



# CONNECTING PROGRESS

Appendix 2A Phase 1 Outreach Feedback

During Phase 1 outreach a series of meetings with advisory committee and stakeholders were held to present findings of the existing conditions analysis. During those meetings questions were asked on the performance of Tulsa Transit. The feedback is documented below. Not all questions were asked at all meetings because we reacted to responses in real time.

Advisory Committee Meeting (February 28, 2018)

**What does MTTA do well?**

- Manage their resources, when compared to peer cities.

**Why don't you ride the bus?**

- Frequency
- Congestion doesn't force people to ride transit. We have a lot of highway lane miles.
- Downtown parking is cheap.
- Time it takes to get from trip start to destination. (Ex. Students from 61<sup>st</sup> and Peoria attend Memorial Highschool. They spend 3-4 hrs. a day on bus.)

**What key corridors are not being served?**

- BA expressway had much higher ridership in the 70s-80s- due to the Oil Embargo.

**What are some potential improvements?**

- Downtown is the most walkable place we have, but it doesn't need as much transit service.
- Downtown needs better service for *extended hours*- geared towards after-hours and non-work trips.
- Transfers scare away potential riders, due to low frequencies and getting stranded
- Partner with Uber or Bikeshare
- Should be focusing our resources in low dense areas?
- How do we serve fringe areas, like East Tulsa, that are very disconnected to downtown?

**What to do with flag stops?**

- Safety concerns- wild dogs.
- If you miss your first bus, you won't be able to have flag stops as an option, as you walk along to route. You would have to wait at a bus stop.

**How do we balance frequency versus coverage?**

- "Prefer frequency to coverage, but low-income areas are often on fringes of city."
- Finding middle ground between the two.
- Question: How are other cities doing this? – Omaha comparison given by Matt.
- Omaha has similar development patterns to Tulsa
- Having "mini hubs" could be a great, incremental approach to capturing choice riders.
- Staging incremental growth- prioritizing corridors that will have increased frequency and more resources,
- Question: Could MTTA use smaller vehicles on low ridership routes?

Stakeholder Meeting (February 28, 2018)

**What does MTTA do well?**

- Adding Sunday service was a “Moral Booster” for riders, even if they don’t use it.

**Why don’t you ride the bus?**

- Service is not frequent enough.

**What to do with flag stops?**

- ADA Concerns- Many bus stops have accessibility issues.
- Flag stops cause challenges for operations.
- Bus stops should be adapted is flags stops go away.

**How do we balance frequency versus coverage?**

- “Frequency is more of a concern than coverage.”
- Need more education about Lift Service- (Lift Users get free rides for Fixed Routes). Saves MTTA and the user money.

Stakeholder Meeting (March 1, 2018)

**Question 1: What does MTTA do well?**

- It is a tech-friendly system. Once users learn how to use Bus Tracker Mobile App, it’s very helpful.
- Sunday Service is great.
- They really like the Bike Racks.
- Friendly drivers help ease safety concerns of female riders.

**What to do with flag stops?**

- Most students aren’t going to walk more than 5-10 mins to their bus stop.
- Flag stop is a nice convenience for younger riders, but if that goes away, more bus stops would ease those concerns.

**What are concerns with the current system?**

- Primary Issue is the Time it takes to get to destination. If it takes 2 hours, that discouraging.
- Service hours do not accommodate night shifts.
- Variety of issues with transfer points, locations, etc.
- Missing service around “workforce training areas- BA Campus and Riverside Campus
- Safety, lighting, and Shelter are crucial at “mini-hubs”.
- Question: Have TPS Students influence locating Bus Routes?

**How should we plan for night service?**

- Should survey riders.
- One respondent preferred popular routes had extended Nighttime Service (such as route 105).

## Stakeholder Meeting (March 2, 2018)

**What does MTTA do well?**

- Safety- there are few concerns with using the system or interacting with drivers.
- Drivers are very friendly, even willing to check up on students and asking them about school attendance and participation.
- Very easy and efficient process for buying bus passes in bulk.

**Why don't you ride the bus?**

- Lack of shelter from weather and seating.
- Overall amount of time it takes to get to destination, including transfers. (Many people spend 4 hours per day riding the bus, for an 8-hour work day.)
- Lack of routes to serve Industrial Sites
- Question: Could advertising be used to better provide adequate shelters, etc.
- Question: How does Uber impact Tulsa Transit?
- Language Barriers- Many drivers do not speak Spanish, causing some riders to feel intimidated about riding the bus.

**What key corridors are not being served?**

- With all the development (residential, commercial, etc.) that is occurring in Downtown, over the next 10 years, it will continue increase as a central destination. Keep downtown as the Central Hub but possible have 1-2 other transit hubs.

**How can we integrate bike share with transit apps?**

- Many students don't have smart phones.

**How should we plan for night service?**

- Model after peer cities and monitor others of similar size and growth patterns.