



# FREQUENTLY ASKED QUESTIONS

During the second phase of public input for the North College MAX extension project, the City will gather feedback to inform the future MAX route and north-end turnaround; how MAX buses will fit on the road with cars, bikes, and pedestrians; and community opinions regarding changing land use and housing density along the North College corridor.

The following FAQs are based on questions we heard from the community during the first phase of public input.

## What is MAX?

- **What is the difference between MAX and other Transfort bus routes?**

MAX is Transfort's Bus Rapid Transit service. It delivers fast and efficient service using dedicated bus lanes, off-board fare payment, elevated platforms, and enhanced stations. MAX currently exists in Fort Collins on Mason Street from the Downtown Transit Center to the South Transit Center.

## Plan Purpose

- **Who is this plan for?**

The plan is for people living within and outside the corridor to be able to access businesses, employment, recreation, and their homes more efficiently and easily and to help connect people who live in the corridor to connect to other transportation options including other local and regional transit routes. A goal of this plan is to improve transit service for people currently using the existing transit routes serving the North College area (Routes 8 and 81) and to attract more people to utilize transit in the corridor given that population and employment in the North College Avenue area is projected to increase in the future.

- **Why was this area chosen? Is MAX justified on North College Avenue? How does adding MAX relate to the social service providers on Blue Spruce Drive?**

The City's 2019 Transit Master Plan identifies North College Avenue as an ideal candidate for Bus Rapid Transit service. The City anticipates future growth and development in north and northeast Fort Collins, which will grow the demand for transit services. As the community grows, the need for non-auto transportation to access services, jobs, and entainment will also grow.

Routes 8 and 81 provide access to services on Blue Spruce Drive and are currently some of the most used transit routes in the city. People experiencing homelessness and economic hardship need mobility options to access services. We expect that people accessing services on Blue Spruce Drive, as well as many others, will use a Bus Rapid Transit service in north Fort Collins.

## Plan Logistics

- **Who is paying for this plan? Who will pay for MAX?**

The Federal Transit Administration (FTA) is providing funding for this plan with some matching funds from the City of Fort Collins. The current planning effort includes determining estimated costs and potential sources of funding from federal, state, and City sources to implement the MAX on North College Avenue.

- **When will MAX on North College Avenue begin operating service?**

It will likely be 5 to 10 years or more until full MAX service would be extended to North College Avenue. The current planning effort will help determine how long it will take to acquire funding and to design and build MAX infrastructure. It is likely that transit service improvements and possibly some infrastructure solutions could be possible in the more near term before full MAX infrastructure and service is available on North College Avenue. A proposed timeline, including interim solutions, will be included in the plan, which is anticipated to be adopted in Spring 2022.

## Future MAX Route

- **Is there a route for the proposed new MAX line?**

Generally, yes. The Transit Master Plan includes MAX on North College Avenue. This plan will identify routing solutions such as how the MAX will turn around at the north end of the study area, how it may connect to the Downtown Transit Center, or how it may extend south of downtown.

- **Are stops identified for the proposed new MAX line?**

Not yet. We are currently evaluating and vetting different options for the MAX route that may use North College Avenue, Blue Spruce Drive, Linden Street, Willox Lane, and Conifer Street. Once we finalize the route for MAX, we will identify stop/station locations. BRT stops/stations on North College would likely be located at major intersections where pedestrians can safely cross at traffic signals, such as Willox Lane, Hickory Street/Conifer Street, Suniga Road, and Vine Drive.

- **Do you plan on running the MAX through the Poudre Valley Mobile Home Park?**

Routes 8 and 81 currently turn around in the Poudre Valley Mobile Home Park. Through this plan, we will identify and evaluate options for a turnaround outside of the Poudre Valley Mobile Home Park.

- **Do you plan to extend Mason Street to accommodate MAX service in north Fort Collins?**

Currently, the City of Fort Collins Master Street Plan shows North Mason Street being extended north of Bristlecone Drive. The City is exploring removing the proposal to extend North Mason

Street, north of Bristlecone Drive, through the North College, LLC Mobile Home Park. While not directly related to MAX, abandoning the Mason Street extension allows the east half of the mobile home park to be rezoned for mobile home park conservation purposes.

- **Will the MAX replace the 8/81?**

Routes 8 and 81 have some of the highest ridership growth in the Transfort system and serve important destinations east of North College Avenue. A likely recommendation is that in addition to a new transit route on North College Avenue, transit services will continue to serve the nearby area.

- **Will adding MAX on North College Avenue increase the cost of riding buses?**

While fares to ride Transfort buses may change over time in response to expanding and improving transit, we expect to offer continue offering solutions to make transit affordable to the wide variety of people using it.

## Connectivity Issues

- **How will the plan address connectivity issues in the north Fort Collins area, including east/west connections to residential areas and key services?**

The plan will address bicycle and pedestrian connectivity throughout the corridor. In addition, land use planning will identify proposed access and connectivity in the north Fort Collins area resulting from development/redevelopment.

- **Will this project improve access to the area, helping to connect to existing parks and trails?**

Yes. In addition to residential areas and commercial destinations, this plan will address access to parks and trails.

## Safety Issues & Rider Experience

- **How will the plan address safety issues related to walking and biking along and across North College Avenue and key intersections?**

The plan is identifying safe and comfortable walking and biking infrastructure both along and crossing North College Avenue, including the connections to the proposed MAX route. In conjunction with the ongoing Active Modes Plan, the North College MAX Plan will identify other proposed walking and biking infrastructure in the area.

- **How will you make riding transit safe and welcoming for everyone?**

Transfort has Transit Security Officers dedicated to ensuring safety for people at transit stops or stations and on buses. Transfort works closely with Fort Collins Police Services to further ensure

safety and to address conduct issues as they arise. This plan will explore additional safety enhancements such as cameras at the transit stops and on the buses.

Transfort is working with its operators to ensure a high-quality customer experience for all Transfort customers. Fort Collins values an inclusive city where all community members can access City services. Fort Collins and Transfort are committed to serving all community members, regardless of physical or mental ability, and maintaining a safe and welcoming environment aboard Transfort buses. We acknowledge that sometimes tensions arise, and we are exploring best practices and training for Transfort operators, Transit Security Officers, and Fort Collins Police Services.

- **What can transit riders expect in terms of bus stop amenities?**

The plan will identify new bus stop/station amenities that will be part of bringing MAX to North College Avenue. These amenities might include shelters, benches, lighting, trash receptacles, emergency phones, rider information (maps, technology, etc.), bike racks, public art, restrooms, ticketing machines, and access infrastructure for people with disabilities.

## Bus Schedule

- **How will the plan address the need for greater bus frequency, improved punctuality, longer hours of operation, fewer transfers, and better coordination with other buses?**

The plan will identify the future service characteristics of MAX, including the route (to connect to other buses with fewer transfers). Frequency and hours of operation depend on ridership, so the plan will identify a land use future for the area that could result in increased population and employment to support more transit service. Lastly, the plan is addressing infrastructure such as traffic signal technology and bus lanes to keep buses running on time.

## Parking

- **How will the plan address the need for additional parking for those accessing the MAX from other locations?**

The plan will identify proposed park-and-ride locations, either as stand-alone facilities or as leased parking spaces at businesses, both of which currently exist for MAX on Mason Street.

## Impact on Businesses

















- **How will the City mitigate impacts to existing businesses in terms of frontage and right of way, and during construction?**

In developing the plan, we are evaluating options that would minimize impacts to the frontage of existing buildings. We will not have a plan for construction until the project advances to the design phase.

## Impact on Future Development & Gentrification

- **How much density is necessary to make a new MAX line feasible?**

We are still determining what levels of population and employment are necessary to support MAX on North College Avenue. Input from the community will help shape the future of development in the corridor, as well as the future of MAX in the corridor. The City's Transit Master Plan identifies typical densities that are suitable for Bus Rapid Transit.

Land Use				Transit	
Land Use Type	Example	Residents per Acre	Jobs per Acre	Appropriate Types of Transit	Frequency of Service
 Downtowns & High Density Corridors		>45	or >25	   BRT High Frequency Bus Local Bus	 10 minutes or better
 Urban Mixed-Use		30-45	or 15-25	   BRT High Frequency Bus Local Bus	 10-15 minutes
 Neighborhood & Suburban Mixed-Use		15-30	or 10-15	 Local Bus	 15-30 minutes
 Mixed Neighborhoods		10-15	or 5-10	  Local Bus Micro-Transit	 30 minutes On demand
 Single Family Neighborhoods		<10	or <5	  Rideshare Micro-Transit	On demand

- **I'm concerned that adding the MAX will cause the area to become more expensive and push out affordable housing and business space. What is the City doing about that?**

This plan includes a study of the area's land use to identify strategies to maintain affordable housing and commercial properties. We recognize that displacement is a concern to the North College Avenue community. We will consider the potential displacement effects in developing recommendations.

- **Has MAX on Mason Street resulted in significant redevelopment that has affected affordable housing and business space?**

Some developments have happened near Mason Street since MAX opened in 2014, such as the MAX Flats at Mason Street and Mulberry Street. Otherwise, since MAX opened in 2014, there has not been significant redevelopment around the stations.