

Frisco Transit Center Master Plan – Coffee Breaks

October 20, 2015

Public Outreach Summary

EVENT OVERVIEW

On Tuesday, October 20th, Summit County held a series of “Coffee Breaks” over the course of the day to gain input from transit riders, Summit Stage operators, and the general public. The events were an open house format, with information about the project, coffee, tea and cookies, designed for people to drop in and chat for a few minutes with the project team. There were also several comment boards encouraging people to leave feedback on sticky notes, which covered a variety of topics (captured below).

The first Coffee Break took place from 7 a.m. – 9 a.m. at the Frisco Transit Center (FTC), within the existing building. Over the course of two hours, approximately 35 people participated in the event. Some of those read about the event in the newspaper and actively sought it out, while others were at the FTC either waiting for a bus or shuttle, or were there during a stop over. As buses arrived, Bruce Camping encouraged riders to come into the building and participate. Hertz managers stopped in to learn about the project and comment as well.

The second Coffee Break took place at the Summit Stage offices and was designed to get feedback from transit operators – drivers, dispatchers, and other staff. Kate Berg and Melissa Sherburne set up the identical boards and refreshments in the Summit Stage break room from 11 a.m. – 1 p.m. Approximately 15-20 Stage staff passed through the break room during that time. This session carried out as more of a group discussion and one-on-one interviews, so resulted in very insightful and broad input from those who operate transit at the FTC everyday.

The final Coffee Break of the day took place back at the FTC from 4 p.m. – 6 p.m. It was an identical format and similar outcome of the first, though a slightly different cross-section of riders: Greyhound and Bustang, as well as many local riders. Approximately 30 people came through and provided feedback, building upon the dozens of stick-notes that had been placed on the boards throughout the day.

Overall, the Coffee Break event captured a wide variety of comments and input from a true cross-section of people who ride and operate transit in Summit County, as well as adjacent businesses. It also helped inform people of the project goals and the process moving forward, in particular the Public Meeting scheduled for November 18th at the Rio Grande (save the date cards were distributed).

COMMENTS / INPUT RECEIVED

Many clear themes emerged, which are evident by topic area. Comments heard more than 2x are highlighted in grey.

General Impressions – What is working, what isn't, what changes would you like to see?

Building & Site Activity, & Safety

- Having some staff people in the building would make it more inviting and feel safer, rather than an unmanned building with people sleeping in it. – Regular rider Frisco-Breck
- Would be good to have staff people in the building so vagrants don't all hang out in here
- Security office, security guards, possibly a satellite office for the Frisco Police Dept.
- More security day and night
- No soliciting signs
- Better safety lighting

Information and Technology

- Provide more information for people asking questions. Currently it's confusing for riders of all means.
- Next bus sign for all providers serving the Center
- Signs & Schedules
 - Need more signs and information on the different schedules – need schedules, maps
 - Need schedules; need more schedules easily available
 - Provide info on Greyhound scheduling, print ticket; Provide Greyhound information (5); Need a way to get updates on Greyhound arrivals. Buses run very late.
 - Take an inventory of questions from people waiting for Greyhound. Keep the answers to the most common questions posted inside and/or outside the station.
 - Better info on Bustang schedules
- Kiosks with interactive Summit Stage maps
- Need better info on local connections and Summit Stage routes
- Make sure people know the bus is free
- Need information personnel
- Hertz is currently the de facto info center.
 - Input from Hertz staff – Everyone is looking for the Greyhound person. Need someone at the FTC. The most common question Hertz staff gets is about the Greyhound schedule and where to buy a ticket.
- Visitor Center integrated into the transit center:
 - Info center RE: bus, Greyhound and local access
 - Info for Frisco shops and restaurants
 - Carry the Recreation Guide.
- Free wifi; Provide wifi in the building (4)
- A downside of wifi is that kids wouldn't leave
- History, interesting facts about Summit County, mountain peak identifier

Building Amenities & Improvements

- Redo the restrooms so they feel less prison-like, and are warmer and safer (4+)
- Need a driver bathroom please (4+)
- Recycling Bins – lots of newspaper, aluminum & plastic from inside buses (2)
- Need coffee / snack bar
- Provide Refreshments –
 - Provide food and beverage (4). People may not have time to visit a store nearby (2).
 - Affordable food & drink (\$1 coffee)
 - Deli
 - Need grab and go refreshments like a news stand at the airport
 - Food carts/vendor carts, possibly on rotation from local cafes; have a coffee cart providing coffee, muffins
 - Coffee shop with some food
 - Vending stocked locally
- Relocate the Summit Stage lost-and-found to the FTC. Currently, it's at the bus barn in the County Commons industrial area, which is hard for people to find.
- Lockers
- Vending machine with headphones, phone chargers, jacks, flashlights, reflective tape
- \$6 shower for Colorado Trail people
- Dog tie-ups
- Mailbox, FedEx drop, PO boxes
- Need a phone available. Should have an emergency phone. Especially for any staff people that will be working in the building.

Building Operation

- The building is closed for the first shuttle of the day.
- Keep the building open longer.
- Need restrooms available at night or porta-potty. Something.
- Winter is the busiest time.

Site Improvements

- Separate uses
- Suggest CDPHE compliance with all site improvement. Current project lacks erosion control.
- Permeable paved surface
- More weather resistant shelters

Summit Stage Operations

- The bus drivers are very nice, but please change the sign for “what station” a little earlier. I missed the Breck bus because it said Frisco.
- Encourage drivers to be more helpful to visitors.

- Summit Stage drivers should know more about the area when tourists have questions. A few drivers are not very pleasant (Copper drivers).
- Run the Summit Stage later to accommodate concert goers.
- Stop by Whole Foods on the way in and if possible Safeway, so tourists without cars can get groceries.
- One more mid-day route to Leadville in early afternoon.
- Morning route to Vail in the winter. AM & PM bus to Vail 7 days/week.
- Put express bus – Transit Center to Copper back on during ski season.
- More buses to Glenwood Springs.
- Should shuttle operators have agreements in place to use FTC? Currently, they do not
- Need later bus service from Frisco. Barclay (venue in Frisco) shows end at 2 a.m. and later buses are needed so people don't drink and drive. (3)

Bus Amenities

- Cup holders on buses
- Wifi on the bus like Bustang
- Is there any way to allow more bikes on the bus?

Surrounding Area

- More development and activity around the property would make the transit center better, more activated, more people.
- Frisco Station needs a walkway to get to the Transfer Center.
- Onsite food and beverage may not be necessary if pedestrian access allows people to get food/drink nearby.

What features would make this transit center uniquely “Summit County”?

- Outdoor life – Seasonally provide info on summer and winter recreation opportunities (trail info, skiing info, camping info, etc.). Provide info, directions, maps. Integrate with the USFS.
 - Carry the Recreation Guide, published by Friends of the Dillon Ranger District, USFS, Friends of Eagles Nest Wilderness, provides trail info – good info to provide at info center.
 - Direct people to the Dillon Ranger station in Silverthorne across from Target.
 - Seasonally provide info on summer and winter recreation opportunities.
- Amazing Colorado art, Seasonal artwork
- Welcome the outdoors into the space by design.
- Day lodge – ski lockers, changing room, wifi lounge
- Bike shed – covered bike rack
- Rental bike return rack for local rental shops

Thoughts on...

Public Spaces and Waiting Areas

- One central waiting area like the one in Glenwood Springs, more consolidated.
- The transit building should be right in the middle of the bus stops. Need to be able to see the buses from inside the building.
- Make the waiting area big enough and with a next bus sign for all, so people can stay inside warm.
- More comfortable waiting area.
- Have a Frisco Visitors Center. Have a presence, a person to ask questions.
- Have plenty of charging outlets like at the airport.
- Need better bus shelters that block the wind, rain and snow. Orient bus shelters away from wind! Shelters are cold. Warmer would be good. Better protection from wind/cold.
- Make the space more inviting.
- Kiosks, landscape, seasonal lights, add color, light, Christmas tree
- Outdoor waiting / play area
- Outdoor seating, trees for shade
- Welcome to Frisco (history, info, etc.)
- Videos about history of Summit County

Architecture and Design

- Create an entry statement with well defined image. Can we look at better architecture? What about improved lights and signage?
- Historic, mountain architecture.
- Small mountain town architecture, Frisco Main Street type architectural style. Not urban, modern architecture.
- Architectural theme: mining, agriculture, mountain “parkitecture”
- Opposite architecture to ‘Natural Foods’. Stay with mountain themed architecture.
- Frisco Day Lodge architectural style
- Better flow and welcome to building
- Orient toward south – sunshine; utilize sun orientation
- Take advantage of light. Make the inside sunny and welcoming. Lots of windows.
- Clearstory – light, space. Plants, comfortable seating.
- Totally green building
- 2nd story views of Ten Mile Range
- Add shade trees in outdoor space
- Flower boxes like Main St. Frisco
- Want it to look nice!
- It would be great to scrape the existing building, because it’s prison style accommodation.

Integrating with the surrounding area

- USFS: Interpretive signs, peak identifier
- Pedestrian walkway into other centers – a great idea! Need a pedestrian walkway along the road to Whole Foods. Create a pedestrian pathway through Frisco Station.
- Work with Frisco Station to have a walk thru for pedestrians in the middle of the mall – Be able to walk thru to transit center and not have to walk around.
- Create a space that could serve as a warming hut for the adjacent Meadow Creek Park ice skating pond in the winter – hot chocolate, warm up. Similar to the way that the Frisco Day Lodge serves as a warming hut for the Frisco Adventure Center.
- Beautify the southern portion of the property and make more park-like.

Parking for bicycles and cars

- Parking lot is never full
- Long term parking
 - Regulated overnight parking. Designated parking overnight for Bustang, etc. Issue a permit to place in vehicle. (3)
 - Park-n-ride with a parking pass from a shuttle company would be nice.
 - Ability to park for airport shuttles more long term.
 - Add overnight parking spaces.
 - Move abandoned cars more timely.
 - Option for longer term parking (up to 1 week?) even if pay parking.
- Allow space to grow to a parking garage, if necessary.
- More clear rules for parking
- More logical location for handicap parking spots. More above ground signage on handicap spots. Stop misuse of handicap spots.
- Covered bike storage like in Carbondale.
- Bike storage at night
- Bike share (2) / rent-a-bike station
- Car share; Add a car share potential; Zip care
- Tiered charging for electric vehicles (cheaper at night)
- CO Dept. of Energy expects 1 million electric plug-in vehicles by 2030. If 1 in 5 vehicles are plug-ins, then charging is essential for commuters. Electric outlets need to be provided for charging at 110-volt standard outlets as well as 220-volt quick charge stations. Cost must be less than \$1 per 5 kwh. Be prepared for quick-charging for electric buses. This means infrastructure for high voltage service from utility.

Recommended examples to look at for design ideas:

- Georgetown Welcome Center
- Crested Butte Transit Building and Visitor Center
- Look at other tourism-driven counties (e.g., Summit County, Utah; Teton County, WY) to see how they operate this type of info center. Who runs it?