021 Cost Allocation

Other Regional Services

- Greyhound operates out of Cheyenne. Greyhound's bus station is located at Interstate 25 and West College Drive. Greyhound buses connect directly to Wheatland, Douglas, and Casper to the north; Laramie and Rawlins to the west; and Fort Collins, Greeley, and Denver to the south.
- Airport shuttles offer bus trips to/from Cheyenne and the Denver International Airport. Companies offering this service include Groome Transportation and ABC Shuttle.
- Uber/Lyft also operate in Cheyenne as taxi services.

Fares

Fares by category are shown in Table 13. The current regular fare for a one-way trip on CTP (for both fixed-route and on-demand service) is \$1.50. With fares for on-demand service resumed as of October 4, 2021, there are no discounted fares; however, grant funds allow passengers 60 years of age and older who have a current CTP issued senior ID card to ride free with a voluntary contribution encouraged. CTP will currently accept "1-RIDE" farebox passes but will not accept other farebox passes. CTP will accept punch cards but will not restart punch card sales until fixed-route service is restored.

Prior to the pandemic, students were able to ride at a reduced rate of \$1.25. Seniors and children were able to ride for free, although seniors were encouraged to donate the fare. CTP had a half-fare pass program designed for seniors over 60, Medicare recipients, and persons with disabilities. In addition, 22-ride and 31-day passes were available for use only on fixed-route services. Transfers on the system were free. Fares for ADA services were \$3.00 per one-way trip.

Table 13: CTP Fares & Passes Available for Fixed-Route Service	
Fares	
Regular Fare	\$1.50
Students under 18	\$1.25
Children (5 and under)	Free
Transfer	Free
Seniors (60 and over)	Suggested donation of \$1.50
Half-fare pass program:	\$0.75
<ul style="list-style-type: none">• Seniors over 60• Medicare recipients• Persons with Disabilities• Veterans with Disabilities	
Passes (Only valid on fixed-route service)	
31-Day Pass	\$45
Student 31-Day Pass	\$37.50
22-Ride Pass	\$30
Student 22-Ride Pass	\$25

COST ALLOCATION MODEL AND FINANCIAL ANALYSIS

The financial analysis provides an overview of the current budget and budget trends for CTP. This includes an analysis of the current and recent budgets to determine how costs and revenues have been changing in recent years. A cost allocation model is presented in this chapter, which will be used to estimate the costs for future services. A revenue analysis is also presented to project revenues available to CTP in years going forward based on current funding sources.

Budget Overview and Performance

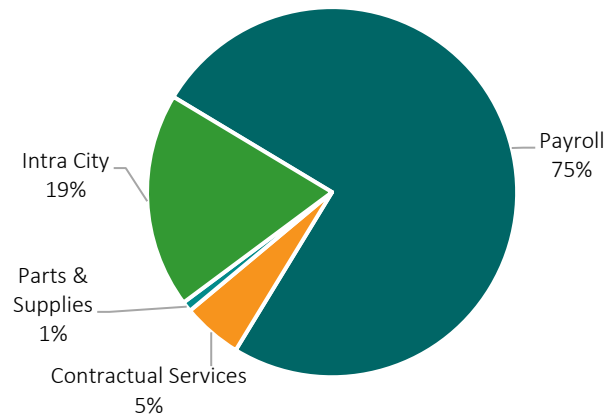
This section reviews CTP's actual expenditures and revenues from FY 2018 to FY 2021 as well as the FY 2022 planned budget. Table 14 shows cost and revenues from FY 2018 to FY 2022.

Table 14: CTP Five-Year Costs and Revenues					
Costs	FY 2018 (Actual)	FY 2019 (Actual)	FY 2020 (Actual)	FY 2021 (Actual)	FY 2022 (Budget)
Payroll	\$1,381,438	\$1,437,174	\$1,451,383	\$1,438,417	\$1,716,854
Contractual Services	\$68,602	\$57,216	\$88,666	\$130,844	\$119,212
Parts & Supplies	\$5,217	\$10,187	\$11,790	\$7,759	\$20,500
Intra City	\$386,471	\$256,228	\$257,557	\$228,918	\$429,310
Capital	\$542,112	\$109,805	\$37,243	\$1,904	\$611,982
Total	\$2,383,841	\$1,870,608	\$1,846,639	\$1,807,843	\$2,897,858
Revenue	FY 2018 (Actual)	FY 2019 (Actual)	FY 2020 (Actual)	FY 2021 (Actual)	FY 2022 (Budget)
Federal	\$1,352,113	\$474,910	\$1,095,350	\$1,482,920	\$2,400,913
State	\$228,155	\$116,928	\$75,988	\$272,889	\$116,601
Local	\$81,375	\$61,031	\$104,160	\$83,816	\$83,816
Transportation Program Income	\$153,887	\$155,364	\$112,567	\$145	\$0
General Fund & Reserves	\$300,000	\$615,275	\$645,000	\$0	\$296,028
Other	\$16,107	\$5,357	\$3,797	\$401	\$500
Total	\$2,131,637	\$1,428,866	\$2,036,861	\$1,840,171	\$2,897,858
Deficit	\$252,204	\$441,743	-\$190,222	-\$32,328	\$0.44
<i>Source: CTP FY 2018-2022 Budget Breakdown</i>					

Operating Expenses

Three-quarters of CTP's expected operating expenses in FY 2022 are for payroll expenses (Figure 69). These payroll expenses include administrative salaries and bus driver salaries. Intra City expenses, which include fuel and fleet labor and parts, accounts for nearly 20 percent of expenses. Other parts, supplies, and contractual services make up the remainder.

Figure 69: Operating Cost Breakdown, FY 2022 Budget



Payroll

Compensation and benefits are the largest cost item for CTP. This category represents the personnel costs for staff, which includes bus operators and maintainers, supervisors, and administrators. This includes both direct wages and salaries as well as benefits and insurance.

Intra City

Intra City expenses include fuel and fleet labor and parts.

Contractual Services

This category includes mostly administrative costs, including dues and subscriptions, computer and telecommunications costs, utilities, insurance, and other professional services. This accounts for five percent of CTP's operating expenses.

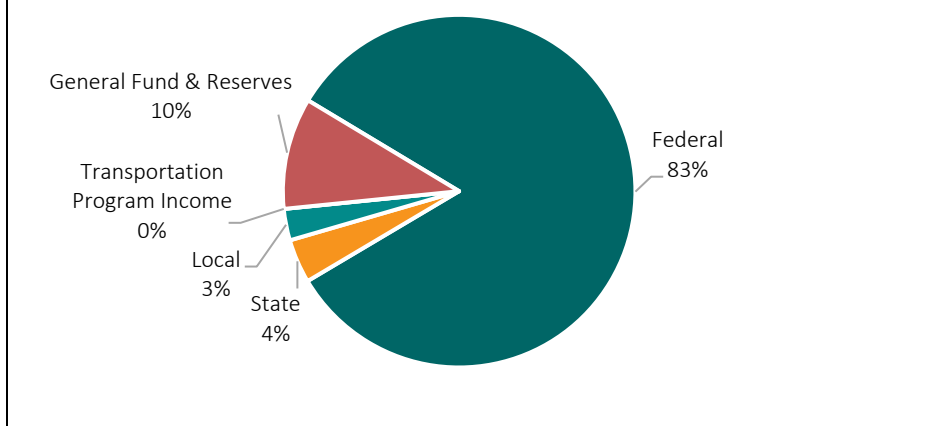
Parts & Supplies

This small category includes mostly office supplies and accounts for one percent of CTP's budgeted operating expenses.

Revenue Sources

The majority of CTP's expected revenue in FY 2022 comes from federal sources at 83 percent, with general fund and reserves, state, and local sources making up the remainder (Figure 70).

Figure 70: Revenue Breakdown, FY 2022 Budget



Federal Sources

Federal sources are the funding that CTP receives from the Federal Transit Administration. These include the Federal Transportation Grant and III-B (Older Americans Act) Federal Grants. Federal funding accounts for 83 percent of CTP's funding.

State Sources

The State of Wyoming, through the Wyoming Department of Transportation, provides Section 5311 funds to transit agencies serving rural districts. A small amount of other state grants is included in CTP's FY 2022 budget. State sources represent four percent of CTP funding.

Local Sources

Laramie County provides a subsidy to CTP, accounting for three percent of CTP's budgeted revenue.

Directly Generated Funds

Transportation program income represents fares that are directly generated through services. Because of the COVID-19 pandemic, no fare revenue is expected in FY 2022. However, CTP began charging fares in October of 2021, so some fare revenue will be collected in FY 2022.

Financial Performance

The financial performance analysis examines operating costs, fare revenue, vehicle revenue hours, vehicle revenue miles, and ridership to determine how efficiently CTP's services have operated over time. Table 15 presents these findings for CTP services as a whole from FY 2018 until FY 2022. Table 16 and Table 17 present this information for fixed-route and demand-response/on-demand services, respectively. Overall, CTP's cost per hour, cost per mile, and cost per passenger have steadily increased from FY 2018 to FY 2022. Fare revenues per hour, mile, and passenger have varied more, rising in FY 2019 but decreasing in FY 2020. Cost per passenger and subsidy per passenger spiked in FY 2021 when the number of passengers was down because of the COVID-19 pandemic and CTP did not charge fares.

Table 15: CTP Financial Analysis, All Services					
Base Data	FY 2018 (Actual)	FY 2019 (Actual)	FY 2020 (Actual)	FY 2021 (Actual)	FY 2022 (Budget)
Operating Cost	\$1,607,834	\$1,619,945	\$1,666,324	\$1,799,774	\$2,285,876
Directly Generated Revenue	\$153,887	\$155,364	\$112,567	\$145	\$0
Revenue Hours	35,263	30,411	28,975	22,796	23,519
Revenue Miles	417,896	399,683	394,920	342,556	304,112
Unlinked Ridership	176,787	161,521	126,630	53,144	
Analysis	FY 2018 (Actual)	FY 2019 (Actual)	FY 2020 (Actual)	FY 2021 (Actual)	FY 2022 (Budget)
Cost per Hour	\$45.60	\$53.27	\$57.51	\$78.95	\$97.19
Cost per Mile	\$3.85	\$4.05	\$4.22	\$5.25	\$7.52
Cost per Passenger	\$9.09	\$10.03	\$13.16	\$33.87	
Fare Revenue per Hour	\$4.36	\$5.11	\$3.88	\$0.01	\$0
Fare Revenue per Mile	\$0.37	\$0.39	\$0.29	\$0.00	\$0
Fare Revenue per Passenger	\$0.87	\$0.96	\$0.89	\$0.00	\$0
Subsidy per Passenger	\$8.22	\$9.07	\$12.27	\$33.86	
Farebox Recovery	9.57%	9.59%	6.76%	0.01%	0%
<i>Source: CTP FY 2018-2021 Cost Allocation</i>					

Table 16 shows performance metrics for fixed-route services from FY 2018 until FY 2021. Fare revenue metrics are not shown because they are not broken out by service. Fixed-route costs per hour, mile, and passenger increased from FY 2018 until FY 2020, although fixed-route costs per hour, mile, and passenger remain lower than on-demand costs per hour, mile, and passenger.

Table 16: CTP Financial Analysis, Fixed-Route Services				
Base Data	FY 2018	FY 2019	FY 2020	FY 2021*
Operating Cost	\$964,700	\$937,786	\$999,795	\$0
Revenue Hours	25,809	21,966	16,254	-
Revenue Miles	306,936	296,541	260,350	-
Unlinked Ridership	158,950	146,166	108,045	-
Analysis	FY 2018	FY 2019	FY 2020	FY 2021*
Cost per Hour	\$37.38	\$42.69	\$61.51	-
Cost per Mile	\$3.14	\$3.16	\$3.84	-
Cost per Passenger	\$6.07	\$6.42	\$9.25	-
<i>* Note: Fixed-Route Service did not operate in FY 2021 due to the COVID-19 pandemic.</i>				
<i>Source: CTP FY 2018-2021 Cost Allocation</i>				

Table 17 shows financial performance metrics for demand-response and on-demand services from FY 2018 until FY 2021. FY 2018-2019 includes demand response services only, FY 2020 includes both demand response and on-demand services, and FY 2021 shows on-demand services only. Fare revenue metrics are not shown because they are not broken out by service. Cost metrics are more

variable, peaking in FY 2019 but decreasing to FY 2020 before increasing in FY 2021. Cost per passenger fell to its lowest level in FY 2021, although cost per hour remained high.

Table 17: CTP Financial Analysis, Demand Response and On-Demand Services				
Base Data	FY 2018	FY 2019	FY 2020	FY 2021
Operating Cost	\$643,134	\$682,159	\$666,529	\$1,799,774
Revenue Hours	9,454	8,445	12,724	22,796
Revenue Miles	110,960	103,142	134,570	342,556
Unlinked Ridership	17,837	15,355	18,585	53,144
Analysis	FY 2018	FY 2019	FY 2020	FY 2021
Cost per Hour	\$68.03	\$80.78	\$52.38	\$78.95
Cost per Mile	\$5.80	\$6.61	\$4.95	\$5.25
Cost per Passenger	\$36.06	\$44.43	\$35.86	\$33.87
<i>Source: CTP FY 2018-2021 Cost Allocation</i>				

Cost Allocation Model

The cost allocation model is used to determine unit costs for providing service in order to project future costs for the current service and determine the cost of potential new and enhanced services. The cost allocation model presented here is a three-variable cost model that is based on hourly cost factors, mileage-based cost factors, and peak vehicle-based cost factors. The hourly cost factors are primarily wages and benefits which are divided by the revenue hours to determine unit costs per revenue hour. Mileage-based costs include fuel and maintenance costs and are divided by the number of revenue miles to determine the unit cost per revenue mile. Fixed and facility costs, along with administration, are based on the size of the peak fleet. A fixed-cost factor is used to distribute these costs. Capital costs are not included as part of the cost allocation model.

Table 18 shows the cost allocation based on FY 2019 actual costs, which includes both fixed-route and demand-response services. Table 19 uses the per-hour cost, per-mile cost, and fixed cost factor to estimate costs for each route. The South and West routes are the most expensive, while the Downtown and Northeast routes are the least expensive. Table 20 shows the cost allocation based on the FY 2022 budget, which includes estimates for on-demand services only.

Table 18: Cost Allocation Based on FY 2019 Actuals

Account	Allocated To			Total
	Vehicle Hours	Vehicle Miles	Fixed Cost	
Payroll	\$909,400	\$0	\$527,774	\$1,437,174
Contractual Services	\$0	\$8,047	\$49,168	\$57,216
Parts & Supplies	\$0	\$91	\$10,096	\$10,187
Intra city	\$0	\$255,711	\$517	\$256,228
Total Operating Costs	\$909,400	\$263,849	\$587,555	\$1,760,804
Fixed-Cost				
Total Hours/Miles	30,411	399,683	Factor	
Cost per	\$29.90	\$0.66	1.50	

Source: CTP, 2022. LSC, 2022.

Table 19: Estimated Route Costs, 2019

Route	Annual Revenue Miles	Annual Revenue Hours	Annual Hourly Cost	Annual Mile Cost	Fixed Cost Factor	Total Route Cost
Northwest	48,091	3,660	\$109,462	\$31,747	1.50	\$211,926
South	57,810	3,660	\$109,462	\$38,163	1.50	\$221,554
West	57,480	3,660	\$109,462	\$37,945	1.50	\$221,227
Northeast	44,612	3,660	\$109,462	\$29,451	1.50	\$208,479
Downtown	35,044	3,660	\$109,462	\$23,134	1.50	\$199,000
East	53,508	3,660	\$109,462	\$35,323	1.50	\$217,292

Source: Annual Revenue Miles from Remix

Table 20: Cost Allocation Based on FY 2022 Budget (Demand Response Only)

Account	Allocated To			Total
	Vehicle Hours	Vehicle Miles	Fixed Cost	
Payroll	\$970,161	\$189,334	\$557,359	\$1,716,854
Contractual Services	\$0	\$2,000	\$117,212	\$119,212
Parts & Supplies	\$0	\$3,500	\$17,000	\$20,500
Intra city	\$0	\$327,838	\$101,472	\$429,310
Total	\$970,161	\$522,672	\$793,043	\$2,285,876
Fixed-Cost				
Total Hours/Miles	23,519	304,112	Factor	
Cost Per	\$41.25	\$1.72	1.53	

Source: CTP, 2022. LSC, 2022.

PEER COMPARISON

A peer analysis can help an agency understand the size, scope, and operating statistics in comparison to other similar agencies. While no two transit agencies are identical, it can be helpful to compare metrics across systems that operate in similar environments, such as service areas with similar populations or agencies providing a similar number of rides each year. This analysis can offer insights into funding mechanisms, overall operations, challenges, and opportunities.

Selected Peers

Peers for this analysis were chosen based on similar service area populations, similar annual ridership, and similar region of the country. The selected peers are:

- **City of Casper** provides transit services in Casper, Wyoming. The LINK service provides six fixed-route lines, while the ASSIST program offers door-to-door demand-response services. ASSIST provides rides to the general public, but rides must be scheduled two to three days in advance.
- **Bis-Man Transit Board** provides transit services in the Bismarck, Mandan, and Lincoln communities of North Dakota. The Capital Area Transit (CAT) services provide six fixed routes and they also offer paratransit services. Paratransit services are available only to those who qualify. **West River Transit** provides curb-to-curb service in the rural areas of Bismarck.
- **Richland County Transit** provides nine fixed-route bus lines in Richland County, Ohio. They also provide a dial-a-ride/grocery shuttle service that is available to the general public.
- **Valpo** provides transit services in Valparaiso, Indiana. The V-Line provides four deviated fixed-route bus lines. ChicaGO Dash and the South Shore Connect Shuttle are express commuter services traveling to Chicago, Illinois and South Bend, Indiana. **Opportunity Enterprises, Inc.**, provides transportation services for persons with disabilities, and **Porter County Aging and Community Services** provides transportation for seniors.
- **Hot Springs Intracity Transit** provides transit services in Hot Springs, Arkansas. They provide three fixed-route bus services as well as paratransit services to those who qualify.
- **Kingsport Area Transit Service** provides transit services in Kingsport, Tennessee, including six fixed routes and dial-a-ride services for seniors or persons with disabilities. Dial-a-ride services must be scheduled one day in advance.
- **Good Earth Transit** provides transit services in Terrebonne Parish, Louisiana. They provide six fixed routes and paratransit services for those who are eligible. **Terrebonne Council on Aging** provides transportation services to seniors.
- **Middletown Transit System** provides transit services in Middletown, Ohio. They provide four fixed routes and an evening shuttle service after the fixed routes stop service.
- **City of Loveland Transit** provides five fixed-route services in Loveland, Colorado. FLEX services provide regional services between Fort Collins and Boulder, Colorado. Paratransit services are available for those who are eligible.

Figure 71 shows the locations of selected peers. Table 21 shows selected peers and some key characteristics.¹ CTP falls roughly in the middle of the selected peers in terms of annual ridership in 2019.

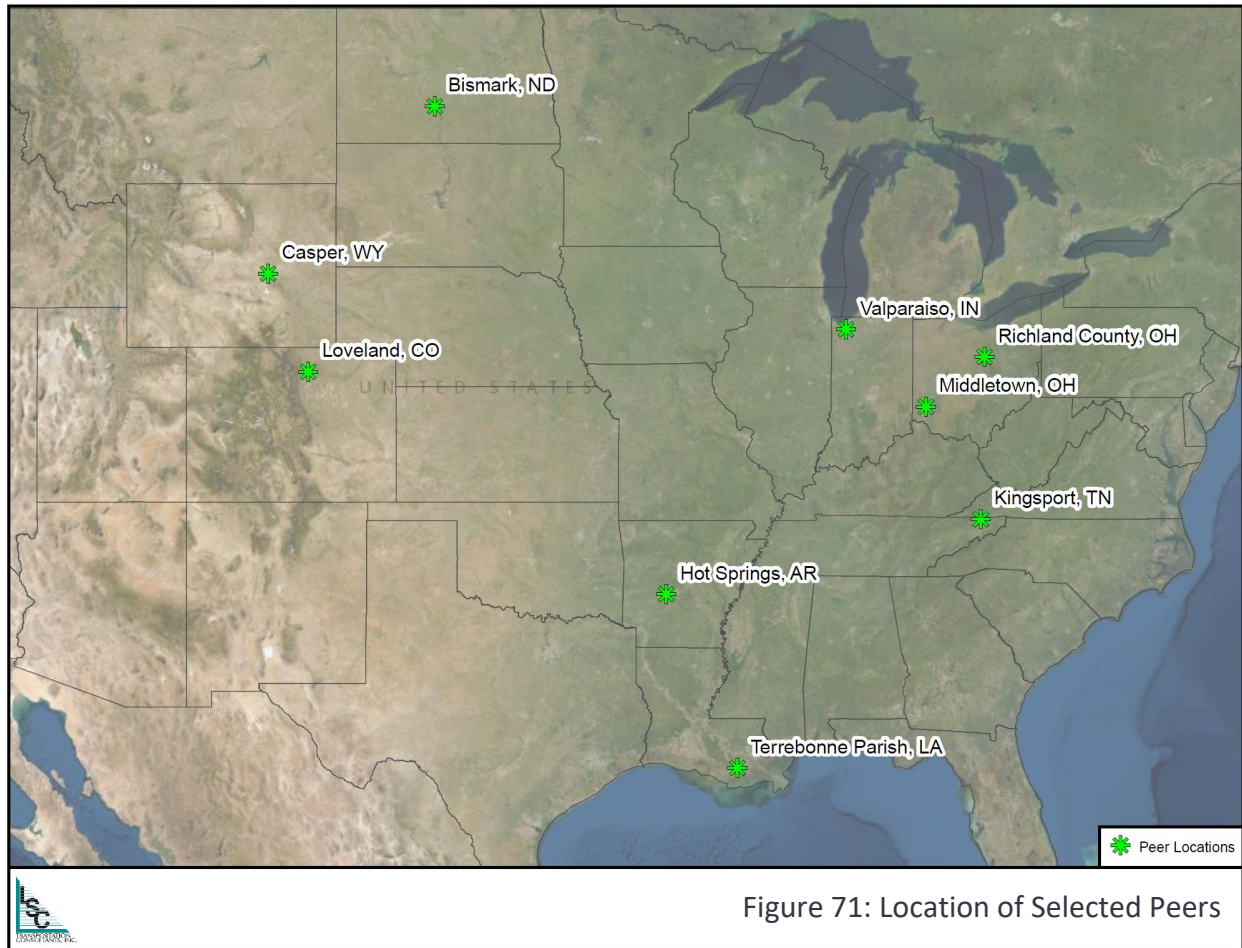


Figure 71: Location of Selected Peers

¹ Source: NTD, 2019.

Table 21: Selected Peers

Agency	Location	Service Area Population	Population Density (Pop per Sq. Mile)	Maximum Vehicles	Annual Ridership, 2019
City of Casper	Casper, WY	57,561	2,113	13	213,403
Bis-Man Transit Board	Bismarck, ND	99,142	2,849	26	211,147
<i>West River Transit</i>				20	33,251
Richland County Transit	Mansfield, OH	75,354	2,439	16	195,495
Valpo				14	176,849
<i>Opportunity Enterprises, Inc.</i>	Valparaiso, IN	31,730	1,983	15	83,813
<i>Porter County Aging and Community Services</i>				8	25,353
Hot Springs Intracity Transit	Hot Springs, AR	55,121	1,467	4	168,627
Kingsport Area Transit Service	Kingsport, TN	53,374	988	13	160,937
Good Earth Transit	Houma, LA	82,803	1,453	11	151,878
<i>Terrebonne Council on Aging</i>				25	58,611
Middletown Transit System	Middletown, OH	49,490	2,475	5	145,176
City of Loveland Transit	Loveland, CO	66,930	2,092	8	118,236
Average		63,501	1,984	12	171,305
Cheyenne Transit Program	Cheyenne, WY	59,466	3,304	14	161,521
Note: Italicized agencies provide demand response services only.					
Source: NTD, Annual Data Tables, 2020					

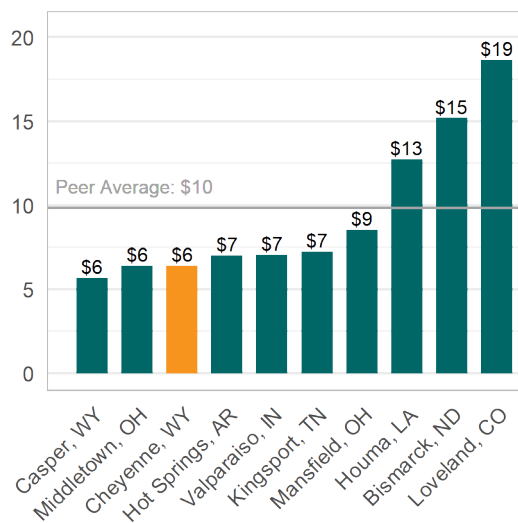
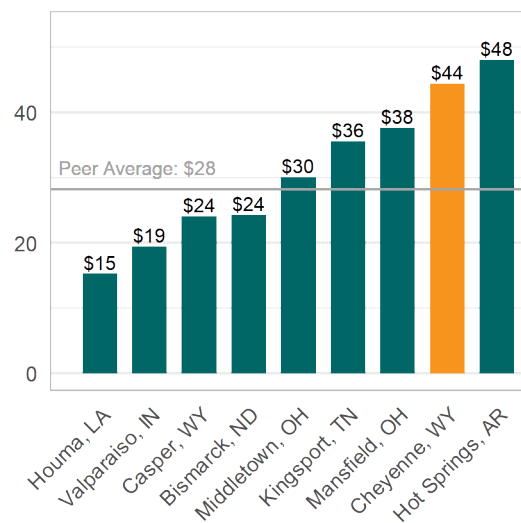
Performance Measures

CTP's cost effectiveness and service efficiency were evaluated against the average of the peer agencies. Table 22 shows each measure and CTP's relative performance compared to the peers. CTP's fixed-route services outperform peer agencies on cost per trip, cost per revenue hour, and revenue hours per capita; underperforms peers on passengers per revenue hours and fare revenue per passenger trip; and has similar performance to peers on passengers per capita and farebox recovery ratio. CTP's demand-response services outperform peers on fare revenue per passenger trip but underperform peers on most other metrics.

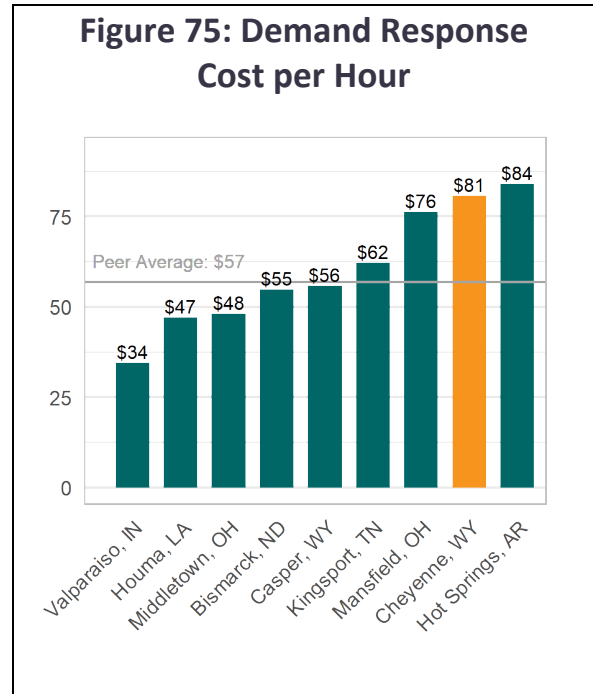
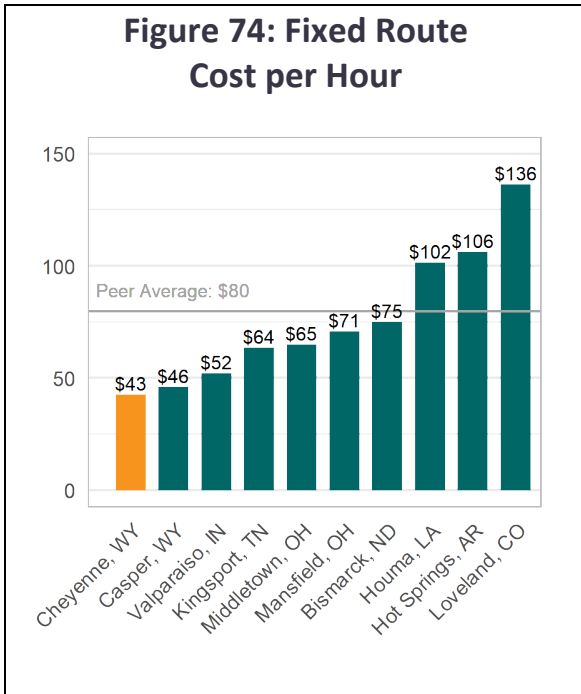
Table 22: Performance Measures, 2019

Fixed-Route	Peer Average (2019)	CTP Metric (2019)	Relative Performance
Cost per Passenger Trip	\$9.80	\$6.40	Outperforms peer average
Cost per Revenue Hour	\$79.60	\$42.70	Outperforms peer average
Passengers per Revenue Hour	8.7	6.7	Underperforms peer average
Passengers per Capita	2.42	2.46	Similar performance to peer average
Revenue Hours per Capita	0.29	0.37	Outperforms peer average
Farebox Recovery Ratio	0.11	0.10	Similar performance to peer average
Fare Revenue per Passenger Trip	\$0.89	\$0.64	Underperforms peer average
Demand Response			
Cost per Passenger Trip	\$28	\$44	Underperforms peer average
Cost per Revenue Hour	\$57	\$80	Underperforms peer average
Passengers per Revenue Hour	2.2	1.8	Underperforms peer average
Passengers per Capita	0.35	0.26	Underperforms peer average
Revenue Hours per Capita	0.15	0.14	Similar performance to peer average
Farebox Recovery Ratio	0.07	0.07	Similar performance to peer average
Fare Revenue per Passenger Trip	\$2.15	\$3.00	Outperforms peer average

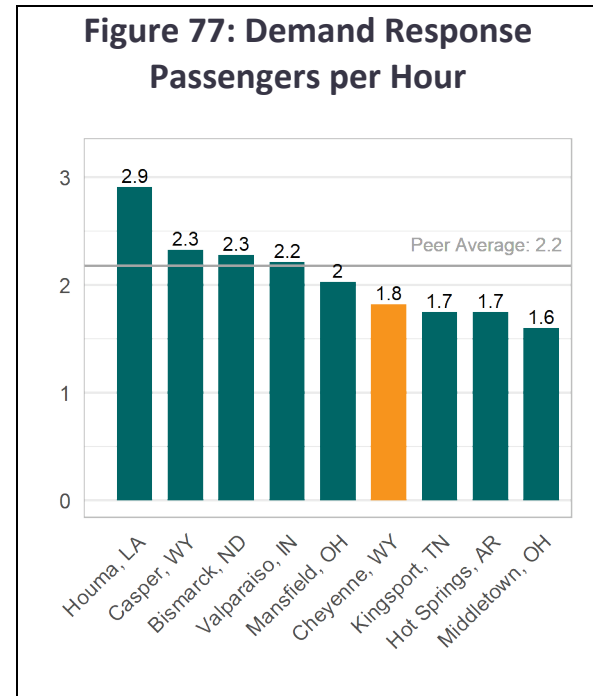
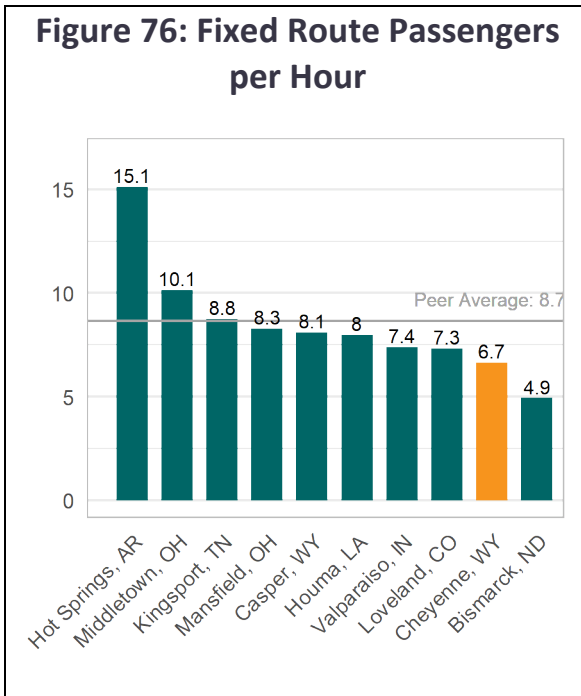
The following figures illustrate CTP and peer performance for some of the key metric, with fixed-route metrics shown on the left and demand-response metrics shown on the right. CTP's fixed-route cost per passenger of \$6 falls below the peer average of \$10 (Figure 72), while CTP's demand-response cost per passenger of \$44 is higher than the peer average of \$28 (Figure 73).

Figure 72: Fixed Route Cost per Passenger**Figure 73: Demand Response Cost per Passenger**

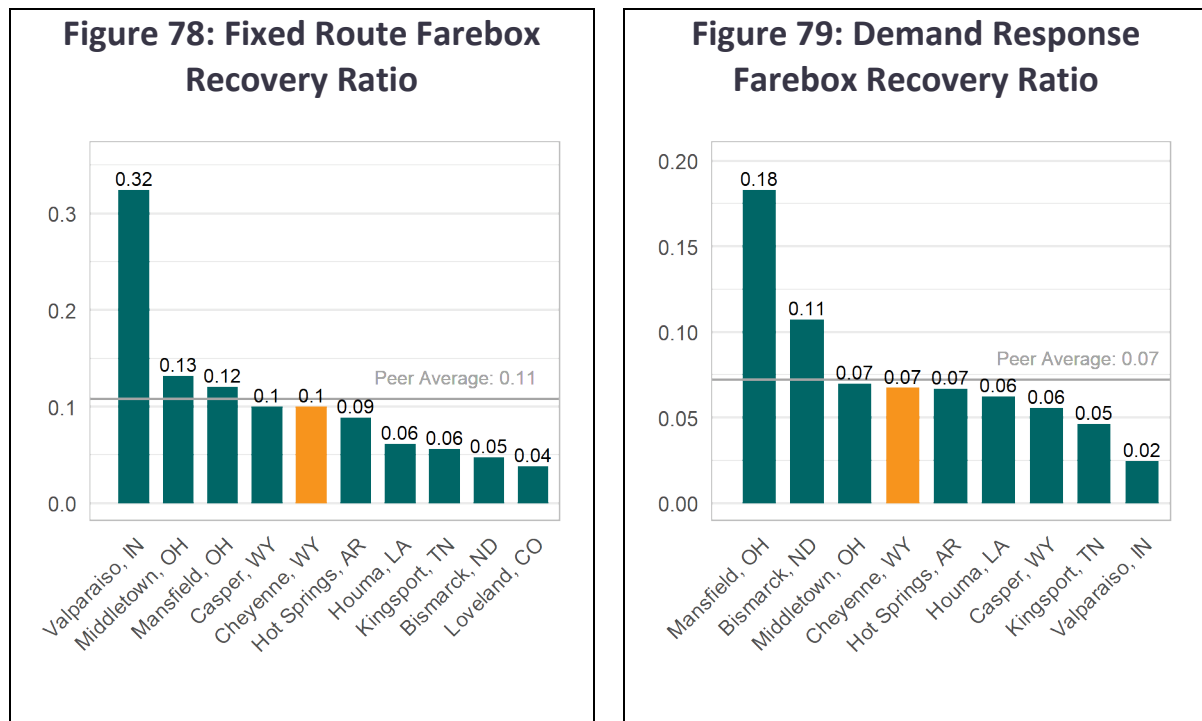
CTP had the lowest fixed-route cost per hour of all selected peers at \$43, compared to the peer average of \$80 (Figure 74). CTP's demand response cost per hour of \$81 is higher than almost all of the other selected peers (Figure 75).



CTP's fixed-route passengers per hour are lower than most selected peers, at 6.7 compared to the peer average of 8.7 (Figure 76). CTP's demand-response passengers per hour is closer to the peer average (Figure 77).



CTP's Farebox Recovery Ratio is similar to peers for both its fixed route and demand-response services (Figure 78 and Figure 79).



EXISTING SERVICE STANDARDS

The 2013 Five Year Transit Development Plan recommended several select performance and safety standards. These are reviewed here with a summary of the most recent performance.

Service Performance Standards

Farebox Recovery

The recommended farebox recovery ratio was 15 percent for fixed-route service and eight percent for curb-to-curb/demand-response service. The most recent data show the farebox recovery for fixed-route service was about 10 percent and about seven percent for demand-response service, both below the recommended standard.

Productivity

The recommended productivity standard for fixed-route service was 12.0 passengers per revenue hour and 3.0 passengers per revenue hour for demand-response service. Data for 2019 indicated productivity levels of about 6.7 passengers per revenue hour for fixed-route service and 1.8 passengers per revenue hour for demand-response service. Both services were well below the recommended standard. This may indicate a need for a different model of service delivery or a review of the standards.

Service Efficiency

The 2013 plan recommended that operating costs should not exceed the Consumer Price Increase (CPI) for the region. This standard likely meant that annual cost increases should not exceed the regional CPI. This measure has not been tracked.

On-Time Performance

The recommended on-time performance standard was that 95 percent of all vehicle-trips are completed on time. From December 2019 – February 2020, the only time period for which there is on-time performance data, the Downtown route was the only route to meet this standard. Table 23 shows on-time performance by route. This data is the average of stop on-time performance, as trip-level data is not available.

Table 23: On-Time Performance	
Route	On-Time Performance Average
Downtown	95.1%
East	94.3%
Northeast	88.7%
Northwest	82.7%
South	91.1%
West	81.6%
Average	88.5%
Note: Based on data from December 2019 – February 2020.	

Safety Standards

Accident Rate

The recommended standard for accidents was to have no more than one accident per 100,000 miles of service. No recommendation was provided for the type of accidents to be tracked. It may be assumed that the tracking and reporting should be the same as that required for the National Transit Database.

Incident Rate

The recommend standard for incidents was to have no more than one incident per 100,000 miles of service. However, no definition of the incidents to be tracked was provided in the plan.

Workers' Compensation Claims

The recommended standard for Workers' Compensation Insurance claims was less than 2.5 claims per 100,000 hours worked.

Maintenance Standards

Road Calls

The recommended standard for road calls was to be 10,000 miles or more between road calls.

Preventive Maintenance

The 2013 plan recommended that the standard should be completion of all vehicle preventive maintenance within ten percent of the schedule mileage.

INVENTORY OF EXISTING AMENITIES

Bus Stops

The CTP system comprises 148 total stops, including the Downtown Transfer Station. Each route has between 22 and 27 stops, of which less than half include a bus shelter (see photos of stops like these in Figure 80). Of the total transit network stops, 43 percent are sheltered (see photos of stops like these in Figure 81). The Northwest route has the highest proportion of sheltered stops, while the Northeast route has the lowest (see Table 24).

Bus stops with shelters have a locked trash can attached to each shelter. Each shelter also has an ADA landing pad, which were constructed with American Recovery and Reinvestment Act (ARRA) funds and approved by the FTA. Bike racks are not included in any of CTP's bus stops. While CTP does not install benches at a stop without a shelter, the City of Cheyenne contracts with a company called Creative Outdoor Advertising to place benches throughout the city and at some CTP bus stops.

Table 24: Share of CTP Stops with Shelters

Route	Stops with shelter / trash can / ADA landing pad	Stops with bike rack	Total stops	Share with shelter / trash can / ADA landing pad	Share with bike racks
Downtown	9	0	22	41%	0%
East	10	0	23	43%	0%
Northeast	9	0	26	35%	0%
Northwest	12	0	25	48%	0%
South	10	0	24	42%	0%
West	12	0	27	44%	0%
Total	63	0	148	43%	0%

Source: Cheyenne Transit Program

Figure 80: Examples of Bus Stops Without Shelters in Cheyenne



Figure 81: Examples of Sheltered Bus Stops Across Cheyenne



Downtown Transfer Station

All six CTP routes converge at the Downtown Transfer Station located at 17th Street and Carey Avenue (Figure 82). The station is located on the northeast corner of the Cheyenne Municipal Parking Garage. It includes restrooms for passengers and drivers and the CTP driver office. The entire block of 17th Street adjacent to the transfer station consists of designated bus boarding areas, which offer covered and uncovered seating for passengers.

Figure 82: Downtown Transfer Station



Source: Google Maps, left

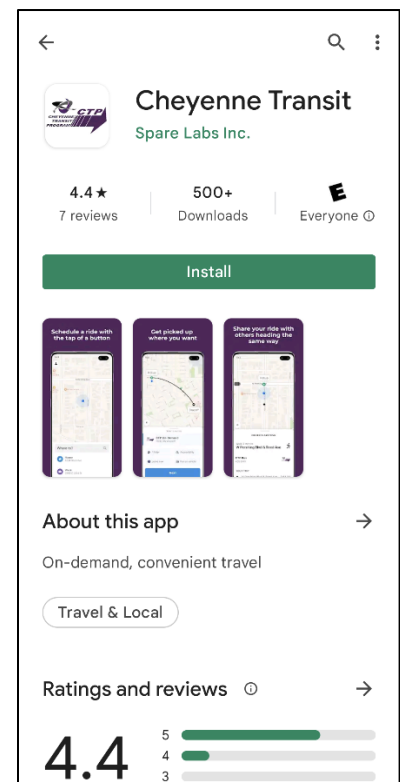
Transit Technology

CTP contracts with Spare Labs to manage paratransit and microtransit services. The company provides the ride matching software platform for the services, which includes the app (Figure 83) and the onboard interface for drivers to know who to pick up and where.

For fixed-route service operations, CTP contracts with Ride Systems, a platform that shows passengers the real-time locations of buses, route schedules, and stop announcements. It also includes an administrative portal that allows dispatchers to assign buses to routes for the day, see real-time locations of fixed-route and paratransit vehicles, and run reports on attributes such as passenger counts. CTP has continued the contract with Ride Systems despite not using the software since pausing fixed-route operations. Ride Systems has since merged with TransLoc.

CTP uses REI (Radio Engineering Ind.) video-surveillance equipment and some Seon cameras on newer vehicles to record activity on buses. All cameras have removable hard drives that record while the vehicle is turned on. When a crash or incident occurs, CTP removes hard drives to review video footage and replaces them with a spare.

Figure 83: Spare Labs Android App



CTP uses a vehicle inspections and maintenance program called Whip Around to monitor the condition of the fleet. Drivers use the software, either through a phone app or web interface, to complete a pre-trip inspection that documents the condition of the bus at the beginning of each shift. The inspection asks operators to verify the working status of vehicle parts and photograph the sides of the vehicle. At the end of the day, drivers complete another post-trip inspection to note any issues with the vehicle. When they note issues such as a headlight being out or the lift not working, Whip Around automatically creates a work order. This platform creates a simple system for CTP to track maintenance needs and the condition of the vehicle fleet.

CAPITAL INVENTORY

Vehicle Fleet

CTP owns and maintains 23 vehicles, most of which are mid-size 12-20 passenger cutaways (as seen in Table 25 and Figure 84). The largest transit vehicle carries 27 passengers. CTP also owns a pickup truck with a plow for facility maintenance. Vehicles are, on average, 8.3 years old. CTP staff plan to replace 17 of the vehicles within the next four years using mainly Federal Transit Administration funds and some funds from the City of Cheyenne.

Vehicle	Vehicle Year	Age	Replacement Year
Chevy Eldorado AeroTech	2006	16	2023
Ford Goshen GCII	2009	13	2022
Ford Goshen GCII	2009	13	2022
Ford Goshen GCII	2010	12	2022
Ford Eldorado AeroTech Bus	2011	11	2022
Ford Eldorado AeroTech Bus	2011	11	2023
Ford Eldorado AeroTech Bus	2011	11	2022
3/4 Ton Pickup with Snow Plow - 9172	2011	11	2024
Ford Eldorado AeroTech Bus	2012	10	2022
Ford Starcraft Allstar XL Bus - 9173	2013	9	2023
Ford Starcraft Allstar XL Bus - 9174	2013	9	2023
Dodge Cargo Van	2013	9	n/a
Chevy Glaval Tital II Bus - 9175	2015	7	2024
Chevy Glaval Tital II Bus - 9176	2015	7	2024
Chevy Elkhart ECII - 9178	2016	6	2025
Chevy Elkhart ECII - 9179	2016	6	2025
Chevy Elkhart ECII - 9180	2016	6	2026
Chevy Elkhart ECII - 9181	2016	6	2026
Chevy Starcraft AllStar27 - 9182	2018	4	n/a
Chevy Starcraft AllStar27 - 9183	2018	4	n/a
Chevy Starcraft AllStar22 - 9184	2018	4	n/a
Chevy Starcraft AllStar27 - 9185	2018	4	n/a
Ford Transit Van	2020	2	n/a
<i>Source: Cheyenne Transit Program</i>			

CTP is not currently pursuing fleet electrification, given the current lack of electric versions of the midsize buses in use. However, as reliable, proven models enter the market within the next five to 10 years, this may be an option.

Figure 84: CTP Vehicle Fleet Inside CTP Bus Garage



Facilities

Cheyenne Transit Bus Garage/Storage and Operations Facility

CTP's storage, operations, and maintenance facility is located at 2617 Old Happy Jack Road (Figure 85). The building stores the vehicle fleet and houses the maintenance activities.

Figure 85: CTP Bus Garage



Cheyenne Transit Program Office

The Cheyenne Transit Program Office is located on the southwest corner of the Cheyenne Municipal Parking Garage (opposite the Downtown Transfer Station) on Lincolnway and Pioneer Avenue. This office hosts the administrative activities and CTP staff offices (Figure 86).

Figure 86: Current Cheyenne Transit Program Office



Due to size constraints of the space in the garage, CTP plans to purchase a different site using FTA funds. The building is a former Union Pacific Railroad facility located at 1800 Westland Road, which is closer to the maintenance facility and would provide additional space (Figure 87).

Figure 87: Future CTP Office



EVALUATION OF NEEDED CHANGES OR EXPANSION IN SERVICES & AMENITIES

INTRODUCTION

This chapter examines potential for transit service within Cheyenne. This is done through fixed-route, ADA, and demand-response modeling techniques. Spatial analysis is also used to examine where there may be gaps in CTP's service.

TRANSIT NEEDS AND DEMAND ANALYSIS

A key step in developing and evaluating transit plans is a careful analysis of the mobility needs of various segments of the population and potential transit riders. There are several factors that affect demand, not all of which can be forecast. This chapter presents an analysis of the demand for transit services in the study area based upon standard estimation techniques. One of these methodologies is taken from *TCRP Report 161: Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation*¹ and provides a tool to estimate potential demand. All of the estimates use the demographic and community conditions data discussed in Chapter III of this report. These methodologies are standard approaches to estimate transit needs and demand.

The transit demand identified in this chapter will be used with information obtained through surveys to identify and evaluate various transit service options. Demand estimation is an important task in developing any transportation plan, and the following models and formulas were used to quantify transit needs and demand in the study area:

- Mobility Gap Analysis
- Greatest Transit Needs Index
- Fixed-Route Demand Model (2019)
- Latent Fixed-Route Demand Model
- ADA Demand
- General Public Demand-Response Model

Data were taken from the 2015-2019 U.S. Census American Community Survey (2019 ACS) five-year estimates for all population groups. Each of these approaches helps to show the patterns that are likely to arise regarding transit needs within the study area. Estimating demand for transit services is not an exact science and therefore must be carefully evaluated.

¹ National Academies of Sciences, Engineering, and Medicine 2013. *Methods for Forecasting Demand and Quantifying Need for Rural Passenger Transportation*. Washington, DC: The National Academics Press. <http://doi.org/10.17226/22618>.

Mobility Gap Need

The mobility gap methodology is used to identify the amount of service required to provide equal mobility to households that have access to vehicles and those that do not. The National Household Travel Survey (NHTS)² provides data that allow for calculations to be made relating to trip rates. Separate trip rates are generated for various regions throughout the United States to help account for locational inequities. Trip rates are also separated by general density and other factors such as age. This methodology was updated using the most recent NHTS data available (2017).

Wyoming is part of Division Eight, the Mountain Region. The trip rate for zero-vehicle households in the Mountain Region was determined to be 3.9 daily trips. For households with at least one vehicle, the trip rate was 5.1 daily trips. The mobility gap is calculated by subtracting the daily trip rate of zero-vehicle households from the daily trip rate of households with at least one vehicle. Thus, the mobility gap is represented as 1.2 household trips per day. This mobility gap is lower than the national average of 1.4.

To calculate the transit need for each census block group in the study area, the number of zero-vehicle households is multiplied by the mobility gap number. Table 26 shows this information broken out by block group. In total, 2,425 daily trips need to be provided by transit to make up for the gap in mobility. Assuming these trips happen on weekdays rather than weekends, this calculates to an annual transit need of 606,300 trips.

However, this methodology comes from TCRP Report 161, which explains that mobility gaps are typically much higher than the number of trips actually provided by transit. They estimate that about 20 percent of these trips will be filled by transit, which comes out to 121,260 trips. The full results are available in Appendix E.

Table 26: Mobility Gap Transit Need					
Census Tract	Census Block Group	Total Households	Zero-Vehicle Households	Mobility Gap	Transit Need (Daily Trips)
2	2	678	104	1.2	125
3	2	1,069	96	1.2	115
6	3	876	95	1.2	114
7	1	785	382	1.2	458
13	2	984	201	1.2	241
15.02	3	947	139	1.2	167
Totals		39,683	2,021	1.2	2,425
Annual Demand (by Weekdays):					606,300
20 Percent of Annual Demand:					121,260
Source: US Census Bureau, American Community Survey 2019, LSC 2022					

² U.S. Department of Transportation, Federal Highway Administration, 2017 National Household Travel Survey. <http://nhts.ornl.gov>

Greatest Transit Needs Index

The “greatest transit need” is defined as those areas in the study area with the highest density of zero-vehicle households, older adults, people with ambulatory disabilities, and low-income populations. This information will be used in the development of service options and the identification of appropriate service constraints.

The U.S. Census Bureau’s American Community Survey (ACS) data were used to calculate the greatest transit need. The categories used for calculation were zero-vehicle households, older adult population, ambulatory disability population, and low-income population.

Using these categories, LSC developed a transit need index to determine the greatest transit need. The density of the population for each U.S. Census block group within each category was calculated, placed in numerical order, and divided into four segments. Four segments were chosen to reflect a reasonable range, with each segment containing an approximately equal number of U.S. Census block groups to provide equal representation. Census block groups in the segment with the lowest densities were given a score of one, the next lowest densities a score of two, and so on, with the highest score of four.

This scoring was repeated for each of the categories (zero-vehicle households, older adult population, ambulatory disability population, and low-income population). After each of the census block groups was scored for the four categories, all of the scores were added to achieve an overall score. The scores range from four (lowest need) to 16 (highest need). As shown in Figure 88, the greatest transit needs are to the east of Cheyenne’s downtown. Table 27 shows the scores for each individual measure in the top-scoring block groups. The full results are available in Appendix E.

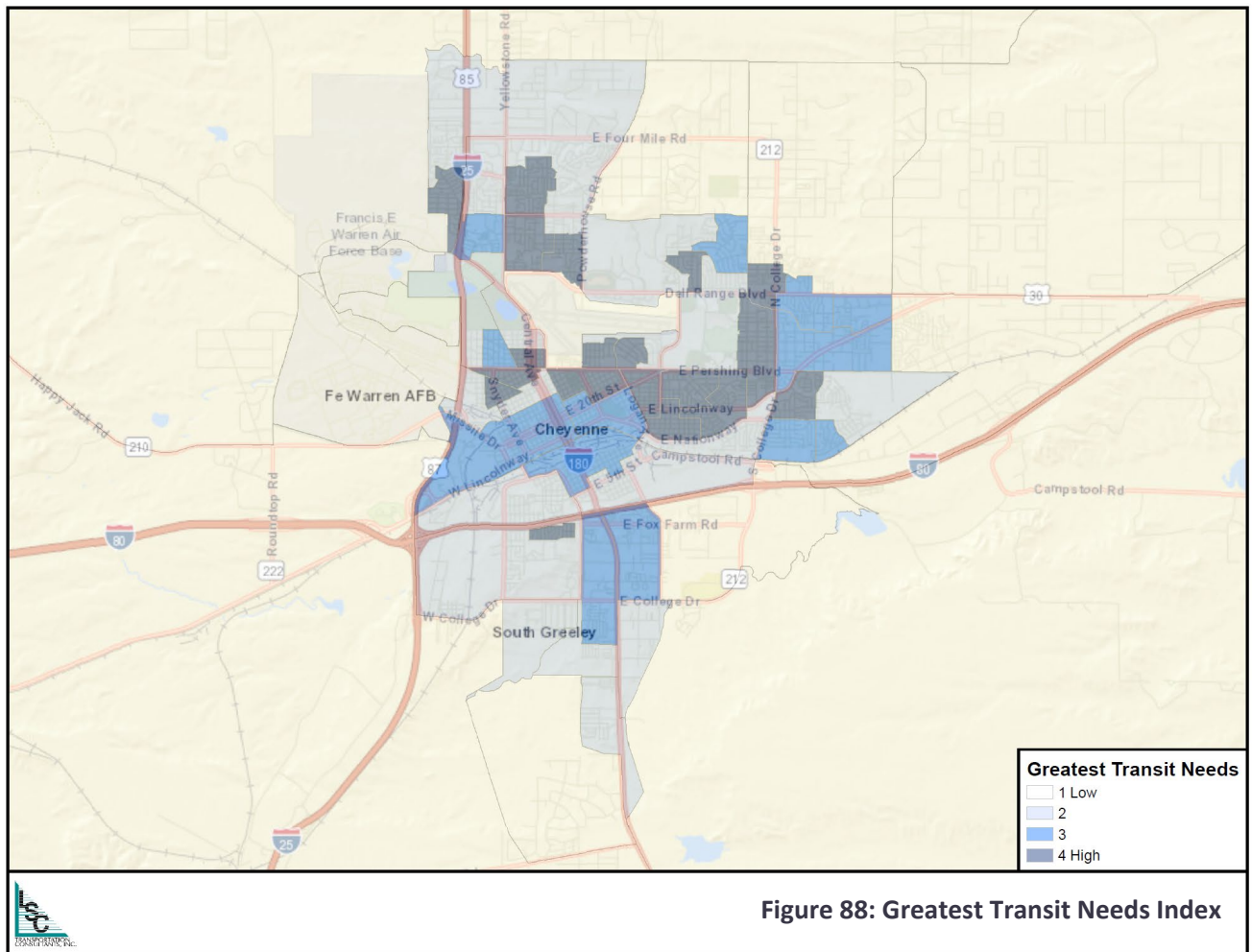


Table 27: Greatest Transit Needs Index

Census Tract	Census Block Group	Total Population	Land Area (sq. miles)	Total Households	Zero-Vehicle Households			Older Adult Population (65 and Over)			Ambulatory Disabled Population			Low-Income Population			Overall Score (4-16)	Final (1-4)
					#	Density	Rank	#	Density	Rank	#	Density	Rank	#	Density	Rank		
3	1	961	0.1	363	9	89	2	136	1,342	4	132	1,305	4	146	1,438	4	14	4
5.01	4	2,517	0.3	1,022	32	102	2	483	1,537	4	417	1,328	4	151	481	3	13	4
6	1	1,892	0.4	771	73	179	2	407	997	4	262	642	3	206	504	3	12	4
	2	999	0.3	448	0	0	1	156	610	3	138	542	3	109	425	3	10	4
	3	1,836	0.3	876	95	299	4	391	1,229	4	254	799	3	200	627	3	14	4
	4	1,242	0.2	582	0	0	1	146	612	3	172	721	3	135	566	3	10	4
7	2	1,248	0.3	580	34	102	2	180	540	3	205	615	3	254	762	4	12	4
8	2	752	0.2	353	19	123	2	120	778	3	95	615	3	56	360	2	10	4
	3	626	0.1	263	5	35	1	119	827	4	79	548	3	46	321	2	10	4
9	3	794	0.1	307	31	290	3	82	766	3	89	828	3	58	543	3	12	4
10	2	1,076	0.1	487	0	0	1	94	630	3	147	986	4	52	349	2	10	4
	3	915	0.1	327	0	0	1	73	678	3	125	1,161	4	44	411	2	10	4
12	2	1,295	0.3	527	0	0	1	334	1,046	4	223	698	3	68	212	2	10	4
13	1	2,061	0.4	836	0	0	1	377	910	4	339	817	3	99	240	2	10	4
	2	1,599	0.4	984	201	489	4	428	1,040	4	263	639	3	77	188	2	13	4
	3	1,164	0.3	530	16	61	1	258	984	4	191	729	3	56	214	2	10	4
14.01	3	1,458	0.2	608	31	200	3	149	962	4	196	1,268	4	102	658	3	14	4
15.01	3	1,247	0.2	639	69	283	3	188	771	3	109	447	2	65	267	2	10	4
15.02	2	2,316	0.6	972	26	45	1	385	664	3	388	669	3	357	615	3	10	4

Fixed-Route Demand Model (2019)

To evaluate potential changes to CTP's fixed-route service, LSC created a fixed-route demand model based on household vehicle ownership, average walking distance to bus stops, and frequency of service. The basic approach is described in the paper *Demand Estimating Model for Transit Route and System Planning in Small Urban Areas*, Transportation Research Board, 730, 1979. While this is an older paper, it continues to serve as a good methodology to estimate transit demand in small urban areas.

In developing service options, the size and demand density of each block group must be considered. The percentage of households with transit access was determined by the number of households within a quarter-mile of bus stops. Census block groups located entirely within a quarter-mile show 100 percent transit access. The fixed-route demand model reflects the 2019 ACS data for Cheyenne and was calibrated to the 2019 CTP ridership data.

As shown in Table 28, the model generated 503 daily trips and approximately 126,000 linked annual trips. Since the Downtown Transfer Station accounts for a significant amount of ridership on each route, an additional number of transfers was estimated and added to the linked trips to approximate unlinked trips. The full results are available in Appendix E.

Census Tract	Census Block Group	Total Households	Number of Households With:		Percent of Households with Transit Access	Households Served by Transit		Daily Transit Trips		Daily Number of Trips
			0 Auto	1 Auto		0 Auto	1 Auto	0 Auto	1 Auto	
2	2	678	104	334	85%	88	284	13	11	23
4.02	2	1,008	34	364	100%	34	363	5	14	19
	3	1,018	41	501	87%	36	436	5	16	21
5.01	4	1,022	32	331	99%	32	328	5	12	17
6	1	771	73	206	97%	71	200	10	7	18
	3	876	95	284	100%	95	284	14	11	24
7	1	785	382	199	89%	338	176	49	7	56
	2	580	34	322	100%	34	322	5	12	17
	3	661	39	336	98%	38	329	6	12	18
12	3	496	29	312	97%	28	304	4	11	15
13	2	984	201	512	94%	188	479	27	18	45
14.02	2	749	68	320	71%	49	228	7	9	16
15.01	3	639	69	269	96%	66	258	10	10	19
15.02	2	972	26	442	95%	25	419	4	16	19
	3	947	139	434	58%	81	254	12	9	21
Estimated Daily Ridership:										503
Estimated Annual Linked Ridership:										126,339
Transfers										37,902
Estimated Annual Unlinked Ridership:										164,241
<i>Source: U.S. Census Bureau, American Community Survey, 2014-2019 Five Year Estimates, LSC 2022</i>										

Latent Fixed-Route Demand Model

The Fixed-Route Demand Model above was adjusted to envision a scenario in which every household in Cheyenne had access to transit with 30-minute headways to estimate latent demand for transit. Other assumptions were held the same. Table 29 shows the estimated ridership in this model for the top block groups and the total for the region. The model generated nearly 1,500 daily trips and over 350,000 linked annual trips. Transfers were again added since the Downtown Transfer Station accounts for a significant amount of ridership on each route. The full results are available in Appendix E.

Table 29: Potential Fixed-Route Demand										
Census Tract	Census Block Group	Total Households	Number of Household With:		Percent of Households with Transit Access	Number of Households Served by Transit		Daily Transit Trips		Daily Number of Trips
			0 Auto	1 Auto		0 Auto	1 Auto	0 Auto	1 Auto	
2	2	678	104	334	100%	104	334	35	22	57
	3	870	10	255	100%	10	255	3	17	20
3	2	1,069	96	299	100%	96	299	32	20	52
4.02	1	487	12	287	100%	12	287	4	19	23
	2	1,008	34	364	100%	34	364	11	24	36
	3	1,018	41	501	100%	41	501	14	33	47
5.01	4	1,022	32	331	100%	32	331	11	22	33
6	1	771	73	206	100%	73	206	25	14	38
	3	876	95	284	100%	95	284	32	19	51
7	1	785	382	199	100%	382	199	129	13	142
	2	580	34	322	100%	34	322	11	21	33
	3	661	39	336	100%	39	336	13	22	35
9	1	317	44	146	100%	44	146	15	10	25
10	4	369	31	217	100%	31	217	10	14	25
12	3	496	29	312	100%	29	312	10	21	30
13	2	984	201	512	100%	201	512	68	34	102
14.02	2	749	68	320	100%	68	320	23	21	44
15.01	3	639	69	269	100%	69	269	23	18	41
15.02	2	972	26	442	100%	26	442	9	29	38
	3	947	139	434	100%	139	434	47	29	76
20	1	1,465	30	326	100%	30	326	10	22	32
Estimated Daily Ridership:										1,426
Estimated Annual Linked Ridership:										357,859
Transfers										107,358
Estimated Annual Unlinked Ridership:										465,217
Source: U.S. Census Bureau, American Community Survey, 2014-2019 Five Year Estimates, LSC 2022										

Demand for ADA Trips

The Transit Cooperative Research Program (TCRP) has also published guidelines for estimating ADA/paratransit ridership demand in the report *Improving ADA Complementary Paratransit Demand Estimation*.³ The tool estimates the total ridership using the service area population, base fare for ADA/paratransit rides, conditional trip determination status, percent of the population below the poverty line, and the effective on-time window for ADA paratransit trips. This tool predicts annual ADA ridership of 28,300, which is 0.44 riders per capita in Cheyenne.

Table 30: TCRP Report #119 ADA Demand Estimation	
	Results
Predicted Annual Ridership per Capita	0.44
Predicted Annual Ridership	28,382

General Public Demand-Response Model

Most fixed-route ridership estimates are based on 2019, the last time that the fixed-route service was running. To get a better understanding of current ridership demand, the existing demand-response ridership from January 2021 until May 2021 was aggregated by pick-up location to existing block groups. This was then used to estimate what the total demand would be for one year. Table 31 shows the block groups with the highest estimated ridership demand. The total demand for one year is estimated to be just over 57,000 trips. The full results are available in Appendix E.

³ National Academies of Sciences, Engineering, and Medicine 2007. *Improving ADA Complementary Paratransit Demand Estimation*. Washington, DC: The National Academies Press. <https://doi.org/10.17226/23146>.

Table 31: Demand Response Ridership			
Census Tract	Census Block Group	Ridership Demand (Jan 2021 - May 2021)	Est. Annual Ridership Demand
2	3	507	1,217
3	2	662	1,589
4.02	1	848	2,035
	3	625	1,500
5.01	2	424	1,018
	4	425	1,020
6	1	429	1,030
	2	474	1,138
	3	425	1,020
	4	442	1,061
7	1	6,395	15,348
	3	1,045	2,508
13	2	888	2,131
14.01	3	443	1,063
14.02	2	3,146	7,550
15.01	3	439	1,054
15.02	2	474	1,138
	3	760	1,824
Total			57,055

FIRST AND LAST MILE GAP ANALYSIS

Gaps in CTP Service

The recent *Connect 2045: Cheyenne Area Transportation Master Plan* completed in 2020 identified several geographic areas in which the Cheyenne Transportation Program could bolster bus service. The public indicated through comments to the planning team that CTP could improve transit service downtown; around Laramie County Community College; around the shopping area at Dell Range Boulevard and Ridge Road; and around the area with the Cheyenne Country Club, Cheyenne Aquatic Center, and Cheyenne Botanic Gardens.

The plan recommended expanding route coverage in areas with significant forecasted population and employment growth such as southwest, southeast, and east Cheyenne. Noted service gaps include the northwest corner of the city, which has a high concentration of older adults (a growing share of the city's residents), and lack of connection to major employers such as the Walmart Distribution Center, Crete Carrier Corporation, Sierra Trading Post, Echostar, and Magpul Industries.

The Connect 2045 plan also suggested an interregional transit route that would circle the periphery of the city to connect riders to current routes without needing to travel downtown to transfer. This indicates that some current riders traveling across the city take the closest route, then transfer at the

Downtown Transfer Station to another route. There may be an opportunity for microtransit to offer additional connectivity once CTP resumes fixed-route service. Continuing the curb-to-curb service as an option for all Cheyenne residents may offer a first- and last-mile solution for the fixed-route system. It could connect more riders on the Cheyenne periphery to fixed-route service and shorten trips that are geographically close but would take longer on the fixed-route bus system.

Bicycle and Pedestrian Network

Cheyenne's bicycle and pedestrian infrastructure quality varies across the city. While sidewalks are generally present throughout downtown Cheyenne, sidewalk gaps are common in outlying neighborhoods. As discussed in the 2010 *Cheyenne Metropolitan Area Pedestrian Plan*, strengths of the pedestrian network include comfortable residential streets for people walking and rolling, grade-separated trail crossings, and pedestrian countdown signals. However, sidewalks are less comfortable along high-volume roadways, and the pedestrian network includes difficult crossings and discontinuous sidewalks.

A major asset of Cheyenne's bicycle and pedestrian network is the Greater Cheyenne Greenway, a 10-foot-wide multiuse path that meanders around the city through the park system. It offers a safe and accessible recreation corridor for people walking and biking. The Greenway consists of over 40 miles of paths and continues to expand as Cheyenne completes pathway system gaps.

Aside from the Greenway and other shared-use trails, Cheyenne's on-street bike infrastructure is limited. Certain roads throughout the city are marked for shared use with people biking. The 2012 *Cheyenne Area On-Street Bicycle Plan and Greenway Plan* proposed a future bikeway network for the city and included a list of specific bicycle infrastructure projects including greenways, bike lanes, buffered bike lanes, shared lanes, bicycle boulevards, and shoulder bikeways.

As Cheyenne continues to design and construct new bicycle and pedestrian infrastructure throughout the city, special attention should be given to connecting active transportation facilities to the CTP fixed-route transit network. Filling these gaps will make it easier for residents to not only move around their own neighborhoods but also to reach bus stops, and thus access the entire city. The following sections will examine specific gaps in the pedestrian and bicycle network as they relate to the transit network.

CTP Connectivity to Pedestrian Facilities

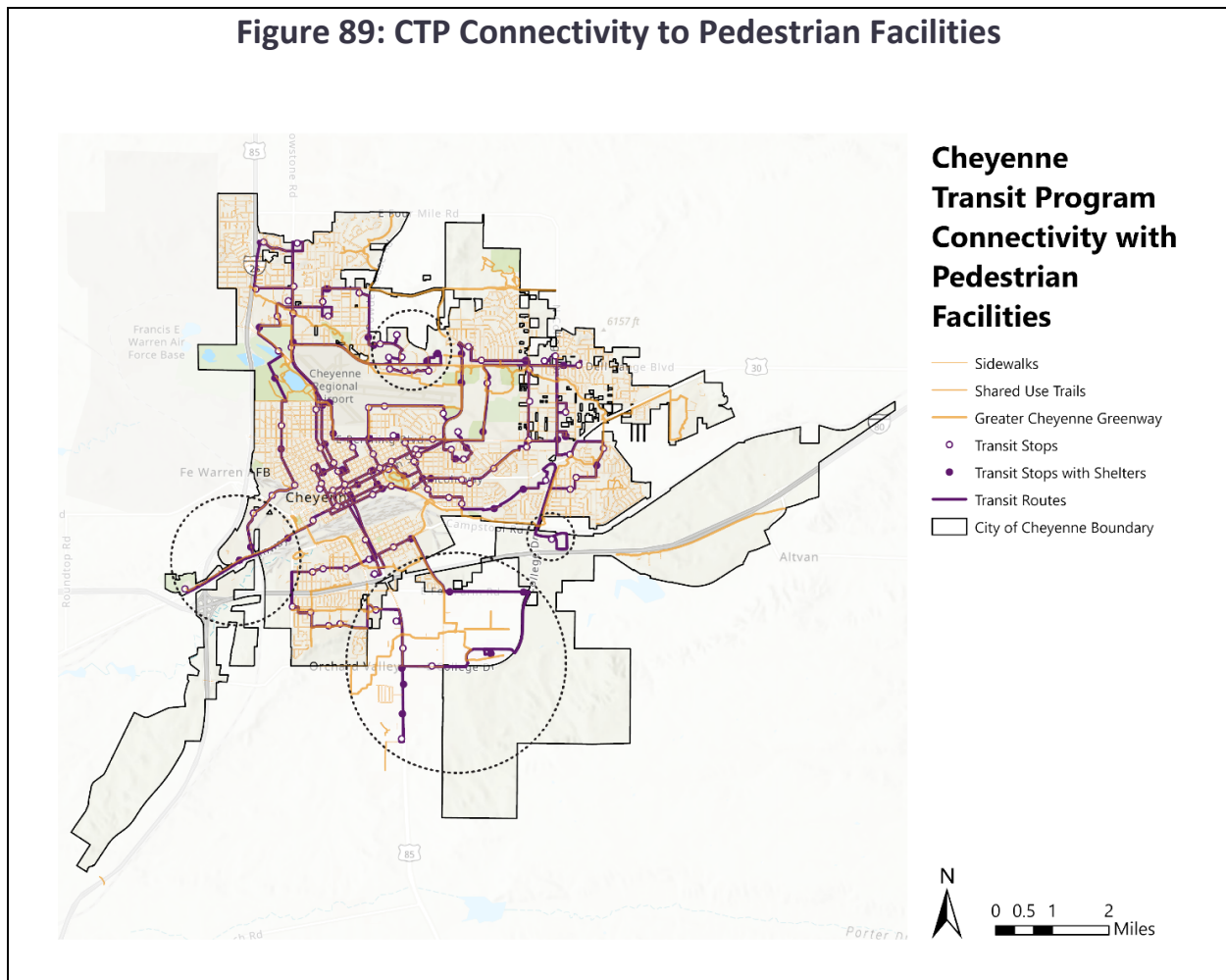
As seen in Figure 89, areas with poor sidewalk connectivity (shown as dashed line circles) include the following:

- Neighborhoods in South Greeley along the southeast portion of the South route
- The south portion of the East route by the Walmart
- Around the Frontier Mall, Lowes, and Walmart on the Northwest route
- The shopping area along the west side of the West route

Notably, three of these areas are commercial shopping areas with large-scale retailers, generally designed to be car accessible. Improving pedestrian facilities in the parking lots around these stores and creating pathways between stores could enable transit users to walk between stores rather than having to re-board the bus.

The neighborhoods along the southeast portion of the South route are predominantly lower-income mobile-home communities. Building out sidewalks in these neighborhoods could improve accessibility in South Cheyenne and better connect residents to downtown.

Figure 89: CTP Connectivity to Pedestrian Facilities



CTP Connectivity to Bicycle Facilities

As seen in Figure 90, areas with poor bicycle connectivity (shown as dashed line circles) include the following:

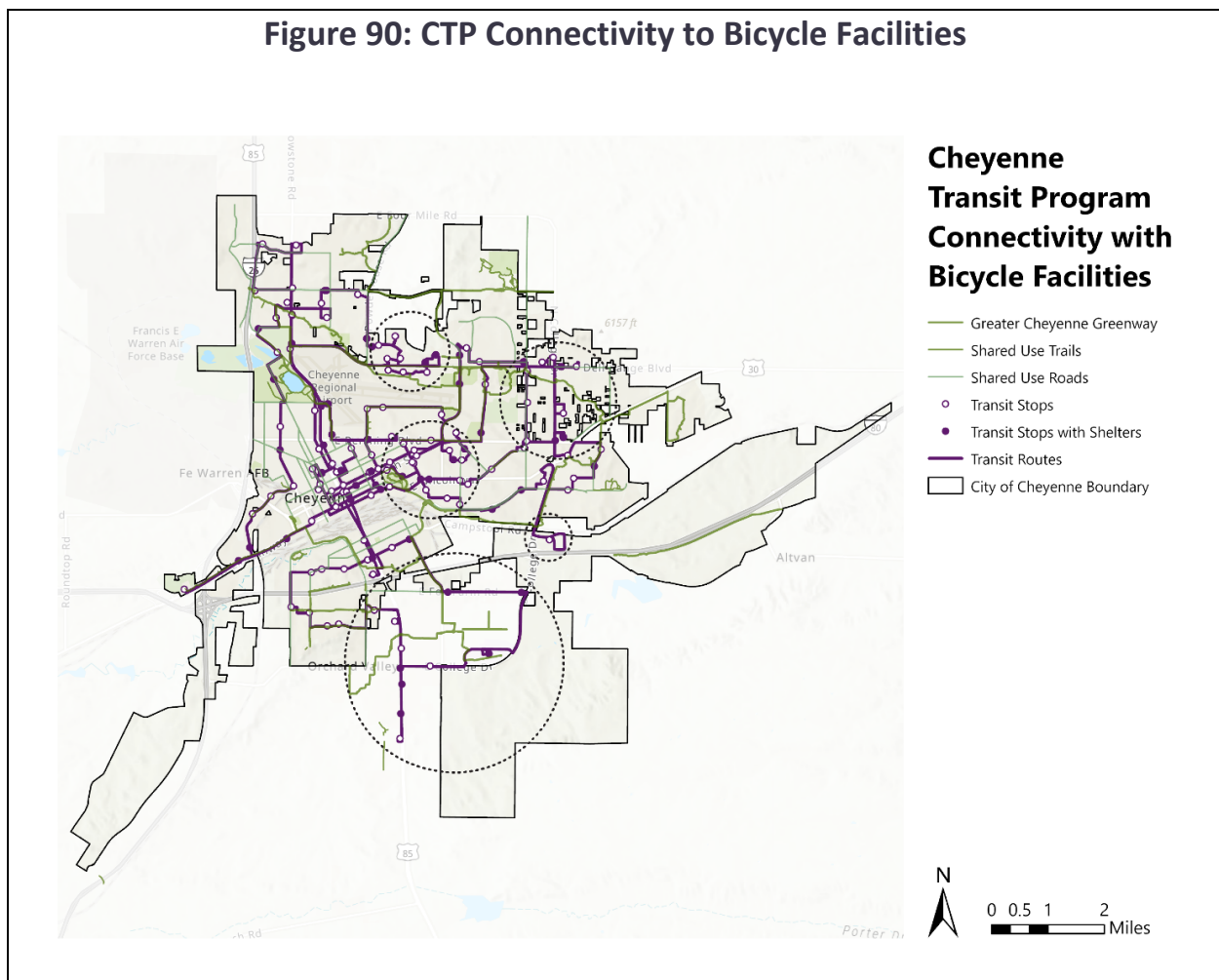
- Northeast of Holliday Park
- Neighborhoods in South Greeley along the southeast portion of the South route
- The south portion of the East route by the Walmart
- Around the Frontier Mall, Lowes, and Wal-Mart on the Northwest route

- Northeast Cheyenne

Similar to the pedestrian network gaps, the same three shopping areas lack bicycle facilities that connect them with the transit system and the rest of Cheyenne. Creating better bikeway linkages with the Greater Cheyenne Greenway would enable residents to bike to shopping areas from other neighborhoods or for nearby residents to bike to transit stops.

Enhancing bikeway infrastructure in the neighborhoods northeast of Holliday Park and in Northeast Cheyenne could also capture additional transit riders by providing first- and last-mile connections to the fixed-route bus network. Ultimately, establishing new sidewalks and bike facilities around transit stops improves accessibility in those areas while also increasing comfort and connectivity for users of the bus network.

Figure 90: CTP Connectivity to Bicycle Facilities



Ridesharing, Technology, and Community Partnership Opportunities

Ridesharing, technology solutions, and community partnerships may offer opportunities to reduce first- and last-mile transit gaps. Transportation network companies (TNCs) Uber and Lyft operate their ridesharing services in Cheyenne. When tested locally, both companies had several vehicles operating

at any given time. While these services may compete with transit operations by replacing transit trips and drawing users off transit, they also offer an opportunity to supplement transit operations.

CTP could partner with these companies to capture additional transit riders by transporting outlying residents to transit stops that they wouldn't otherwise be able to access. This partnership could take the form of subsidized Uber or Lyft fares for trips from outside of the CTP service area to transit stops. The companies would then receive more ride requests, and these trips would be shorter, which would make drivers available sooner for new requests. These companies could also show CTP as an option when users are considering transportation options in the apps. Finally, the City could request that these companies share their origin and destination data so that CTP tailor their routes to serve the locations with the most demand.

Figure 91: Bird Electric Scooters in Cheyenne



Bird, the electric scooter share company, also operates in Cheyenne (Figure 91). The City could form a similar data-sharing agreement and partnership with Bird to discount rides to CTP stops.

Other potential partnerships for CTP to pursue include the following:

- Expand service and/or offering discounted fares to local hotels, educational institutions, businesses, and major employers in exchange for funding contributions to the transit system.
- Work with the Planning Department to incentivize housing and commercial development near transit.
- Coordinate with local community groups to cross-promote and enhance the CTP brand.

Strategies to expand and enhance transit service in areas with transit gaps, complete the bicycle and pedestrian network around bus stops to improve comfort and connectivity, and work with other transportation companies and community organizations will each grow local awareness of the CTP system and increase ridership and access to destinations around Cheyenne.

Appendices

DEMOGRAPHIC SUMMARY TABLES

Estimated Population Characteristics in the Study Area														
Census Tract	Census Block Group	Total Population	Land Area (sq. miles)	Total Households	Zero-Vehicle Households		Older Adult Population (65 and Over)		Youth Population (10-19)		Ambulatory Disabled Population		Low-Income Population	
					#	%	#	%	#	%	#	%	#	%
2	1	1,287	1.16	533	0	0.0%	93	7.2%	50	3.9%	160	12.5%	304	23.6%
	2	1,580	0.65	678	104	15.3%	109	6.9%	296	18.7%	197	12.5%	373	23.6%
	3	1,924	1.11	870	10	1.1%	312	16.2%	173	9.0%	240	12.5%	454	23.6%
3	1	961	0.10	363	9	2.5%	136	14.2%	151	15.7%	132	13.8%	146	15.2%
	2	3,108	2.20	1,069	96	9.0%	322	10.4%	522	16.8%	428	13.8%	471	15.2%
4.01	1	1,286	0.78	486	18	3.7%	159	12.4%	207	16.1%	166	12.9%	174	13.5%
	2	597	0.48	201	19	9.5%	46	7.7%	67	11.2%	77	12.9%	81	13.5%
	3	680	0.61	221	14	6.3%	163	24.0%	80	11.8%	88	12.9%	92	13.5%
	4	1,110	3.46	345	21	6.1%	119	10.7%	96	8.6%	144	12.9%	150	13.5%
	5	1,598	0.66	562	8	1.4%	146	9.1%	160	10.0%	207	12.9%	216	13.5%
4.02	1	1,397	2.94	487	12	2.5%	82	5.9%	422	30.2%	251	18.0%	239	17.1%
	2	2,884	0.73	1,008	34	3.4%	268	9.3%	241	8.4%	518	18.0%	493	17.1%
	3	2,345	0.74	1,018	41	4.0%	257	11.0%	302	12.9%	421	18.0%	401	17.1%
5.01	1	2,063	0.99	775	0	0.0%	224	10.9%	318	15.4%	342	16.6%	124	6.0%
	2	936	0.51	375	0	0.0%	241	25.7%	80	8.5%	155	16.6%	56	6.0%
	3	1,684	0.38	518	15	2.9%	140	8.3%	228	13.5%	279	16.6%	101	6.0%
	4	2,517	0.31	1,022	32	3.1%	483	19.2%	167	6.6%	417	16.6%	151	6.0%
	5	892	0.16	306	0	0.0%	70	7.8%	121	13.6%	148	16.6%	54	6.0%
6	1	1,892	0.41	771	73	9.5%	407	21.5%	264	14.0%	262	13.9%	206	10.9%
	2	999	0.26	448	0	0.0%	156	15.6%	126	12.6%	138	13.9%	109	10.9%
	3	1,836	0.32	876	95	10.8%	391	21.3%	227	12.4%	254	13.9%	200	10.9%
	4	1,242	0.24	582	0	0.0%	146	11.8%	136	11.0%	172	13.9%	135	10.9%
7	1	1,576	1.38	785	382	48.7%	217	13.8%	40	2.5%	259	16.4%	321	20.4%
	2	1,248	0.33	580	34	5.9%	180	14.4%	177	14.2%	205	16.4%	254	20.4%
	3	1,130	0.44	661	39	5.9%	135	11.9%	65	5.8%	186	16.4%	230	20.4%
8	1	423	0.21	191	0	0.0%	85	20.1%	52	12.3%	53	12.6%	31	7.4%
	2	752	0.15	353	19	5.4%	120	16.0%	59	7.8%	95	12.6%	56	7.4%
	3	626	0.14	263	5	1.9%	119	19.0%	78	12.5%	79	12.6%	46	7.4%
9	1	602	0.68	317	44	13.9%	141	23.4%	86	14.3%	67	11.2%	44	7.3%
	2	450	0.44	276	8	2.9%	133	29.6%	37	8.2%	50	11.2%	33	7.3%
	3	794	0.11	307	31	10.1%	82	10.3%	110	13.9%	89	11.2%	58	7.3%
	4	913	0.16	434	0	0.0%	128	14.0%	19	2.1%	102	11.2%	67	7.3%
10	1	528	0.33	283	27	9.5%	87	16.5%	54	10.2%	72	13.7%	26	4.8%
	2	1,076	0.15	487	0	0.0%	94	8.7%	154	14.3%	147	13.7%	52	4.8%
	3	915	0.11	327	0	0.0%	73	8.0%	169	18.5%	125	13.7%	44	4.8%
	4	644	0.20	369	31	8.4%	92	14.3%	18	2.8%	88	13.7%	31	4.8%
11	1	631	0.72	205	0	0.0%	13	2.1%	30	4.8%	55	8.7%	5	0.8%
	2	1,275	3.56	175	0	0.0%	0	0.0%	222	17.4%	111	8.7%	10	0.8%
	3	550	0.70	159	0	0.0%	6	1.1%	142	25.8%	48	8.7%	4	0.8%
12	1	1,650	1.27	652	0	0.0%	517	31.3%	270	16.4%	284	17.2%	86	5.2%
	2	1,295	0.32	527	0	0.0%	334	25.8%	101	7.8%	223	17.2%	68	5.2%
	3	808	0.32	496	29	5.8%	298	36.9%	0	0.0%	139	17.2%	42	5.2%
	4	909	0.53	342	0	0.0%	221	24.3%	75	8.3%	157	17.2%	48	5.2%
13	1	2,061	0.41	836	0	0.0%	377	18.3%	375	18.2%	339	16.4%	99	4.8%
	2	1,599	0.41	984	201	20.4%	428	26.8%	206	12.9%	263	16.4%	77	4.8%
	3	1,164	0.26	530	16	3.0%	258	22.2%	190	16.3%	191	16.4%	56	4.8%
	4	3,379	2.69	1,338	0	0.0%	646	19.1%	526	15.6%	555	16.4%	163	4.8%
14.01	1	1,345	1.03	445	0	0.0%	253	18.8%	214	15.9%	181	13.5%	94	7.0%
	2	1,302	0.36	536	18	3.4%	210	16.1%	228	17.5%	175	13.5%	91	7.0%
	3	1,458	0.15	608	31	5.1%	149	10.2%	182	12.5%	196	13.5%	102	7.0%
14.02	1	752	3.35	303	0	0.0%	274	36.4%	101	13.4%	96	12.7%	58	7.7%
	2	1,919	1.54	749	68	9.1%	451	23.5%	205	10.7%	244	12.7%	148	7.7%
15.01	1	1,661	0.37	612	0	0.0%	209	12.6%	167	10.1%	145	8.7%	87	5.2%
	2	2,609	5.85	996	44	4.4%	375	14.4%	189	7.2%	228	8.7%	136	5.2%
	3	1,247	0.24	639	69	10.8%	188	15.1%	84	6.7%	109	8.7%	65	5.2%
15.02	1	1,049	0.32	386	0	0.0%	127	12.1%	100	9.5%	176	16.8%	162	15.4%
	2	2,316	0.58	972	26	2.7%	385	16.6%	141	6.1%	388	16.8%	357	15.4%
	3	1,718	0.93	947	139	14.7%	382	22.2%	197	11.5%	288	16.8%	265	15.4%
19.01	1	1,715	29.85	652	27	4.1%	299	17.4%	221	12.9%	210	12.2%	75	4.4%
	2	2,571	68.70	939	6	0.6%	432	16.8%	350	13.6%	315	12.2%	112	4.4%
	3	802	486.87	341	0	0.0%	137	17.1%	76	9.5%	98	12.2%	35	4.4%
19.02	1	999	268.33	448	9	2.0%	192	19.2%	55	5.5%	149	15.0%	58	5.9%
	2	1,972	196.36	845	11	1.3%	413	20.9%	239	12.1%	295	15.0%	115	5.9%
	3	1,216	530.69	365	13	3.6%	177	14.6%	261	21.5%	182	15.0%	71	5.9%
20	1	4,091	116.44	1,465	30	2.0%	260	6.4%	537	13.1%	425	10.4%	340	8.3%
	2	1,459	548.58	564	10	1.8%	372	25.5%	216	14.8%	151	10.4%	121	8.3%
	3	1,869	167.51	666	14	2.1%	338	18.1%	326	17.4%	194	10.4%	156	8.3%
	4	2,434	221.24	814	39	4.8%	170	7.0%	369	15.2%	253	10.4%	203	8.3%
9808.01	1	0	1.37	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Totals		98,320	2,686	39,683	2,021	5.1%	15,047	15.3%	12,147	12.4%	13,678	13.9%	9,532	9.7%
Source: US Census Bureau, American Community Survey 2019, LSC 2022														

Source: US Census Bureau, American Community Survey 2019, LSC 2022

Travel Time to Work		
Travel Time	Workers	Percent
Less than 10 minutes	7,956	26%
10 to 14 minutes	10,370	34%
15 to 19 minutes	8,094	26%
20 to 24 minutes	1,784	6%
25 to 29 minutes	524	2%
30 to 34 minutes	477	2%
35 to 44 minutes	109	0%
45 to 59 minutes	420	1%
60 or more minutes	881	3%
Total:	30,615	100%
Mean travel time to work (minutes): 14.3		
Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates.		

Time Leaving Home to go to Work		
Time Ranges	Workers	Percent
12:00 a.m. to 4:59 a.m.	1,587	5.2%
5:00 a.m. to 5:29 a.m.	1,133	3.7%
5:30 a.m. to 5:59 a.m.	1,985	6.5%
6:00 a.m. to 6:29 a.m.	1,991	6.5%
6:30 a.m. to 6:59 a.m.	4,689	15.3%
7:00 a.m. to 7:29 a.m.	3,953	12.9%
7:30 a.m. to 7:59 a.m.	5,861	19.1%
8:00 a.m. to 8:29 a.m.	2,491	8.1%
8:30 a.m. to 8:59 a.m.	1,253	4.1%
9:00 a.m. to 9:59 a.m.	1,220	4.0%
10:00 a.m. to 10:59 a.m.	480	1.6%
11:00 a.m. to 11:59 a.m.	502	1.6%
12:00 p.m. to 3:59 p.m.	1,932	6.3%
4:00 p.m. to 11:59 p.m.	1,538	5.0%
Total:	30,615	100%
Source: U.S. Census Bureau, 2019 American Community Survey 5-Year Estimates.		

COMMUNITY SURVEY QUESTIONNAIRE

CHEYENNE COMMUNITY TRANSPORTATION SURVEY

Please take a few minutes to answer the following questions about your public transportation needs. Your answers will help identify the transportation needs of Cheyenne residents and will be key input in the 2022 Cheyenne Transit Development Plan. **Thanks for your help! Please complete the survey only once, either paper OR online, by Friday, February 4th, 2022.**

To return the survey, you may:

Fill it out online at: <https://www.surveymonkey.com/r/cheyennetransit> or scan the QR code.

Email scanned copy to: LSC@LSCTrans.com

Drop off in person at: Cheyenne MPO Office, 615 W. 20th St., Cheyenne, WY 82001

Mail response to: LSC Transportation Consultants, Inc., PO Box 5875, Tahoe City, CA 96145



Existing Transportation Options

1. Which of the following types of transportation does your household currently use and how often?

	6-7 Days/week	3-5 Days/week	1-2 Days/week	1-3 Days/month	Less than once/month	Never
Your personal vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borrow a vehicle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ride with a friend/relative	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Taxi / Uber / Lyft	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cheyenne Transit Program (CTP)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpool / Vanpool	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Experience with the Cheyenne Transit Program (CTP)

2. If you use CTP, why do you ride? (Please select your top reason.)

- ☐ Avoid traffic
 ☐ Avoid driving
 ☐ No driver's license
 ☐ No car available
 ☐ Save money/time on parking
☐ Save money on driving
 ☐ More convenient
 ☐ For the environment
 ☐ Other (Please specify) _____

3. If you use CTP, what is the main purpose of your trip? (Please select one response.)

- ☐ Work
 ☐ Medical / Dental
 ☐ Shopping
 ☐ Recreation / Social
 ☐ School / College
☐ Personal Business
 ☐ Multipurpose
 ☐ Other (Please specify) _____

4. If you use CTP, please rank the following characteristics for CTP services on a scale of 1 (Poor) to 5 (Excellent).

	1 - Low	2	3 - Neutral	4	5 - High	No Opinion
Service Frequency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Start Time of Service / End Time of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Area Covered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of Bus Stops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
On-Time Performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Time on the Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driver Courtesy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease in Planning Trip (Schedule, Web, Phone Information)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. If you do not use CTP, why not?

6. What factors would make it more likely that you would use CTP or use it more often?

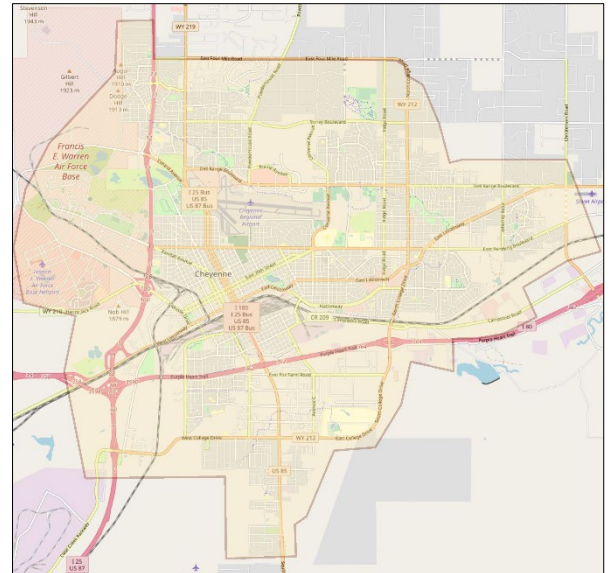
	1 - Low	2	3 - Neutral	4	5 - High	No Opinion
Resuming fixed-route transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More frequent service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More direct service / Shorter travel time on the bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Expanded service area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If driving my car became significantly more expensive (higher gas prices)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Earlier service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Later service hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nothing, riding the bus isn't for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



7. Since the COVID-19 pandemic, CTP has been providing curb-to-curb on-demand transit service rather than fixed-route transit service. This map illustrates the service area of CTP's current on-demand service. To use the service, riders can schedule a trip through the Cheyenne Transit app or by calling a scheduler for assistance.

Are there areas outside of CTP's current on-demand service area that you would use public transit to reach?

- ☐ No
☐ Yes, please specify: _____



Transportation Needs

8. Do you ever need a ride and not have one?

- ☐ Yes ☐ No

- a. If yes, to where? ☐ Work ☐ Medical/Dental
☐ Shopping ☐ Recreation/Social
☐ School/College ☐ Personal Business ☐ Multipurpose ☐ Other (Please specify) _____

- b. If yes, how often do you need a ride and not have one?

- ☐ 4-6 days/week ☐ 1-3 days/week ☐ 1-3 days/month ☐ Less than once/month

9. If you or another member of your household currently work outside your home, how do you travel to work?

(Check all that apply) ☐ Drive alone or with family ☐ Carpool ☐ Taxi ☐ Uber/Lyft ☐ Walk
☐ Bike ☐ CTP ☐ Other (Please specify): _____

10. Do you or a household member who needs transportation have a disability, health concern, or other issue that makes travel difficult? ☐ No ☐ Yes (please specify – e.g. I use a wheelchair) _____

Demographic Questions

11. What is your zip code? _____

12. What is your age? ☐ Under 18 ☐ 19–24 ☐ 25–39 ☐ 40–59 ☐ 60–74 ☐ 75 or older

13. Are you: (Check all that apply)

- ☐ Employed Full-Time ☐ Employed Part-Time ☐ Unemployed ☐ Disabled ☐ Retired
☐ Student – College ☐ Student – High School ☐ Other (Please specify) _____

14. What is your total annual HOUSEHOLD income? (Include all income from all household members)

- ☐ Less than \$19,999 per year ☐ \$20,000–\$39,999 per year ☐ \$40,000–\$59,999 per year
☐ \$60,000–\$79,999 per year ☐ \$80,000–\$99,999 per year ☐ \$100,000 or more per year

15. Including yourself, how many people, age 10 and over, live in your household?

- ☐ One ☐ Two ☐ Three ☐ Four ☐ Five ☐ Six or more

16. Including yourself, how many people living in your household have a valid driver's license?

- ☐ None ☐ One ☐ Two ☐ Three ☐ Four ☐ Five ☐ Six or more

17. How many operating vehicles are available to your household? ☐ None ☐ 1 ☐ 2 ☐ 3 or more

Additional Comments

18. Please provide any additional comments about public transit service improvements you would like to see or any other unmet transportation needs you or members of your household have.

19. If you'd like to receive updates about the Cheyenne Transit Development Plan, please provide your email address: (Your email address will remain confidential and will not be shared)

Thank you!

ONBOARD SURVEY QUESTIONNAIRE

Cheyenne Transit Program Onboard Bus Survey

Scan the QR Code
to complete this
survey online

Have you ridden CTP in the past two weeks? ☐ Yes ☐ No

Please tell us about your current/most recent CTP...

- 1. What time did you board this bus?** _____ ☐ AM ☐ PM
- 2. Where did you board the bus?** _____
(Street address/nearest intersection)
- 3. How did you get to the bus stop for this bus?**
☐ Walked ☐ Bicycled ☐ Taxi or Uber/Lyft ☐ Drove car
☐ Got a ride/dropped off ☐ Other (specify) _____
- 4. What is the main purpose of your bus trip today? (check one)**
☐ Work ☐ Medical/Dental ☐ Shopping
☐ Recreational / Social ☐ School / College
☐ Personal Business ☐ Restaurant/Bar
☐ Multi-purpose ☐ Other (specify) _____

- 5. Where will you exit the bus?** (Street address/nearest intersection) _____
- 6. How often do you ride the bus?**
☐ 6 Days/Week ☐ 1-3 Days/Month
☐ 3-5 Days/Week ☐ Less than once/Month
☐ 1-2 Days/Week ☐ First Time
- 7. What are your top 3 reasons for taking the bus?**
☐ Avoid Traffic ☐ No Driver's License
☐ Avoid Driving/Don't Drive ☐ No Car Available
☐ More Convenient ☐ Save Money on Driving
☐ Save money/time on parking ☐ For the environment
- 8. Was a car available for you to use on this trip?** ☐ Yes ☐ No

Please tell us about your experience with CTP

9. Please rate your impression of the existing CTP service using a scale of 1 to 5, with 1 being very poor and 5 being very good.

Very Poor Neutral Very Good

(Mark a number box for each)	1	2	3	4	5
Service frequency					
Start time of service					
End time of service					
Service area covered					
Overall safety of CTP					
Convenience of bus stops					
On-time performance					
Travel time on the bus					
Driver courtesy					
Fares (cost)					
Ease of planning trip (Schedule, Web, Phone Information)					
Bus stop amenities					
Bus stop locations					
Overall service					

10. Are there areas outside of CTP's current on-demand service area that you would use public transit to reach?

11. What factors would make it more likely that you would use CTP more often on a scale of 1 to 5, with 1 being low and 5 being high?

Low Neutral High

(Mark a number box for each)	1	2	3	4	5
Resuming fixed-route transit service					
More frequent service					
More direct service / Shorter travel time on the bus					
Expanded service area					
If driving my car became significantly more expensive (higher gas prices)					
Earlier service hours					
Later service hours					

- 12. How do you get information about CTP?**
 (Check all that apply)
- ☐ Website ☐ From School ☐ Friends/Family
☐ From Work ☐ Printed Guide ☐ Bus Stop Signs
☐ Social Media ☐ Bus Driver ☐ Smartphone App
☐ Other (specify) _____

Please tell us about yourself

- 13. What is the zipcode of your residence?**
 _ _ _ _ _
- 14. What best describes your occupation? (Check all that apply)**
☐ Employed full-time ☐ Employed part-time ☐ Retired
☐ Student in grade K-8 ☐ H.S. student ☐ College student
☐ Unemployed ☐ Other (list) _____
- 15. Do you have a driver's license?** ☐ Yes ☐ No
- 16. What is your age group?** ☐ Under 18 ☐ 19-24
☐ 25-39 ☐ 40-64 ☐ 65 - 74 ☐ 75 or older
- 17. What best describes your annual household income?**
☐ \$0-\$19,999 ☐ \$20,000-\$39,999 ☐ \$40,000-\$59,999
☐ \$60,000-\$79,999 ☐ \$80,000-\$99,999 ☐ \$100,000 or more

Any additional comments?

18. Please share any additional comments about the Cheyenne Transit Program.

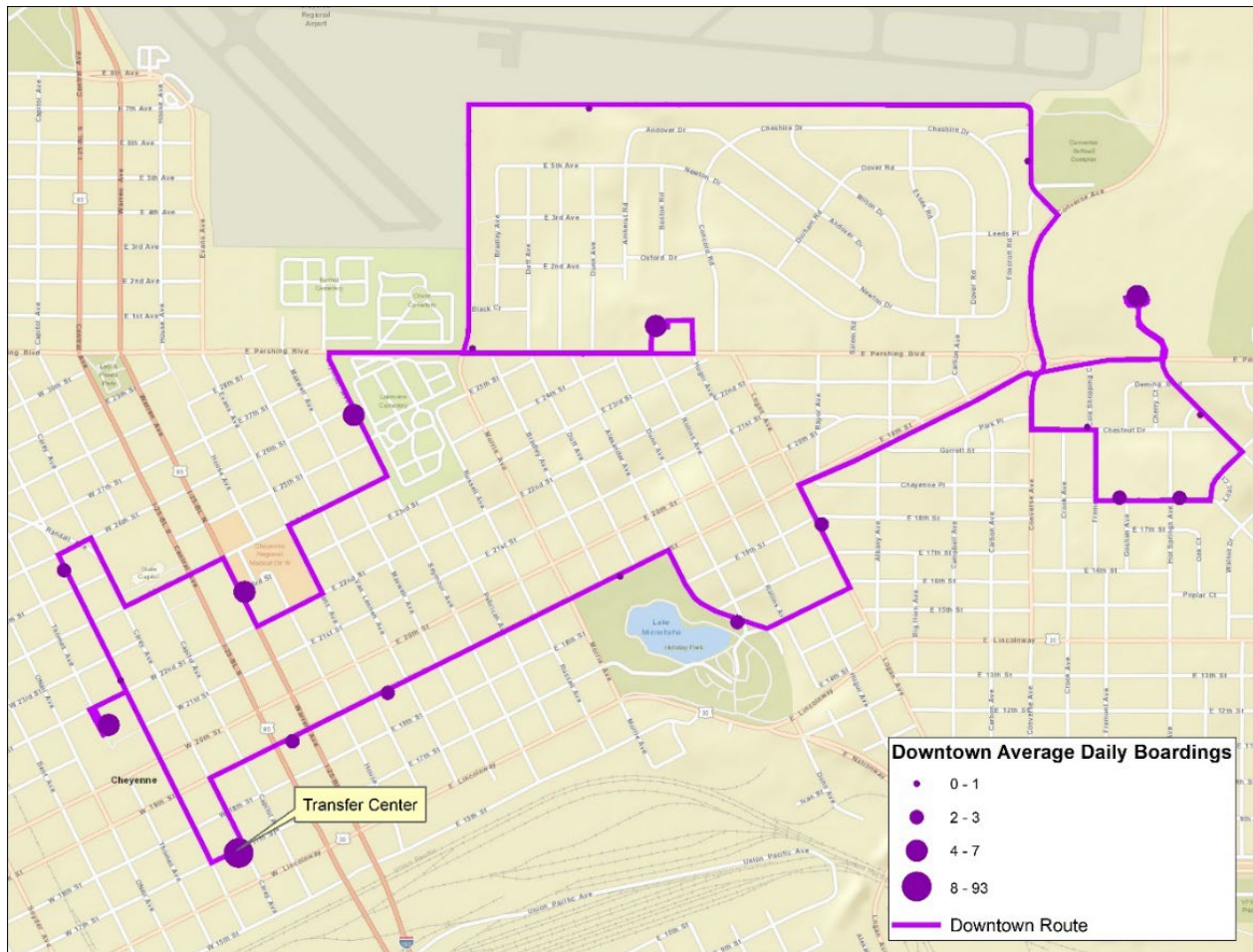
19. If you'd like to receive updates about the Cheyenne Transit Development Plan, please provide your email address. Your email address will remain confidential and will not be shared.

Please return this survey to the collection envelope on the bus or to the driver. Thank you!

Appendix D
CTP ROUTE PROFILES

Downtown - Purple

Connects the downtown transfer station with the VA Hospital, CRMC East, CRMC West, and the Library – East Side



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 7,000 people
- 8,900 jobs

Strengths

- Strong on-time performance.

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.
- Low Saturday ridership.

On-time Performance

December 2019 – February 2020



Early On time Late

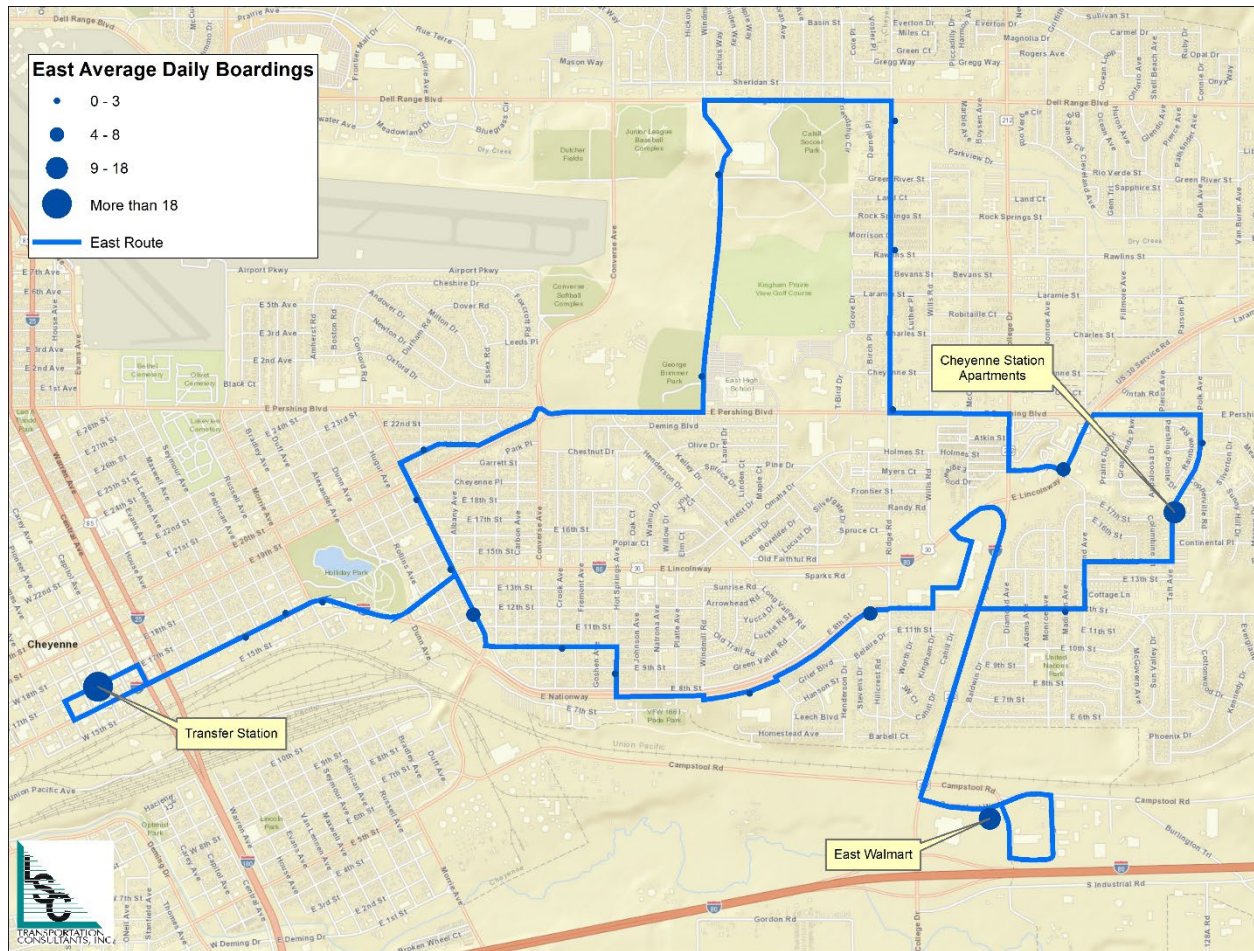
Est. Annual Ridership: 19,600

Avg Daily Weekday Ridership: 73

Avg Daily Saturday Ridership: 23

Annual Cost: \$199,000

Note: Ridership calculated from Dec 2019 – Feb 2020



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 11,100 people
- 5,700 jobs

Strengths

- Strong on-time performance.

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.

On-time Performance

December 2019 – February 2020



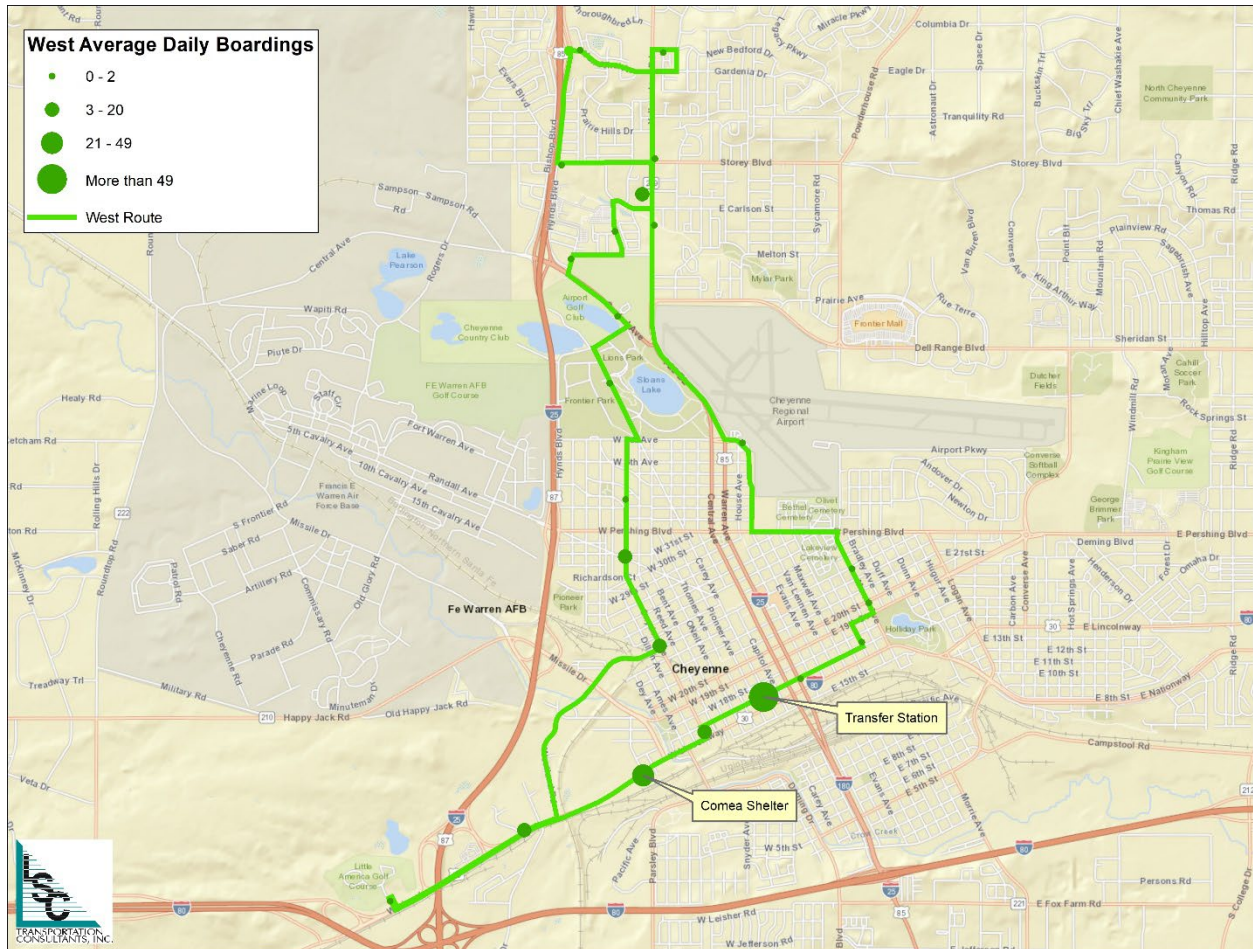
Early On time Late

Est. Annual Ridership: 18,600

Avg Daily Weekday Ridership: 66

Avg Daily Saturday Ridership: 38

Annual Cost: \$217,300



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 9,500 people
- 13,300 jobs

Strengths

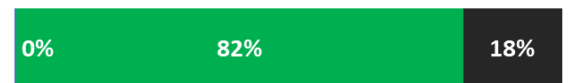
- Relatively high ridership.
- Strong Saturday ridership.

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.
- Frequent late arrivals.

On-time Performance

December 2019 – February 2020



Early

On time

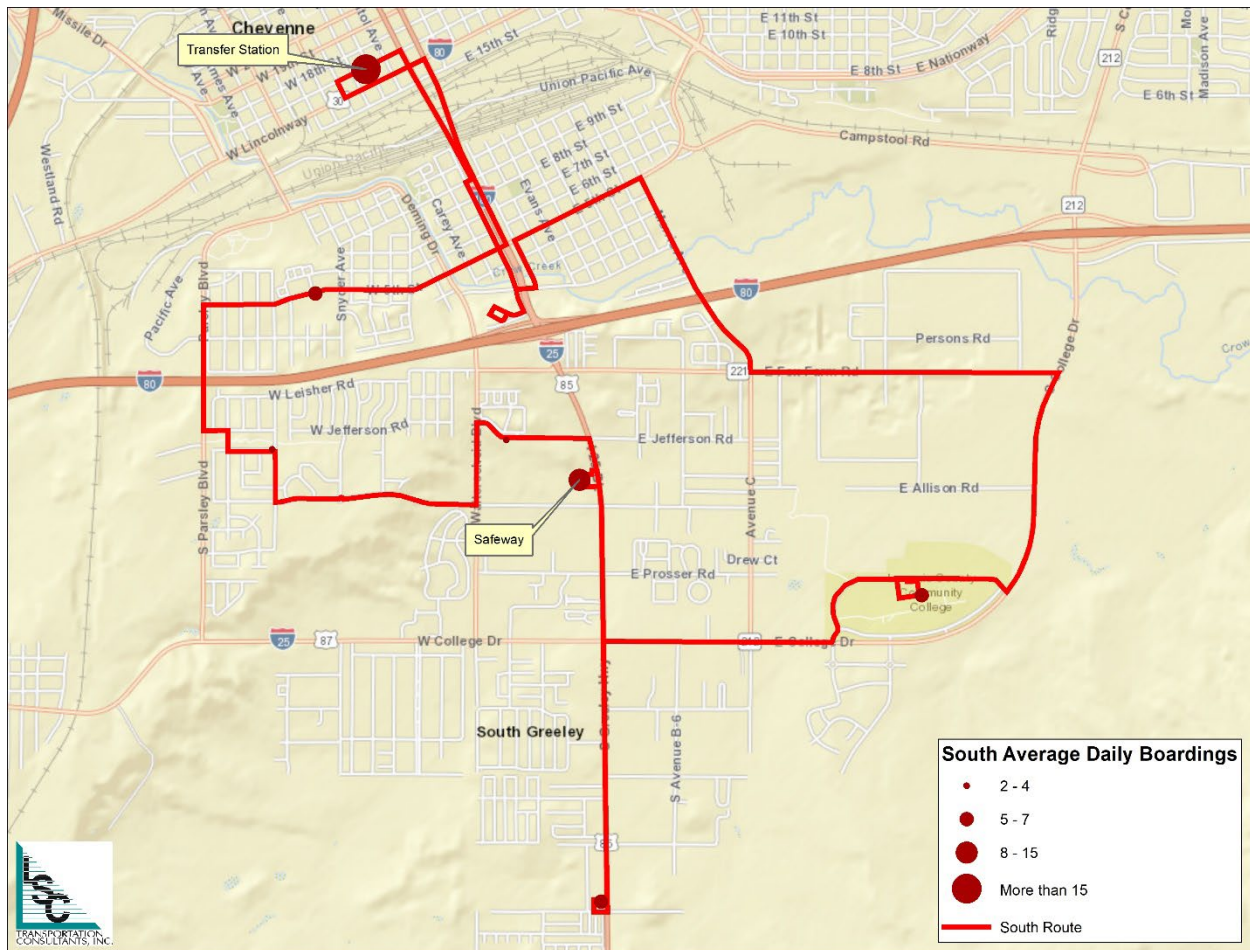
Late

Est. Annual Ridership: 25,700

Avg Daily Weekday Ridership: 93

Avg Daily Saturday Ridership: 48

Annual Cost: \$221,200



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 6,400 people
- 3,300 jobs

Strengths

- Relatively high ridership.
- Strong on-time performance.

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.

On-time Performance

December 2019 – February 2020



Est. Annual Ridership: 26,700

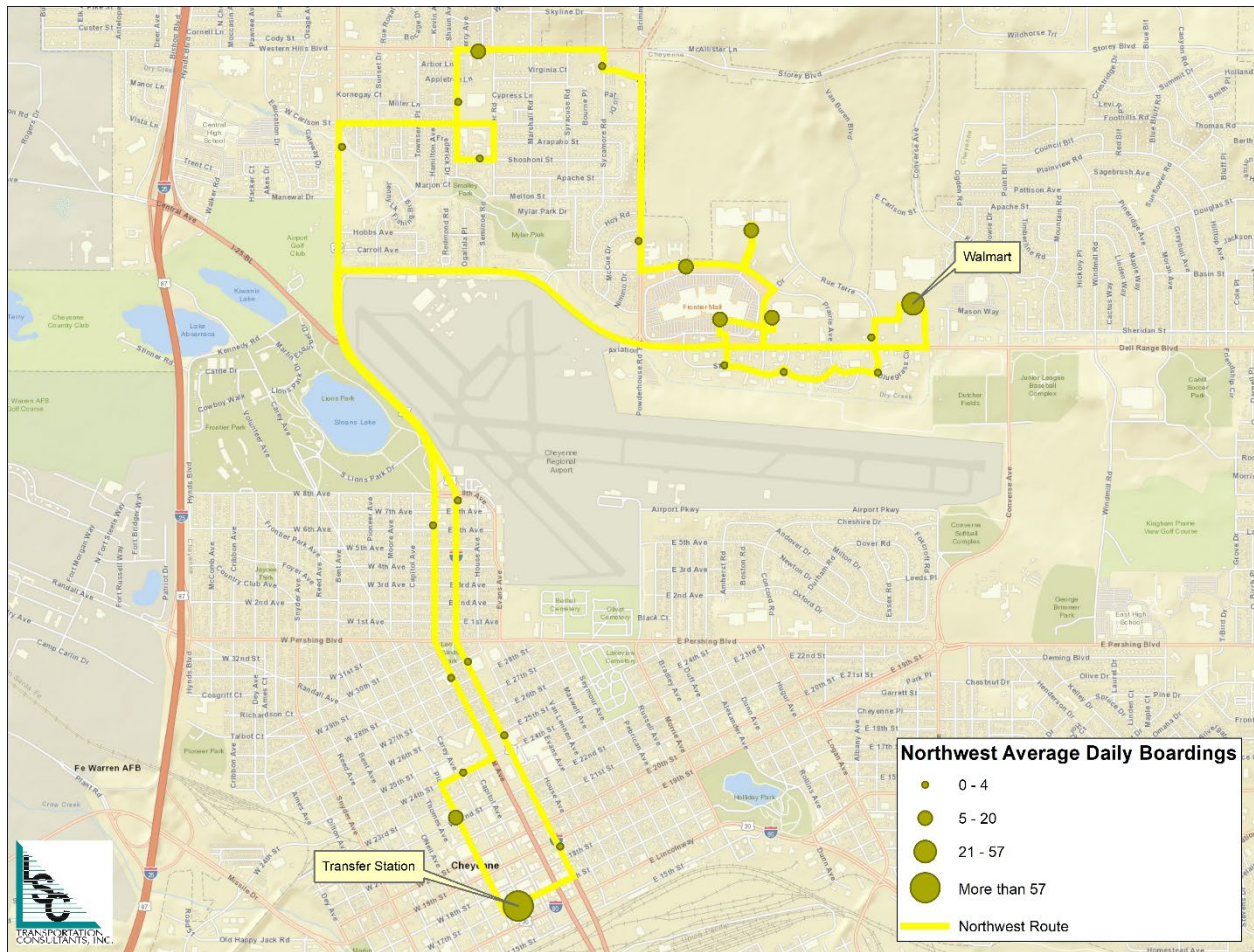
Avg Daily Weekday Ridership: 98

Avg Daily Saturday Ridership: 38

Annual Cost: \$221,600

Northwest - Yellow

Connects the downtown transfer station with Walmart, Frontier Mall, and the Library – East Side



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 6,200 people
- 9,800 jobs

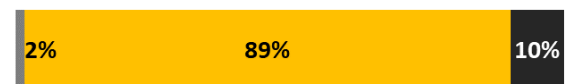
Strengths

- Highest ridership of all routes.
- Strong ridership on both weekdays and Saturdays

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.
- Frequent late arrivals.

On-time Performance



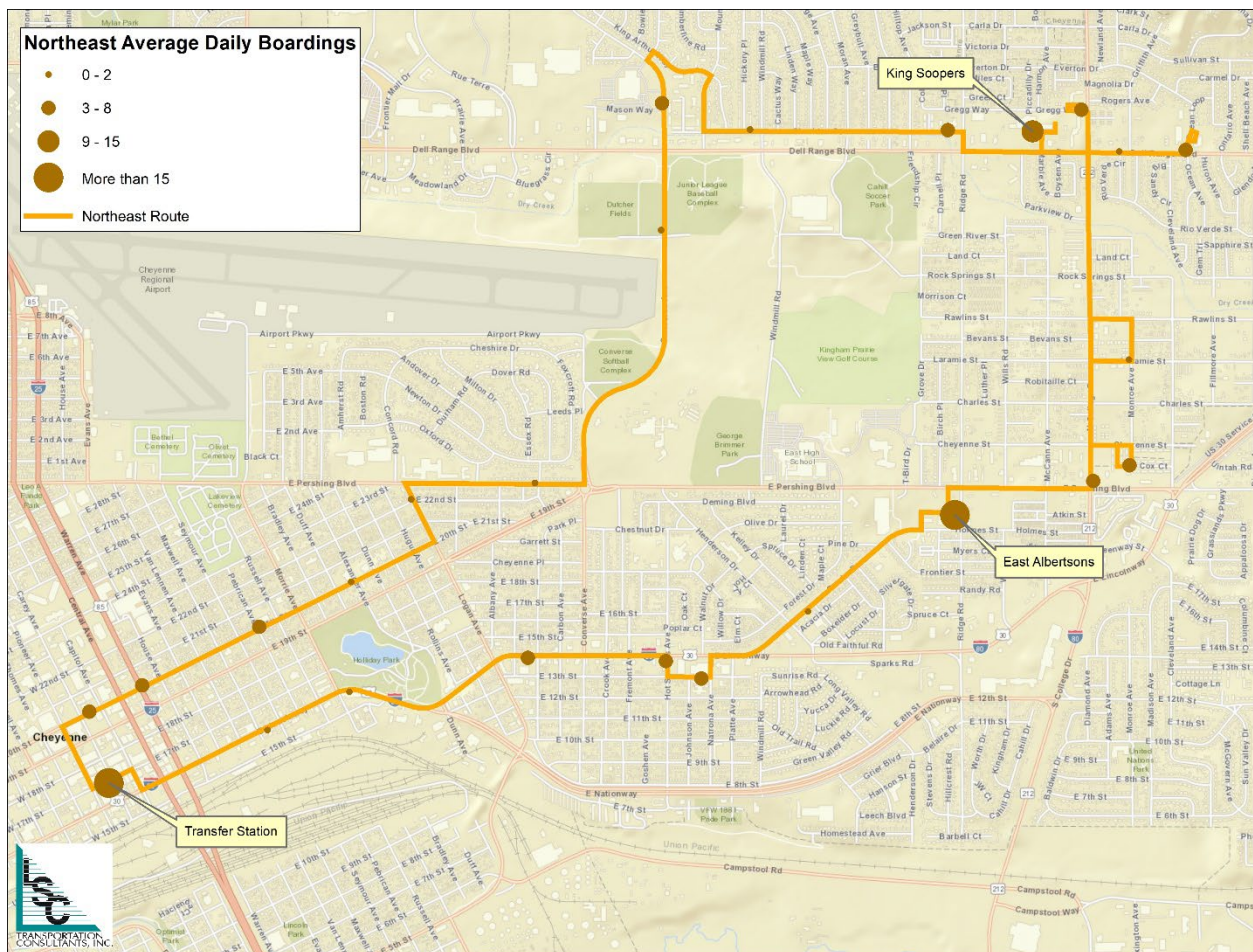
Early On time Late

Est. Annual Ridership: 31,600

Avg Daily Weekday Ridership: 113

Avg Daily Saturday Ridership: 62

Annual Cost: \$211,900



Service Summary

- Mon-Fri: 6am – 7pm
- Saturday: 10am-5pm
- Sunday: No Service
- Headway: 60 minutes
- Requires 1 peak bus to operate

Serves (within ¼ mile):

- 11,800 people
- 7,200 jobs

Strengths

- Strong on-time performance.

Weaknesses

- One-way loop is inconvenient for riders who need to make a bi-directional trip.

On-time Performance

December 2019 – February 2020



Early On time Late

Est. Annual Ridership: 24,000

Avg Daily Weekday Ridership: 88

Avg Daily Saturday Ridership: 35

Annual Cost: \$208,500

Appendix E
DEMAND MODELS TABLE

Table 1: Mobility Gap Transit Need					
Census Tract	Census Block Group	Total Households	Zero-Vehicle Households	Mobility Gap	Transit Need (Daily Trips)
2	1	533	0	1.2	0
	2	678	104	1.2	125
	3	870	10	1.2	12
3	1	363	9	1.2	11
	2	1,069	96	1.2	115
4.01	1	486	18	1.2	22
	2	201	19	1.2	23
	3	221	14	1.2	17
	4	345	21	1.2	25
	5	562	8	1.2	10
4.02	1	487	12	1.2	14
	2	1,008	34	1.2	41
	3	1,018	41	1.2	49
5.01	1	775	0	1.2	0
	2	375	0	1.2	0
	3	518	15	1.2	18
	4	1,022	32	1.2	38
	5	306	0	1.2	0
6	1	771	73	1.2	88
	2	448	0	1.2	0
	3	876	95	1.2	114
	4	582	0	1.2	0
7	1	785	382	1.2	458
	2	580	34	1.2	41
	3	661	39	1.2	47
8	1	191	0	1.2	0
	2	353	19	1.2	23
	3	263	5	1.2	6
9	1	317	44	1.2	53
	2	276	8	1.2	10
	3	307	31	1.2	37
	4	434	0	1.2	0
10	1	283	27	1.2	32
	2	487	0	1.2	0
	3	327	0	1.2	0
	4	369	31	1.2	37
11	1	205	0	1.2	0
	2	175	0	1.2	0
	3	159	0	1.2	0

12	1	652	0	1.2	0
	2	527	0	1.2	0
	3	496	29	1.2	35
	4	342	0	1.2	0
13	1	836	0	1.2	0
	2	984	201	1.2	241
	3	530	16	1.2	19
	4	1,338	0	1.2	0
14.01	1	445	0	1.2	0
	2	536	18	1.2	22
	3	608	31	1.2	37
14.02	1	303	0	1.2	0
	2	749	68	1.2	82
15.01	1	612	0	1.2	0
	2	996	44	1.2	53
	3	639	69	1.2	83
15.02	1	386	0	1.2	0
	2	972	26	1.2	31
	3	947	139	1.2	167
19.01	1	652	27	1.2	32
	2	939	6	1.2	7
	3	341	0	1.2	0
19.02	1	448	9	1.2	11
	2	845	11	1.2	13
	3	365	13	1.2	16
20	1	1,465	30	1.2	36
	2	564	10	1.2	12
	3	666	14	1.2	17
	4	814	39	1.2	47
9808.01	1	0	0	1.2	0
Totals		39,683	2,021	1.2	2,425
Annual Demand (by Weekdays):					606,300
20 Percent of Annual Demand:					121,260
<i>Source: US Census Bureau, American Community Survey 2019, LSC 2022</i>					

Table 2: Greatest Transit Needs Index

Census Tract	Census Block Group	Total Population	Land Area (sq. miles)	Total Households	Zero-Vehicle Households			Older Adult Population (65 and Over)			Ambulatory Disabled Population			Low-Income Population			Overall Score (4-16)	Final (1-4)
					#	Density	Rank	#	Density	Rank	#	Density	Rank	#	Density	Rank		
2	1	1,287	1.2	533	0	0.0	1	93	80.0	1	160	137.9	1	304	261.1	2	5	2
	2	1,580	0.7	678	104	159.1	2	109	166.7	2	197	301.2	2	373	570.1	3	9	3
	3	1,924	1.1	870	10	9.0	1	312	282.0	2	240	216.7	2	454	410.2	2	7	2
3	1	961	0.1	363	9	88.8	2	136	1,342.3	4	132	1,305.3	4	146	1,438.2	4	14	4
	2	3,108	2.2	1,069	96	43.6	1	322	146.2	1	428	194.2	2	471	214.0	2	6	2
4.01	1	1,286	0.8	486	18	23.1	1	159	204.3	2	166	213.8	2	174	223.5	2	7	2
	2	597	0.5	201	19	39.2	1	46	94.9	1	77	159.4	1	81	166.7	2	5	2
	3	680	0.6	221	14	23.1	1	163	268.9	2	88	145.1	1	92	151.7	1	5	2
	4	1,110	3.5	345	21	6.1	1	119	34.4	1	144	41.5	1	150	43.4	1	4	1
	5	1,598	0.7	562	8	12.1	1	146	220.1	2	207	311.7	2	216	325.8	2	7	2
4.02	1	1,397	2.9	487	12	4.1	1	82	27.9	1	251	85.4	1	239	81.3	1	4	1
	2	2,884	0.7	1,008	34	46.6	1	268	367.1	2	518	709.6	3	493	675.6	3	9	3
	3	2,345	0.7	1,018	41	55.1	1	257	345.3	2	421	565.8	3	401	538.7	3	9	3
5.01	1	2,063	1.0	775	0	0.0	1	224	227.2	2	342	347.0	2	124	125.7	1	6	2
	2	936	0.5	375	0	0.0	1	241	469.6	3	155	302.5	2	56	109.5	1	7	2
	3	1,684	0.4	518	15	39.0	1	140	364.3	2	279	726.7	3	101	263.2	2	8	3
	4	2,517	0.3	1,022	32	101.8	2	483	1,536.9	4	417	1,328.3	4	151	481.0	3	13	4
	5	892	0.2	306	0	0.0	1	70	436.6	2	148	922.6	4	54	334.1	2	9	3
6	1	1,892	0.4	771	73	178.9	2	407	997.3	4	262	642.3	3	206	504.1	3	12	4
	2	999	0.3	448	0	0.0	1	156	610.4	3	138	541.5	3	109	425.0	3	10	4
	3	1,836	0.3	876	95	298.6	4	391	1,228.8	4	254	799.4	3	200	627.4	3	14	4
	4	1,242	0.2	582	0	0.0	1	146	611.9	3	172	721.2	3	135	566.0	3	10	4
7	1	1,576	1.4	785	382	277.2	3	217	157.4	1	259	188.0	2	321	232.8	2	8	3
	2	1,248	0.3	580	34	102.0	2	180	540.0	3	205	615.4	3	254	762.2	4	12	4
	3	1,130	0.4	661	39	88.8	2	135	307.6	2	186	423.2	2	230	524.1	3	9	3
8	1	423	0.2	191	0	0.0	1	85	412.5	2	53	258.7	2	31	151.6	1	6	2
	2	752	0.2	353	19	123.2	2	120	778.3	3	95	614.7	3	56	360.2	2	10	4
	3	626	0.1	263	5	34.8	1	119	827.1	4	79	548.4	3	46	321.3	2	10	4

9	1	602	0.7	317	44	65.0	2	141	208.3	2	67	99.3	1	44	65.1	1	6	2
	2	450	0.4	276	8	18.3	1	133	303.8	2	50	114.7	1	33	75.3	1	5	2
	3	794	0.1	307	31	289.5	3	82	765.9	3	89	827.9	3	58	543.0	3	12	4
	4	913	0.2	434	0	0.0	1	128	776.9	3	102	618.6	3	67	405.7	2	9	3
10	1	528	0.3	283	27	82.4	2	87	265.5	2	72	220.1	2	26	77.9	1	7	2
	2	1,076	0.1	487	0	0.0	1	94	630.4	3	147	985.6	4	52	349.1	2	10	4
	3	915	0.1	327	0	0.0	1	73	678.2	3	125	1,161.1	4	44	411.2	2	10	4
	4	644	0.2	369	31	155.3	2	92	460.7	2	88	440.5	2	31	156.0	1	7	2
11	1	631	0.7	205	0	0.0	1	13	18.0	1	55	75.6	1	5	7.1	1	4	1
	2	1,275	3.6	175	0	0.0	1	0	-	1	111	31.0	1	10	2.9	1	4	1
	3	550	0.7	159	0	0.0	1	6	8.6	1	48	68.2	1	4	6.4	1	4	1
12	1	1,650	1.3	652	0	0.0	1	517	406.7	2	284	223.6	2	86	67.9	1	6	2
	2	1,295	0.3	527	0	0.0	1	334	1,045.7	4	223	698.4	3	68	212.2	2	10	4
	3	808	0.3	496	29	91.2	2	298	937.4	4	139	437.8	2	42	133.0	1	9	3
	4	909	0.5	342	0	0.0	1	221	419.5	2	157	297.2	2	48	90.3	1	6	2
13	1	2,061	0.4	836	0	0.0	1	377	909.9	4	339	817.4	3	99	240.1	2	10	4
	2	1,599	0.4	984	201	488.6	4	428	1,040.4	4	263	638.8	3	77	187.6	2	13	4
	3	1,164	0.3	530	16	61.0	1	258	983.6	4	191	729.2	3	56	214.2	2	10	4
	4	3,379	2.7	1,338	0	0.0	1	646	239.8	2	555	206.1	2	163	60.5	1	6	2
14.01	1	1,345	1.0	445	0	0.0	1	253	246.2	2	181	176.3	2	94	91.5	1	6	2
	2	1,302	0.4	536	18	50.1	1	210	584.6	3	175	488.3	3	91	253.4	2	9	3
	3	1,458	0.2	608	31	200.2	3	149	962.3	4	196	1,268.4	4	102	658.3	3	14	4
14.02	1	752	3.4	303	0	0.0	1	274	81.8	1	96	28.6	1	58	17.3	1	4	1
	2	1,919	1.5	749	68	44.2	1	451	293.1	2	244	158.8	1	148	96.2	1	5	2
15.01	1	1,661	0.4	612	0	0.0	1	209	569.2	3	145	395.2	2	87	236.1	2	8	3
	2	2,609	5.9	996	44	7.5	1	375	64.1	1	228	39.0	1	136	23.3	1	4	1
	3	1,247	0.2	639	69	282.8	3	188	770.6	3	109	446.5	2	65	266.8	2	10	4
15.02	1	1,049	0.3	386	0	0.0	1	127	394.9	2	176	546.7	3	162	502.5	3	9	3
	2	2,316	0.6	972	26	44.8	1	385	663.7	3	388	669.3	3	357	615.1	3	10	4
	3	1,718	0.9	947	139	149.0	2	382	409.4	2	288	308.7	2	265	283.7	2	8	3
19.01	1	1,715	29.8	652	27	0.9	1	299	10.0	1	210	7.0	1	75	2.5	1	4	1
	2	2,571	68.7	939	6	0.1	1	432	6.3	1	315	4.6	1	112	1.6	1	4	1

	3	802	486.9	341	0	0.0	1	137	0.3	1	98	0.2	1	35	0.1	1	4	1
19.02	1	999	268.3	448	9	0.0	1	192	0.7	1	149	0.6	1	58	0.2	1	4	1
	2	1,972	196.4	845	11	0.1	1	413	2.1	1	295	1.5	1	115	0.6	1	4	1
	3	1,216	530.7	365	13	0.0	1	177	0.3	1	182	0.3	1	71	0.1	1	4	1
20	1	4,091	116.4	1,465	30	0.3	1	260	2.2	1	425	3.6	1	340	2.9	1	4	1
	2	1,459	548.6	564	10	0.0	1	372	0.7	1	151	0.3	1	121	0.2	1	4	1
	3	1,869	167.5	666	14	0.1	1	338	2.0	1	194	1.2	1	156	0.9	1	4	1
	4	2,434	221.2	814	39	0.2	1	170	0.8	1	253	1.1	1	203	0.9	1	4	1
9808.01	1	-	1.4	-	0	0.0	1	0	-	1	-	-	1	-	-	1	4	1

Table 3: Fixed-Route Demand

Census Tract	Census Block Group	Total Households	Number of Households With:		Percent of Households with Transit Access	Number of Households Served by Transit		Daily Transit Trips		Daily Number of Trips
			0 Auto	1 Auto		0 Auto	1 Auto	0 Auto	1 Auto	
2	1	533	0	170	39%	0	67	0	2	2
	2	678	104	334	85%	88	284	13	11	23
	3	870	10	255	63%	6	162	1	6	7
3	1	363	9	59	100%	9	59	1	2	4
	2	1069	96	299	50%	48	151	7	6	13
4.01	1	486	18	115	41%	7	47	1	2	3
	2	201	19	56	24%	5	14	1	1	1
	3	221	14	57	80%	11	46	2	2	3
	4	345	21	26	0%	0	0	0	0	0
	5	562	8	157	48%	4	75	1	3	3
4.02	1	487	12	287	35%	4	101	1	4	4
	2	1008	34	364	100%	34	363	5	14	19
	3	1018	41	501	87%	36	436	5	16	21
5.01	1	775	0	279	28%	0	77	0	3	3
	2	375	0	73	72%	0	53	0	2	2
	3	518	15	85	69%	10	59	2	2	4
	4	1022	32	331	99%	32	328	5	12	17
	5	306	0	56	38%	0	21	0	1	1
6	1	771	73	206	97%	71	200	10	7	18
	2	448	0	108	100%	0	108	0	4	4
	3	876	95	284	100%	95	284	14	11	24
	4	582	0	221	100%	0	221	0	8	8
7	1	785	382	199	89%	338	176	49	7	56
	2	580	34	322	100%	34	322	5	12	17
	3	661	39	336	98%	38	329	6	12	18
8	1	191	0	37	91%	0	34	0	1	1
	2	353	19	99	99%	19	98	3	4	6
	3	263	5	66	56%	3	37	0	1	2
9	1	317	44	146	36%	16	52	2	2	4
	2	276	8	166	89%	7	147	1	5	7
	3	307	31	78	100%	31	78	4	3	7
	4	434	0	129	100%	0	129	0	5	5
10	1	283	27	118	49%	13	58	2	2	4
	2	487	0	170	97%	0	165	0	6	6
	3	327	0	52	100%	0	52	0	2	2
	4	369	31	217	100%	31	217	4	8	13
11	1	205	0	35	0%	0	0	0	0	0
	2	175	0	14	0%	0	0	0	0	0
	3	159	0	14	0%	0	0	0	0	0

12	1	652	0	122	5%	0	6	0	0	0
	2	527	0	84	64%	0	53	0	2	2
	3	496	29	312	97%	28	304	4	11	15
	4	342	0	27	67%	0	18	0	1	1
13	1	836	0	211	86%	0	182	0	7	7
	2	984	201	512	94%	188	479	27	18	45
	3	530	16	11	52%	8	6	1	0	1
	4	1338	0	262	12%	0	32	0	1	1
14.01	1	445	0	93	78%	0	73	0	3	3
	2	536	18	82	75%	13	61	2	2	4
	3	608	31	98	98%	30	96	4	4	8
14.02	1	303	0	32	1%	0	0	0	0	0
	2	749	68	320	71%	49	228	7	9	16
15.01	1	612	0	124	94%	0	116	0	4	4
	2	996	44	47	2%	1	1	0	0	0
	3	639	69	269	96%	66	258	10	10	19
15.02	1	386	0	134	64%	0	86	0	3	3
	2	972	26	442	95%	25	419	4	16	19
	3	947	139	434	58%	81	254	12	9	21
19.01	1	652	27	98	0%	0	0	0	0	0
	2	939	6	182	0%	0	0	0	0	0
	3	341	0	58	0%	0	0	0	0	0
19.02	1	448	9	49	0%	0	0	0	0	0
	2	845	11	76	0%	0	0	0	0	0
	3	365	13	37	0%	0	0	0	0	0
20	1	1465	30	326	0%	0	2	0	0	0
	2	564	10	82	0%	0	0	0	0	0
	3	666	14	132	0%	0	0	0	0	0
	4	814	39	72	0%	0	0	0	0	0
9808.01	1	0	0	0	50%	0	0	0	0	0
Estimated Daily Ridership:										503
Estimated Annual Linked Ridership:										126,339
Transfers										37,902
Estimated Annual Unlinked Ridership:										164,241
Source: U.S. Census Bureau, American Community Survey, 2014-2019 Five Year Estimates, LSC 2022										

Table 4: Potential Fixed-Route Demand

Census Tract	Census Block Group	Total Households	Number of Household With:		Percent of Households with Transit Access	Number of Households Served by Transit		Daily Transit Trips		Daily Number of Trips
			0 Auto	1 Auto		0 Auto	1 Auto	0 Auto	1 Auto	
2	1	533	0	170	100%	0	170	0	11	11
	2	678	104	334	100%	104	334	35	22	57
	3	870	10	255	100%	10	255	3	17	20
3	1	363	9	59	100%	9	59	3	4	7
	2	1,069	96	299	100%	96	299	32	20	52
4.01	1	486	18	115	100%	18	115	6	8	14
	2	201	19	56	100%	19	56	6	4	10
	3	221	14	57	100%	14	57	5	4	8
	4	345	21	26	100%	21	26	7	2	9
	5	562	8	157	100%	8	157	3	10	13
4.02	1	487	12	287	100%	12	287	4	19	23
	2	1,008	34	364	100%	34	364	11	24	36
	3	1,018	41	501	100%	41	501	14	33	47
5.01	1	775	0	279	100%	0	279	0	18	18
	2	375	0	73	100%	0	73	0	5	5
	3	518	15	85	100%	15	85	5	6	11
	4	1,022	32	331	100%	32	331	11	22	33
	5	306	0	56	100%	0	56	0	4	4
6	1	771	73	206	100%	73	206	25	14	38
	2	448	0	108	100%	0	108	0	7	7
	3	876	95	284	100%	95	284	32	19	51
	4	582	0	221	100%	0	221	0	15	15
7	1	785	382	199	100%	382	199	129	13	142
	2	580	34	322	100%	34	322	11	21	33
	3	661	39	336	100%	39	336	13	22	35
8	1	191	0	37	100%	0	37	0	2	2
	2	353	19	99	100%	19	99	6	7	13
	3	263	5	66	100%	5	66	2	4	6
9	1	317	44	146	100%	44	146	15	10	25
	2	276	8	166	100%	8	166	3	11	14
	3	307	31	78	100%	31	78	10	5	16
	4	434	0	129	100%	0	129	0	9	9
10	1	283	27	118	100%	27	118	9	8	17
	2	487	0	170	100%	0	170	0	11	11
	3	327	0	52	100%	0	52	0	3	3
	4	369	31	217	100%	31	217	10	14	25
11	1	205	0	35	100%	0	35	0	2	2
	2	175	0	14	100%	0	14	0	1	1
	3	159	0	14	100%	0	14	0	1	1

12	1	652	0	122	100%	0	122	0	8	8
	2	527	0	84	100%	0	84	0	6	6
	3	496	29	312	100%	29	312	10	21	30
	4	342	0	27	100%	0	27	0	2	2
13	1	836	0	211	100%	0	211	0	14	14
	2	984	201	512	100%	201	512	68	34	102
	3	530	16	11	100%	16	11	5	1	6
	4	1,338	0	262	100%	0	262	0	17	17
14.01	1	445	0	93	100%	0	93	0	6	6
	2	536	18	82	100%	18	82	6	5	11
	3	608	31	98	100%	31	98	10	6	17
14.02	1	303	0	32	100%	0	32	0	2	2
	2	749	68	320	100%	68	320	23	21	44
15.01	1	612	0	124	100%	0	124	0	8	8
	2	996	44	47	100%	44	47	15	3	18
	3	639	69	269	100%	69	269	23	18	41
15.02	1	386	0	134	100%	0	134	0	9	9
	2	972	26	442	100%	26	442	9	29	38
	3	947	139	434	100%	139	434	47	29	76
19.01	1	652	27	98	100%	27	98	9	6	16
	2	939	6	182	100%	6	182	2	12	14
	3	341	0	58	100%	0	58	0	4	4
19.02	1	448	9	49	100%	9	49	3	3	6
	2	845	11	76	100%	11	76	4	5	9
	3	365	13	37	100%	13	37	4	2	7
20	1	1,465	30	326	100%	30	326	10	22	32
	2	564	10	82	100%	10	82	3	5	9
	3	666	14	132	100%	14	132	5	9	13
	4	814	39	72	100%	39	72	13	5	18
9808.01	1	0	0	0	100%	0	0	0	0	0
Estimated Daily Ridership:										1,426
Estimated Annual Linked Ridership:										357,859
Transfers										107,358
Estimated Annual Unlinked Ridership:										465,217
Source: U.S. Census Bureau, American Community Survey, 2014-2019 Five Year Estimates, LSC 2022										

Table 5: Demand Response Ridership

Census Tract	Census Block Group	Ridership Demand (Jan 2021 - May 2021)	Est. Annual Ridership Demand
2	1	203	487
	2	259	622
	3	507	1,217
3	1	61	146
	2	662	1,589
4.01	1	73	175
	2	99	238
	3	78	187
	4	1	2
	5	120	288
4.02	1	848	2,035
	2	298	715
	3	625	1,500
5.01	1	213	511
	2	424	1,018
	3	8	19
	4	425	1,020
	5	1	2
6	1	429	1,030
	2	474	1,138
	3	425	1,020
	4	442	1,061
7	1	6,395	15,348
	2	227	545
	3	1,045	2508
8	1	9	22
	2	198	475
	3	94	226
9	1	54	130
	2	138	331
	3	13	31
	4	156	374
10	1	38	91
	2	139	334
	3	143	343
	4	210	504
11	1	1	2
	2	234	562
	3	63	151
12	1	57	137
	2	153	367
	3	252	605

	4	35	84
13	1	119	286
	2	888	2,131
	3	130	312
	4	70	168
14.01	1	270	648
	2	89	214
	3	443	1,063
14.02	1	1	2
	2	3,146	7,550
15.01	1	199	478
	2	25	60
	3	439	1,054
15.02	1	53	127
	2	474	1,138
	3	760	1,824
19.01	1	1	2
	2	1	2
	3	1	2
19.02	1	65	156
	2	1	2
	3	1	2
20	1	230	552
	2	1	2
	3	1	2
	4	1	2
9808.01	1	35	84
		Total	57,055