

Appendix C: Survey Comments



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Service (46 percent of respondents)

1. A bus service in the busy hours of the morning/evening (0600 to 0900, 1600 to 1800). Time where everybody should be arriving to their work anyways, lunch (1x) service running through major points to the commissary, PX, Kentucky or any other possible places to eat on-post, most importantly the mess hall. We need to start thinking green and enforcing it. Anything for the environment and saving a little on the side is good. Thank you for this ongoing project and good luck!
2. A transit system that runs off-post is a waste of money and too big of an endeavor. It doesn't even make sense. Few soldiers would use it every day. Why not just use the PPRTA and bring personnel to the gates and then have a much needed on-post bus service take them to their on-post destination. There needs to be an on-post service. I mean I am in Iraq on Balad and we have one here, but there is not one on Carson? come on now.
3. Any service started would just get cut the next time we have a budget reduction. These types of programs are always cut first, seen it time after time. It will go the same way as on-post clubs did when the Army started its drive against drinking and smoking. Well before this comes to fruition, we will have another commander making the decisions and will most likely reverse course (again).
4. As a civilian employee, I travel all over post several times a day. Although I agree with the car-less transit system for those that can and will use it, I don't think it would be very beneficial for me due to the amount of travel and the time restraints going from meeting to meeting and the office or other locations all over the installation.
5. Because the public transportation system within the Colorado Springs area is so lacking and Fort Carson does support so many disabled workers, I would hope that the Fort Carson community would support more disabled workers. There are quite a lot of disabled workers that rely on public transportation or friends and family to get to work. A reliable public transportation system would enable them to get to work with reduced stress on friends and family and keep these workers "independent" at the same time.
6. By making street one ways it will cost MORE (gas , wear and tear) on vehicles when trying to find a building that you are going to be visiting. Case in point, when I have to go to the occupational health clinic, usually end up going from Gate 1 to Barclay and then down to Christi street and back up McGrath until I find the building that I need. It would be the same if I had to find the RTSC on Ellis and Specker depending upon which way the traffic was going. It is complicated enough just

going up and down the Banana Belt. There are a lot of off-post civilians trying to find the way to the outdoor recreation building on Specker to get things like hunting licenses for post and trying to explain to them how to get there from Gate 1 especially if Specker was a one way going north.

7. Fixed bus routes to major places (within 1/4 mile) i.e., CIF, Evans Hospital, mini mall area, from barracks areas using shopettes as SM pick-up and drop-off points.
8. Fort Carson is very congested. It would be awesome if there was a way that I could function without a vehicle or have a reliable source of transportation besides my own vehicle. For example, ensuring I can pick up my child from daycare on time or ensuring that I make it to PT formation on time.
9. Free buses used to have routes on the installation. why did we discontinue the free buses? NO customers.
10. I can only carpool. The car in question is in bad condition and the owner does not have repair funds.
11. I commute from Pueblo, so a lot of this doesn't pertain to me. But if there was a pick-up and drop-off at Gate 20 bringing me in would be fine, because 95% of the time once I get to work I don't leave the building until it's time to leave. Mondays wouldn't work; I have night school at UOP in Rockrimmon.
12. I do not like the idea of having to rely on someone else to get me to and from my destination.
13. I go to four or five meetings per day with many of them off-post. All of them are with persons who want to be on time. It is important for me to be well kept and prepared to participate. Being wet, perspiring, wind blown would not be acceptable. I support this effort.
14. I live 50 miles from Fort Carson and drive 100 miles round trip each day. I have contacted the MILSVAN to see if there could be a vanpool set up, but nothing has happened. I have also tried to go the way of the Mountain Metro, but they do not come to Fort Carson. If there could be something set up, I wouldn't mind driving to Divide or even Woodland Park to vanpool. That would save me half of my costs. I am VERY interested.
15. I live in a rural part of Teller County and would love to have a car/van pool. I've tried to get some interest in starting one with no luck so far. Mostly because of different work hours/days.
16. I rode the bus from work (bus stop in front of FREEPAC, corner of Specker & Ellis) to PPCC (route 30). Then got on a different bus (route 25) to the Citadel, stayed on it, and got off at the bus stop on Academy, a little bit past Constitution (past the Sinclair gas station). Then I would walk home 1-1/2 miles. I did this in the summer when my 'ride' was on vacation, she stayed later to close, or she left earlier. I could do until it's dark by 5:45 pm; then it is too late to walk. Reference the question "How far would I walk from home to the service?" – I am not willing to walk

when the ground is icy or it is extremely cold out especially when dark in the mornings, from home.

17. I think it is more important for those troops on-post to have transportation more than those off-post.
18. I would be less likely to use a service that had 20 or more minutes between service.
19. If a reliable mass transit system were available to me I would likely use it most of the time. I tend to work extended hours (past 1800) so something offering service after 1800 would be really nice. On the other hand, if the last bus were at 1800 but it had wireless internet, I could still do work on the way home so that might not be so bad. As to on-post service, I think any service that causes more than a 10 minute wait is not really service, it's the appearance of service. I know it's costly to run so often, but small, surry style vehicles or even vans would do the trick on most routes so you would not have the expense of large busses, particularly off the banana belt. Another thing I'd consider is bike routes. I really like to ride my bike but Fort Carson is not bike friendly. It's really easy to get hit by a car. In Fort Collins, CO bikes lanes are part of the traffic flow. Bikes have the right of way (I think). And lots of people use them. Particularly in the spring, summer, and early fall it's a great way to travel around post as long as you don't get run over while doing so.
20. If mass transit was more frequently offered (every 10 minutes) and to general areas (ie. PX, library) I would be more likely to use it. However, due to my need to transport my daughter to daycare (off-post) I doubt I would use this service, even though I strongly agree this service is needed.
21. In Question 7 I indicated that I need my car 2x per day, but if bike sharing were available and the weather good, about half of those trips could be via a bike.
22. My former installation has a post taxi service for employees' use to go from outside of the installation to another for official business; call ahead service and emergency service. It appears this installation could use that.
23. Require transit to units on demand.
24. Schriever AFB provided mass transit from COS to Schriever at no cost. If I could have no cost mass transit from park-and-ride in Woodland Park to Fort Carson I would use it every day. Would need to arrive at Fort Carson no later than 0600 and be able to leave up to 1800, Monday through Friday. I think it is an excellent idea and would love to see it happen.
25. System needs to be reliable, arrival times that get you to work on time, can meet emergency departure requirements, and offers options to leave post for lunch destinations.
26. We need a better bus service to Fort Carson. It is cold waiting for the bus and then I had to transfer at Pikes Peak Community College. It would take too long to get to work once the bus was on Fort Carson. It would

go to the hospital and then PX and finally close to my work. At times, it was not worth it. Thanks.

27. We need a monorail system on Fort Carson, which would benefit troops, family members and civilian work force.

Not Able to Use (19% of respondents)

1. I go to too many meetings. I need my own vehicle. I do not have time for a 30-minute bus route during the day to get me from one place to another. I would not use commuter services from home either. I would consider carpooling if a couple other people were in my neighborhood and needed a ride to post, so long as I have the car.
2. I have to use my personal auto on-post for scheduled and unscheduled meetings elsewhere on post. I cannot wait for on-post transportation to deliver me to and from appointments.
3. I use my personal vehicle for work-related trips to check various training events, equipment inventories, and other business. These events occur at different times of the day and/or all day. We (Force Mod) have one GSA vehicle to share between three project managers and a number of our projects all occur at the same date/time, so we are forced to use our POVs.
4. If I didn't have a young child in daycare/attending school on-post then I would be very interested in the transportation to and from work. But right now, I can not use a carpool or bus type services. I use car seats and have to be available to pick up my child if he is sick or I have other issues. Putting a child on a bus with no car seat to take him to the hospital will never work for me.
5. It sounds like a good idea, but with any program with the army – like the wood shop, or recreation programs -- when the soldier deploys and usage drops the program goes away. When soldiers redeploy they find it is gone and the programs don't come back when they do because of so-called budget cuts. The soldier is the one out of luck.
6. It would be difficult not to have a POV on Carson because I have to run many errands throughout the day to make missions happen. No POV makes missions very difficult to get done.
7. My biggest objection to use of car-less mobility is that there is usually a lack of availability for unexpected travel requirements through the day due to job requirements or family issues.
8. Presently my spouse and I ride together. The only time I drive is when I have appointments. I rode a bus for over 9 years, now it is time to pamper myself. I do not want to rely on anyone else for my transportation needs, except myself or my husband..
9. Reasons for reluctance to consider mass transport under any circumstances: job requires travel for meetings both on- and off-post, sometimes during the day and sometimes on the way to or from work. Sometimes the meetings are last-minute. Off-post meetings are often in locations that would be difficult to get to using public transportation.

Use Fort Carson physical fitness facilities on a regular basis, sometimes over lunch, sometimes after work, and frequently on weekends and holidays. Carrying a gym bag filled with sweaty, smelly workout gear onto public transportation would not be pleasant for me or others. Time is a very precious thing. Any system of transportation that would cause me to spend more time away from home or work would not be worth it.

10. Since I retire within a year I still prefer to drive to work.
11. This is a fine idea for city dwellers. I live way out in the country and don't think there is any way it could work for me.

Miscellaneous (17 percent of respondents)

1. Be accessible via phones/internet capabilities.
2. Designated bike routes with car parking near gates and locker/changing facilities to drive inside gate, park, and switch to pedal vehicles. Locker and changing facilities can have rental lockers for bikes and rental lockers to for clothes. Bike path connecting with the El Paso County/ Colorado Springs bike paths on the north end of Fort Carson besides for south end of cantonment area near Gate 20. A bus available for medical appointments from Evans to USAFA and other medical areas in town (Union/Fillmore area). Designated commuter bus corridors with bike racks available to shuttle bikes as well. More gyms but smaller facilities for changing besides for the 4 centralized facilities now available which are overcrowded.
3. For civilians and contractors who cannot shop at the PX, commissary, or get their medical needs at Evans or one of the clinics on-post, we have to go off-post for these items unless Fort Carson starts allowing us, as we are a part of the military community as well and hold ID cards. Therefore, for example, if my daughter is sick and I need to pick her up at school, which is off-post, I need my vehicle. If my son, who attends daycare on-post is sick, I need to make his appointment off-post and need my vehicle to take him. Medical offices are located near Fort Carson and those of us that live in the Fountain-Widefield-Security area, have to take transit all the way there just to go up north or downtown for an appointment, which takes longer.
4. For question #3 above, there was no 6-day option which I suspect is far more prevalent for those who may work here, live nearby, and return for a day of weekend shopping. Promote use of bicycles during most seasons. That's how I got around some military bases in Germany.
5. Might be worth a try. We need to find a way to decrease traffic on-post.
6. My husband and I drive together to work. Occasionally, we both drive individually if we will need the car for doctor appointments or work-related travel. Since we are not always sure when we will be required to have transportation once we are on Fort Carson, i.e., unscheduled meetings/training or shopping, we would prefer having a personal vehicle at our disposal. On-demand public transportation would be nice, but I don't think it's too feasible since when we need transportation, we need it right away, not whenever it can get to us. I

only have 30 minutes for lunch, so if I need to use my lunch time to run to the PX or to check the mail, I need to have transportation readily available. Also, it would have to be very inexpensive or free to beat the cost of driving our own vehicle which gets 36 mpg. I think you should consider a regularly scheduled bus run around the post. If people knew exactly what time the bus would be at each stop, I think people would use it. If I had more than 30 minutes for lunch and there was a regularly scheduled bus run from my place of work to the PX or the dining facilities, I would probably use it. Finally, how would this type of transportation work during reporting delays or early releases? I've only been 15 minutes late, one morning during this recent bad weather because we know how to drive in these conditions. But how would you get the word out to participants if the shuttle bus or whatever was going to be late due to weather? You might want to consider a park-and-ride setup for those people who commute to and from Pueblo West.

7. There is no parking space outside most of the gates and work down range is not applicable.
8. This sounds like a good idea, however I don't think I would be able to take advantage of it since I drop my two children off at daycare on-post before I report to work and pick them up after I get off-- one at the West CDC and the other at Patriot Elementary. If there was a provision for parents with kids that need to be dropped off and picked up then I would seriously consider this option. I also have part-time hours, I work 9:00-3:30 M-F, so I am not sure if that is a time frame that would be able to be accommodated with this system. Again, if my hours could be accommodated, I would definitely consider this system. Being able to pick up kids and drop them off would be a major factor.
9. This survey was confusing when filling out. Are we looking at an on-demand service or a fixed-route service, or a combination of both? Would I be required to drive my car to a transit point just outside the gate, then park and get on a base transit system? I would like to see a car sharing system that you park a vehicle in a designated area and work to your destination (within four blocks).
10. Currently we have a parking problem. If I have to leave my office to either run a personal errand or to attend a meeting, there will be no place for me to park when I return. We have put too much emphasis on landscaping and not enough for adequate parking. This is not a part of the country that has a good public transit service and there is no transit on-post if you need to go to a meeting. I would be willing to park my car at an outlot if I could get transport to my office and to other areas on-post for meetings. The current situation is totally unacceptable and inadequate. On top of it, some of the usable lots are taped off for construction contractors so building occupants must use other parking areas that are already congested. DPW is NOT responsive to these issues. They just have a "suck it up attitude" and there seems to be no effort to alleviate these issues. Also, too many reserved spots. I thought that the regulation only allowed for handicapped spaces, but all of the buildings have their pet spots reserved. Most are empty a good portion of the time.

11. This is just another plan to prevent people from taking responsibility for themselves. It fits right in with the social welfare service the Army has become. These surveys are misleading because the car-less program will either happen or not. If it doesn't, there is no issue (except for those who are so wrapped up in the Army's welfare who believe they are owed this service and will complain because the Army isn't taking care of them, promoting their irresponsibility). If it does happen, responsible soldiers will suffer because the senior command will end up having to make it mandatory for all on-post soldiers to use so we don't lose the "service". The implied message is that the service will not be used by a majority of the people so those who don't need it will be forced to use it (and blamed for not supporting this "great idea"). Quit being politically correct and implementing a program that adversely affects the many because the few (the Army owes me this) have complained.

Gates (8 percent of respondents)

1. A lot of the problem is PT during the morning. Cars have to stop for soldiers to cross the road in formation or alone. On congested roads this makes matters even worse.
2. Gate 20 traffic is horrible in the morning and in the evening. Creating two one-way streets will not relieve the traffic conditions.
3. Having Gate 19 opened and paved access would cause a considerable relief at Gate 20 as it would provide a better access for all range personal and Butts Air Field personal and those that will occupy the barracks and motor pools being built right now.
4. Is it possible to designate one lane for drivers with Fort Carson stickers on their windshields at Gate 3? This would help with the congestion and traffic jams which are sometimes backed up to Westmeadow Drive. It takes 20 minutes to get through during PT and longer after lunch.
5. Open other gates such as Gate 19 and Wilderness Road in the morning and evening hours.

Positive (5 percent of respondents)

1. I was stationed in Washington D.C. at Walter Reed Army Medical Center. I was a very avid user of the free transit system they offered. I would be happy to use this service should it meet the needs of getting to and from work in a timely fashion, as well as meeting the hours that we are to be at PT and Work Call.
2. I would love having transportation service available when coming to work or going home. It would save the hassle of warming up my car, finding a parking space, and of course the cost of gas. I'm not too excited about car pooling, because of personality issues, being late, waiting on someone, no going to work today, not leaving because of 2-hour delay, kids are sick, want to stop at Wal-mart, etc.
3. We need to start doing what we're able to do now. There's a lot of no cost/low cost things we could do now to incentivise more sustainable

transportation options. Although studies are necessary, we've been studying this way too long. Here's some mild to wild possibilities. Assess various initiatives and take action on the ones that prove promising – more bike lanes now; more pedestrian and vehicle trails where needed; more preferred carpool and small hybrid/electric vehicle parking now and enforce/ticket violators; carpool incentives; simple ridefinder system; carpool pledge rallies. If command and Public Works is really serious about minimizing single-occupant travel, they will stop building even more parking that only encourages single-occupant vehicle travel and creates more stormwater challenges. Parking in currently available spaces and walking a little would be a healthy alternative. No privileged person parking and fewer government vehicle reserved parking. Consider parking pass programs for areas where this would be beneficial. Fewer and more efficient government vehicles now. Many government vehicles way underutilized (less than 400 miles per month) and many could be put into a vehicle pool instead of assigned to one individual. Many government vehicles still being used for personal errands while on Fort Carson; penalize offenders. Facility O&M maintenance hubs to minimize base ops contractor employee time and vehicle miles to and from facilities to provide maintenance and repair services. Better and more electric government vehicles when available. Demonstration bike (electric or pedal) share program now. Carpool (2 or more people), hybrid, electric vehicle, motorcycle, bike, pedestrian express lane at the gates during congested periods now. Consider targeting ride services and work schedules for employee groups that have a greater need for transportation services (dining facility employees, construction contracts, NAF employees). Consolidate more organizations that work together in one facility area. Hitch a ride too and from the gates. Park-and-rides at designated gates. Stand/sit in certain area to hitch a ride to a location. I've always considered picking people up who I see walking to and from the gates that may need a ride. Even more aggressive, no more day passes for single-occupant vehicles; use the park-and-ride or hitch a ride. Safe ride shuttles to and from downtown bars on weekends. Let's continue noting our current successful practices too. Don't the units do a good job of bussing folks downrange for training? Started adding bike lanes. Extensive recreational PT, bike, and pedestrian trail network. Keep pursuing the wild ideas that may not be viable today, but could become viable in 10-20 years, or even sooner as a demonstration project with the right incentives.

Fares (5 percent)

1. Not sure what a reasonable cost for one-way trip is, but if it costs more than what I spend now (about \$6.00/day) it would not be reasonable. Not sure what all the terms mean or how they apply. What is on-demand service?
2. I am currently taking advantage of the mass transit benefit program. A group of us travel from Pueblo to Fort Carson every day. I have been commuting this distance for the past 17 years. Taking advantage of this benefit helps financially and for us, keeps 8 other vehicles out of the traffic mess that is only going to get more difficult as time goes on. I am

a strong advocate of this program and would highly recommend it to any individual who qualifies. Only good things can come from keeping more cars off the roads here at Fort Carson. There are safety and environmental issues that could be minimized as well.

3. I would use the car-less mobility system to and from Fort Carson and on Fort Carson itself if it were less expensive than driving a car and was available at needed times throughout the day and if it were near enough to my house that I could easily walk to it in cold weather and it dropped me off close enough to work that I could easily walk to the building. For example, having to wait 10 minutes for shuttle to go out for lunch would not be doable for someone only having a half-hour lunch period.