Appendix: Opinion Survey and Public Documents

This appendix includes an analysis of the opinion survey conducted in 2006. It also includes public documents relating to the presentation, discussion, and approval of the Transit Development Plan. The documents are:

- Presentation to TDP Advisory Committee: June 14, 2007
- Minutes of StarTran Public Hearing: June 16, 2007
- StarTran Advisory Board Operations Committee Recommendation: June 20, 2007
- Letter of Approval to Mayor: June 22, 2007

Consultant Analysis of Opinion Surveys

A survey of StarTran fixed route passengers was undertaken by StarTran on May 23rd and 24th, 2006. Only weekday riders were surveyed and every rider was offered a survey form by the bus driver and asked to return the completed form to the driver. In order to entice riders to fill out the survey, riders were entered in a drawing for a free month's bus pass after returning a completed survey. A total of 1,216 surveys were completed by StarTran riders. The major responses are presented below. The overall responses to the survey questions, where comparable, are compared to the StarTran survey undertaken in 2002 by UNL Engineering students.

Survey Responses

The responses to the StarTran rider survey by question are presented below by broad category. First, questions regarding the trip being taken when the survey form was handed to the passenger are discussed. These questions include origin and destination, how the bus was accessed, the purpose of the trip, and how the fare was paid. Next, questions regarding the opinion of the passenger towards the StarTran service are discussed. These questions are overall ratings of the service and questions regarding improvements StarTran could make to the service. Finally, passenger characteristics are discussed – first travel characteristics, then demographic and socioeconomic characteristics. Travel characteristics are items such as whether or not a driver's license is held, how many vehicles there are in the household, how often the passenger uses StarTran service, and extent of transit dependency. Demographic and socioeconomic characteristics include age, gender, and income.

The survey form is presented in Figure A-1.

Figure A-1: StarTran On-Board Survey Form

StarTran - TRANSIT USER SURVEY - 2006

Dear Customers: We'd like to learn more about you and your travel needs to help StarTran plan its future services. Please read each question and mark the most appropriate answer. Please mark only one response to each question and please complete only one survey form during this survey effort. After you finish answering all the questions, please return the completed survey form to the bus driver at the end of your trip.

REGISTER TO WIN! As a thank you for **FULLY COMPLETING** this survey and returning it to the bus driver while you are on this bus, you will be registered for a **DRAWING TO WIN A FREE MONTH BUS PASS**. Please fill in your name and phone number below if you are interested in the drawing. Your answers to the survey will be kept confidential.

Name: _____ Telephone: (_____) _____-_____

1. On what bus route did you receive this survey?
Route # ____
Route Name _____

2. How did you get to this bus?
☐ Another Bus (Route #_____)
☐ Walked (How many blocks?___)
☐ Automobile
☐ Other _____

3. How will you complete your trip?
☐ Another Bus (Route #_____)
☐ Walk (How many blocks?___)
☐ Automobile
☐ Other _____

4. How long have you been riding StarTran?
☐ Less than a year
☐ 1-2 years
☐ 3-4 years
☐ 5+ years

5. What is the purpose of this trip today?
☐ School
☐ Work
☐ Shopping
☐ Personal Business
☐ Medical/Dental
☐ Social/Recreation
☐ Other _____

6. How many one way bus trips do you make each week? (Count a round trip as two trips)
☐ 1 or less
☐ 2-5 times/week
☐ 6-9 times/week
☐ 10 or more/week

7. Compared to last year, are you riding:
☐ More
☐ Less
☐ Same

8. What fare did you pay for this trip?
☐ Cash Fare
☐ Go-for-Less/Senior Cash Fare
☐ 20-Ride Ticket Book
☐ Go-for-Less/Senior 20-Ride Ticket Book
☐ Monthly Passport
☐ "Ride-for-Five" Passport
☐ Downtown Zone
☐ Free Transfer
☐ Star Shuttle

9. What is your best source of information about StarTran?
☐ Newspapers
☐ Radio
☐ TV
☐ Drivers
☐ Telephone
☐ Web Site
☐ Schedules/Brochures
☐ Friends/Relatives

10. Could you have made this trip if this service were not available?
☐ Yes
☐ No
☐ Yes, but with inconvenience

Please continue survey on back side. ➡

_____

11. How do you rate bus service for each of the following?

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR
Interior Cleanliness	☐	☐	☐	☐	☐
Driver Courtesy	☐	☐	☐	☐	☐
Overall Safety	☐	☐	☐	☐	☐
Service Information	☐	☐	☐	☐	☐
Buses are On-Time	☐	☐	☐	☐	☐
Service Frequency	☐	☐	☐	☐	☐
Places Served	☐	☐	☐	☐	☐
Service in General	☐	☐	☐	☐	☐

12. In your judgement, how important are the following factors in influencing more people to use public transit services?

	VERY IMPORTANT	IMPORTANT	NOT IMPORTANT
More Frequent Service	☐	☐	☐
More Information	☐	☐	☐
Better Connections	☐	☐	☐
More Weekend Service	☐	☐	☐
More Evening Service	☐	☐	☐
Service to More Places	☐	☐	☐
Lower Fares	☐	☐	☐
Other _____	☐	☐	☐

13. Do you have a valid driver's license?
- ☐ Yes
- ☐ No

14. Was a car available for this trip?
- ☐ Yes
- ☐ No

15. If a car was available, what is the most important reason why you did not use the car?
- ☐ Car Maintenance Costs
- ☐ Gas Prices
- ☐ Parking Costs
- ☐ Traffic Congestion
- ☐ Other _____

16. How many vehicles does your household own or lease?
- ☐ None
- ☐ One
- ☐ Two
- ☐ Three or more

17. Your sex:
- ☐ Male
- ☐ Female

18. Are you a University of Nebraska student?
- ☐ Yes
- ☐ No

19. Your age:
- ☐ Under 18
- ☐ 18-29
- ☐ 30-44
- ☐ 45-64
- ☐ 65+

20. What is your approximate total annual family income?
- ☐ Under $10,000
- ☐ $10,000-$19,999
- ☐ $20,000-$29,999
- ☐ $30,000-$44,999
- ☐ More than $45,000

21. What is the single most important improvement that you would suggest for StarTran bus service (include areas that should be served)?

_____

_____

_____

After completing this card, please return it to the bus driver at the end of your bus trip. Thank you for your participation!

Trip Profile

Bus Route Utilization

Riders were asked which bus route they were utilizing when they received the survey. Table A-1 provides the total number of respondents by route as well as the percentage of the total that each route represents. Of the 1,216 people who returned surveys, 44 did not specify a route (3.62%). The highest percentages (7% and higher) of respondents were riding Routes 16, 4, and 27. Very few (2% and lower) respondents were riding Routes 18, 17x, 28, 19 or 11.

Table A-1: Route Riding when Received Survey

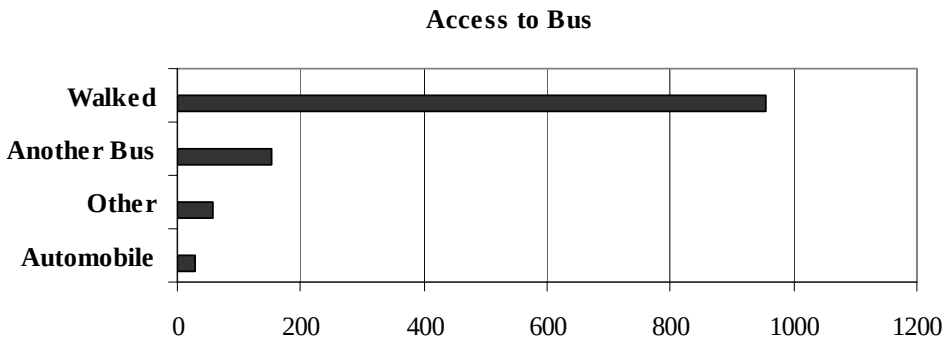
Route #	Route Name	# Respondents	% of Total
16	Irving	110	9.05%
4	University Place	103	8.47%
27	27th Street	90	7.40%
3	College View	74	6.09%
10	East Vine	74	6.09%
5	Bryan/Trendwood	72	5.92%
7	Belmont	71	5.84%
8	Veteran's Hospital	71	5.84%
6	Arapahoe	70	5.76%
1	Havelock	69	5.67%
12	Arnold Heights	68	5.59%
15	Eastridge	65	5.35%
13	Normal	60	4.93%
2	Bethany	55	4.52%
N/A	Unspecified	44	3.62%
9	O St Shuttle	37	3.04%
11	Gaslight	20	1.64%
19	Salt Valley	20	1.64%
28	Star Shuttle	19	1.56%
17x	West A Express	16	1.32%
18	48th St Shuttle	8	0.66%
Total		**1,216**	**100.00%**

Route information was not provided as part of the 2002 survey results.

Access to Bus

Riders were asked to identify how they got to the bus they were riding. They were given several choices from which to select their response. One possible response was *walked*, which if selected, the rider was asked to list number of blocks they had to walk. Another choice was *another bus*, in which case respondents were asked from which bus they transferred. Responses are presented in Figure A-2.

Figure A-2: Access to Bus



	Automobile	Other	Another Bus	Walked
%	2.35%	4.78%	12.84%	80.03%
#	28	57	153	954

As the table shows, approximately 80% of StarTran riders walk to the bus stop to access their bus. The average number of blocks walked to access the bus was 2.4. This represents a relatively short walking distance for this group of StarTran riders. Of the 867 riders who listed the number of blocks the walked, 67% walked 2 blocks or less. Additionally, 20% of riders had to walk 4 or more blocks to access the bus. Access by automobile and other means was minimal.

A total of 12.84% of riders indicated that they accessed the bus they were on by transferring from another StarTran bus. Those riders who transferred from another StarTran bus were asked to identify the route from which they transferred. Table A-2 provides the results for the routes and indicates the number of people and the percentage of total transfers. Routes 4, 1, 3, and 12 were the routes most passengers transferred from when accessing the bus on which they were surveyed.

Table A-2: Route Transferred From

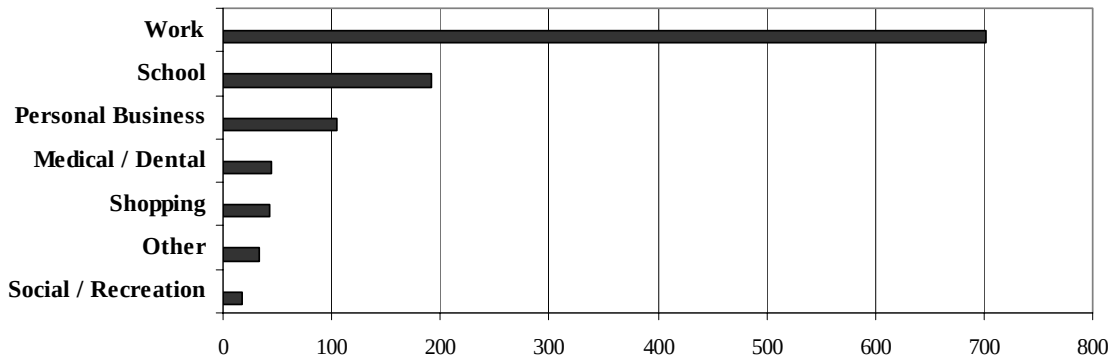
Route	#	%	Route	#	%
1	15	11.72%	**11**	7	5.47%
2	4	3.13%	**12**	12	9.38%
3	13	10.16%	**13**	4	3.13%
4	18	14.06%	**15**	5	3.91%
5	2	1.56%	**16**	4	3.13%
6	6	4.69%	**17**	2	1.56%
7	6	4.69%	**18**	1	0.78%
8	7	5.47%	**19**	2	1.56%
9	2	1.56%	**27**	9	7.03%
10	4	3.13%	**28**	5	3.91%
Total				**128**	**100.00%**

In 2002, 83% of riders walked to access the bus and only 6% transferred from another bus.

Trip Purpose

Riders were asked to identify the purpose of the trip they were making that day. Figure A-3 shows that *work* is the most common trip purpose on weekdays on the StarTran and comprises about 62% of the weekday riders. *School* is the second most common weekday trip purpose among StarTran riders representing 16.89% of the trips. StarTran riders also use the bus service for personal business (9.23%), but other purposes are not as popular.

Figure A-3: Trip Purpose



	Social / Recreation	Other	Shopping	Medical / Dental	Personal Business	School	Work
%	1.58%	2.99%	3.69%	3.87%	9.23%	16.89%	61.74%
#	18	34	42	44	105	192	702

In 2002, respondents were asked about trip purpose in a different manner. Survey respondents were asked two questions about trip purpose: where did you come from and where are you going? On the *coming from* end, 33% were coming from work, 28% from home, and 26% from college or other school. On the *going to* end, 44% were going home, 31% to work, 19% to college or other school.

Completion of Trip

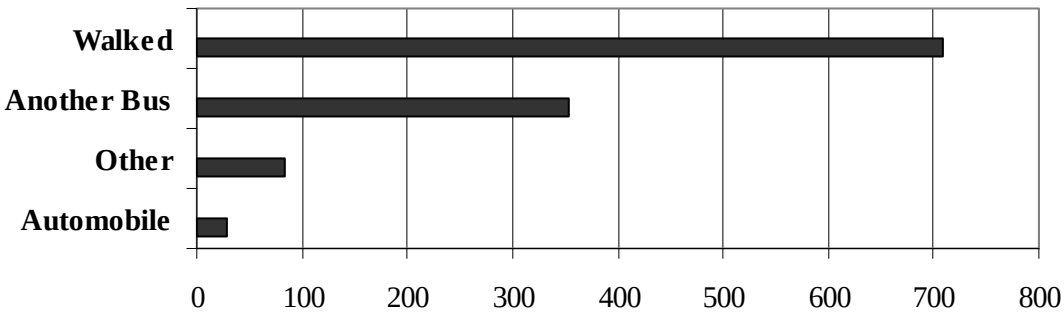
Riders were asked to identify how they would complete their trip after leaving the bus. They were given several choices from which to select their response. As in the above question regarding accessing the bus, one possible response was *walk*, which if selected, the rider was asked to list number of blocks, and if *another bus* was chosen, riders were asked to which bus they were going to transfer.. Responses are listed in Figure A-4.

The chart shows that approximately 60% of StarTran riders walk to their final destination after they leave the StarTran bus. This is less than the 80% of riders who walk to access the bus. The distance that StarTran riders walk to complete their trip is similar to the distance walked to

access the bus – the average is 2.5 blocks. As with accessing the bus, approximately 67% of those who walk to their final destination walk two blocks or less to complete their trip. Further, 20% walk four or more blocks.

Automobile use from trip completion again, as with accessing the bus, is not common. *Other* responses, however, are higher than in accessing the bus. Most of the written-in descriptions of *other* modes stated that the rider would complete the trip on the bus they were presently riding or that the trip would be completed when the bus dropped them off right in front of their destination.

Figure A-4: Mode to Complete Trip



	Automobile	Other	Another Bus	Walked
%	2.39%	7.16%	30.15%	60.31%
#	28	84	354	708

The number of people that used another bus to complete their trip is 30% compared to about 13% that used a bus to get to the bus that they received a survey card on. The transfer rate and transfer pairs are discussed in the following section.

Those riders who transferred to another StarTran bus were asked to identify the route that they transferred to. Table A-3 provides the results for the routes and indicates the number of people and the percentage of total transfers. As the chart shows, the highest percentage of riders transferred to Routes 27, 4, 8, and 12 to complete their trip.

Table A-3: Route Transferred To

Route	#	%	Route	#	%
1	15	5.30%	**12**	23	8.13%
2	11	3.89%	**13**	15	5.30%
3	16	5.65%	**14**	1	0.35%
4	24	8.48%	**15**	13	4.59%
5	18	6.36%	**16**	15	5.30%
6	15	5.30%	**17**	5	1.77%
7	10	3.53%	**18**	4	1.41%
8	23	8.13%	**19**	6	2.12%
9	15	5.30%	**27**	26	9.19%
10	16	5.65%	**28**	4	1.41%
11	8	2.83%	**Total**	**283**	**100.00%**

In 2002, 89% of respondents walked to their final destination, 4% said they would drive, and less than 3% said they would take another bus.

Transfers

From the information provided in the access and completion of trip questions, a transfer matrix was developed to identify common route pairs. Only trips where a route was provided in either the access or completion section (or both) are included in this matrix. Table A-4 is the transfer matrix based on the information provided by the riders in the survey. Three hundred and seventeen riders transferred during the trip on which they were surveyed (and specified to or from which route they transferred).

The most common route pairs are: 12 and 27, 16 and 27, and 1 and 8. The route pairs of 3 and 7 and 1 and 19 are also common.

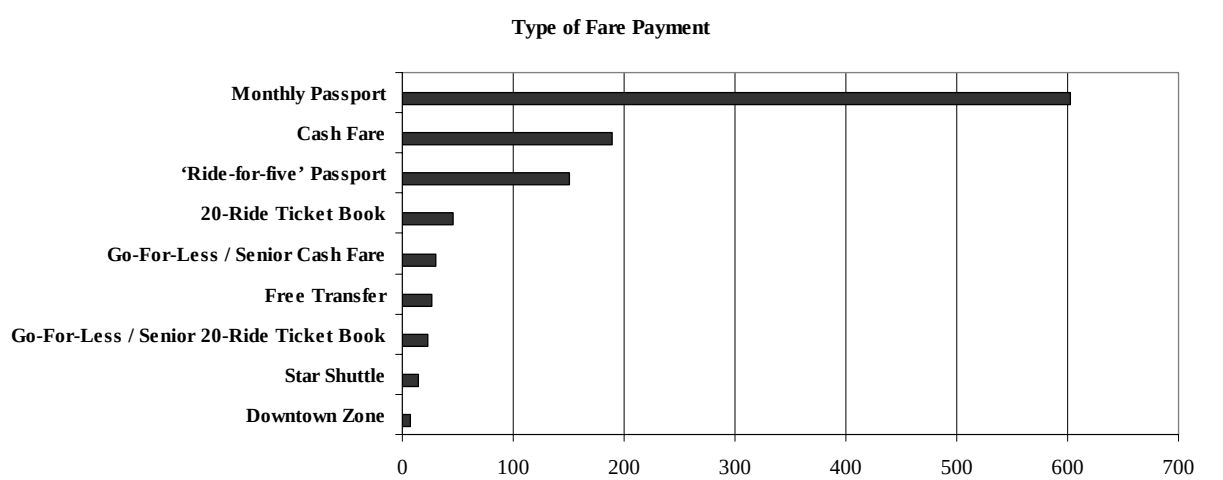
Table A-4: Transfer Matrix

		TO																					
		1	2	3	4	5	6	7	8	9	10	11	12	13	15	16	17	18	19	24	27	28	Total
FROM	1	0	2	2	1	2	3		5	1	1	2	2	3	1	2	1		3				31
	2		0	1			1		2	1		1	2	1	1	2							12
	3		1	0	3		2	2	4	2			2			1	1	2	3		3		26
	4	1		2	0	1	2	3	1	2	2		3	4	3	2	1				1		28
	5	1		1		0			1			1	1	2		3					1		11
	6	1	2	2	3	2	0		1	1					3						1		16
	7	1		4	1		1	0	1		1			3		1					2	1	16
	8	2			1			1	0		2		1	1	4	1		1	1		1		16
	9			2						0	2		3					1			2		10
	10	1		2	2					3	0	1	1	1	1				1		1		14
	11				3	1	3			1	1	0	1								3	2	15
	12	3	2	2	1		1	3	1	2			0	1	1	3					4	1	25
	13			1	1	1	3			1	1	1		0	2								11
	15						1	1	1	2	1		1		0	1	1		1		2		12
	16	1		1	1	2		1	3	1	4					0					4	2	20
	17			1										1	1	1	0				1		5
	18			1														0					1
	19	3				2	1		1	2									0				9
	24																			0			0
	27		2	2	1	1	2	3	1	2			5		2	3	1	2			0		27
	28				2	2			1			1	2		2	1					1	0	12
	Total	14	9	24	20	14	20	14	23	21	15	7	24	17	21	21	5	6	9	0	27	6	**317**

Fare Payment Options

The survey also asked the respondents how they paid for the bus trip they were currently making. The majority of users (55.33 %) paid for their fare with a monthly passport. Figure A-5 lists the response rates. Seventeen percent of riders paid their fare with cash and approximately 14% paid with the 'Ride-for-five' passport.

Figure A-5: Type of Fare Payment



	Downtown Zone	Star Shuttle	Go-For-Less / Senior 20-	Free Transfer	Go-For-Less / Senior Cash	20-Ride Ticket Book	'Ride-for-five' Passport	Cash Fare	Monthly Passport
%	0.64%	1.38%	2.11%	2.39%	2.76%	4.23%	13.79%	17.37%	55.33%
#	7	15	23	26	30	46	150	189	602

In 2002, there was no fare question on the survey.

Service Evaluation and Suggestions for Improvement

Service Evaluation

Riders were asked to rate the performance of StarTran in 8 different categories:

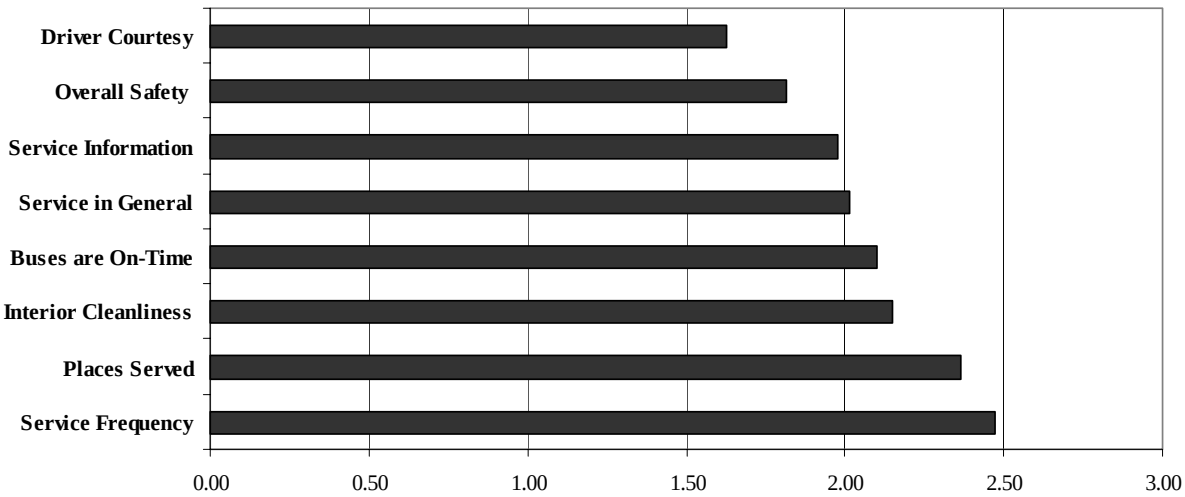
- Interior Cleanliness
- Driver Courtesy
- Overall Safety
- Service Information
- Buses are On-Time
- Service Frequency
- Places Served
- Service in General

Riders were asked to rate each service characteristic on the following scale:

- 1 – Excellent
- 2 – Very Good
- 3 – Good
- 4 – Fair
- 5 – Poor

As shown in Figure A-6, riders were generally satisfied with the service provided by StarTran. The rating of *Excellent* was given a score of 1, so the lower the average rating, the better the characteristic was rated. The two categories that scored the highest amongst the respondents were *courteous drivers* and *overall safety*. *Service frequency* and *places served* were the lowest ranked service characteristics. However, all of the service characteristics had scores of *Good-Very Good* (2.5) or better.

Figure A-6: Service Evaluation



	Service Frequency	Places Served	Interior Cleanliness	Buses are On-Time	Service in General	Service Information	Overall Safety	Driver Courtesy
Average Score	2.47	2.37	2.15	2.10	2.02	1.98	1.81	1.63

(Lower ratings mean the characteristic is rated higher)

In 2002, riders were asked to rate different characteristics on a different scale. Table A-5 provides information on the service characteristics rated on the satisfaction scale in 2002. *Cost of the service* was rated highest and *cleanliness of shelters* was rated lowest.

Table A-5: Service Ratings from 2002 Survey

Service Characteristic	Response with Highest Response	Highest Percentage of Responses
Cost	Very satisfied	52.6%
Personal Safety	Very satisfied	44.6%
Cleanliness of bus	Very satisfied	44.2%
Convenience of Route	Very satisfied	41.0%
Travel time	Very satisfied	37.2%
Crowding	Very satisfied	34.6%
Bus being on schedule	Very satisfied	34.4%
Time between buses	Very satisfied	31.6%
Cleanliness of shelters	Satisfied	27.7%

Gaining New Riders

Riders were asked which factors (8 options) are most important in influencing new riders. Average rankings for each factor are presented in Figure A-7. The factors rated for importance were:

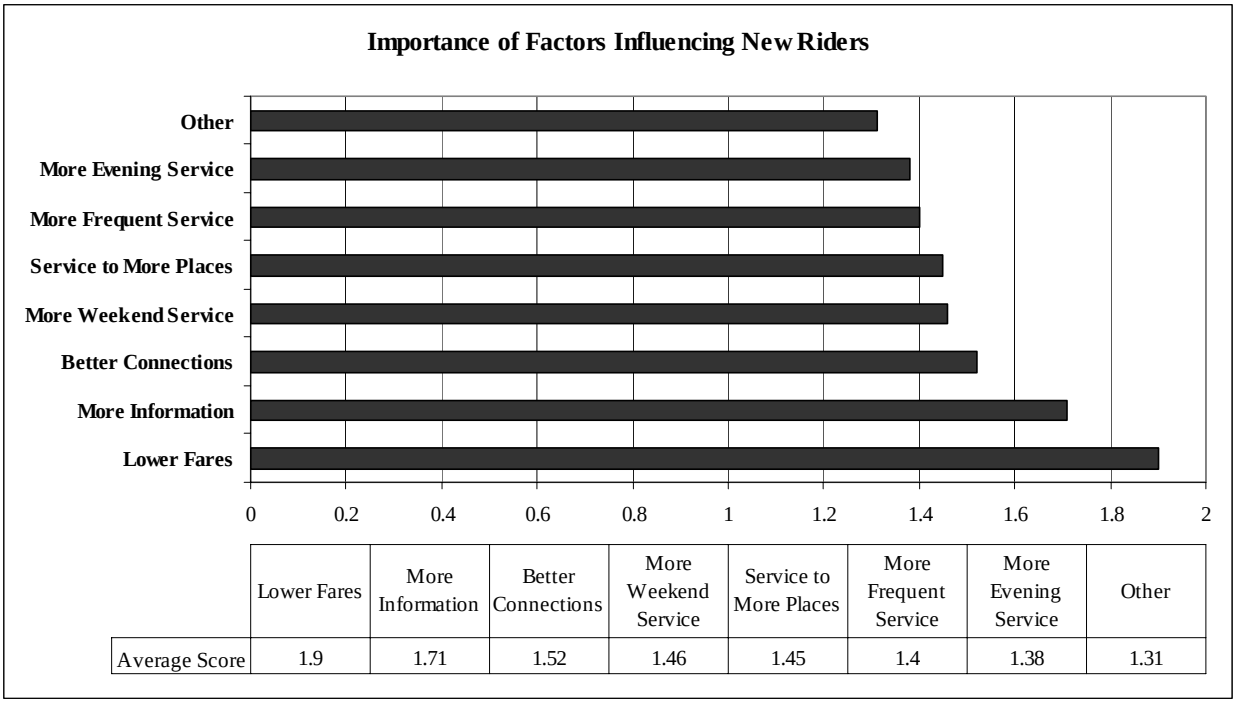
- More Frequent Service
- More Information
- Better Connections
- More Weekend Service
- More Evening Service
- Service to More Places
- Lower Fares
- Other _____

The characteristics were rated based on the following scale:

1 – Very Important
2 – Important
3 – Not Important

Thus, factors with lower average scores are deemed to be more important than ones with higher average scores. The *other* factors not listed as options are the most important in current riders' opinion in influencing new riders. However, the *other* responses are varied and do not describe any one sentiment. Thus, the single most important factor in influencing new riders is *more evening service*. *More frequent service* is also very important in the opinion of current riders. The least important factor is listed as *lower fares*.

Figure A-7: Influencing Factors



	Lower Fares	More Information	Better Connections	More Weekend Service	Service to More Places	More Frequent Service	More Evening Service	Other
Average Score	1.9	1.71	1.52	1.46	1.45	1.4	1.38	1.31

(Lower scores mean the factor is more important)

In 2002 this sort of question was not asked of riders. A similar question was asked, that of the opinion of the respondents as to the most important service characteristic. Respondents were asked to circle the most important characteristic from the previous question on service ratings. The service characteristics deemed most important to riders in 2002 were: *convenience of route* (19.6%), *time between buses* (17.1%), *bus being on schedule* (14.2%), and *cost* (10.9%).

Service Improvement

Riders were asked at the end of the survey in open-ended fashion to name the single most important service improvement StarTran could make. An overwhelming majority of the responses to this question revolved around adding weekend service and extending the hours into the evening hours. Other responses that occurred with less frequency included:

- Allow for passengers to bring bicycles on the bus
- Extend/expand service area to newer areas of Lincoln
    - Areas to extend to include – Kawasaki Mtg. / South 27th St (Southpointe) / among others
- Increase on-board entertainment for passengers – music / TV
- The brakes and shocks on the buses are displeasing.
- Buses need to be on-time

Passenger Profile – Travel Characteristics

Driver's License

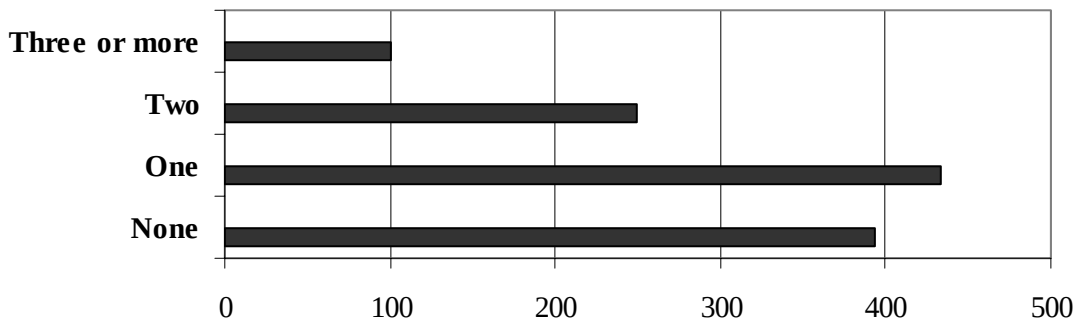
The survey requested information on the availability of a driver's license. About 44% of the 1,193 survey respondents who answered this question do not have a driver's license.

A question regarding driver's licenses was not asked in the 2002 survey.

Vehicle Ownership

Respondents were asked how many vehicles were owned or leased in their household. One third of the respondents said they lived in zero-car households. Additionally, another 37% said that they lived in households with only one vehicle. Figure A-8 shows a break-down of cars per household.

Figure A-8: Vehicles per Household



	None	One	Two	Three or more
%	33.45%	36.84%	21.14%	8.57%
#	394	434	249	101

No question regarding vehicle ownership was asked in the 2002 survey. The survey did, however, ask about the number of people per household, which feeds into vehicle availability. The results were split as follows:

- One – 18.8%
- Two – 32.9%
- Three – 20.1%
- Four – 14.8%
- Five or more – 11.4%

Vehicle Availability

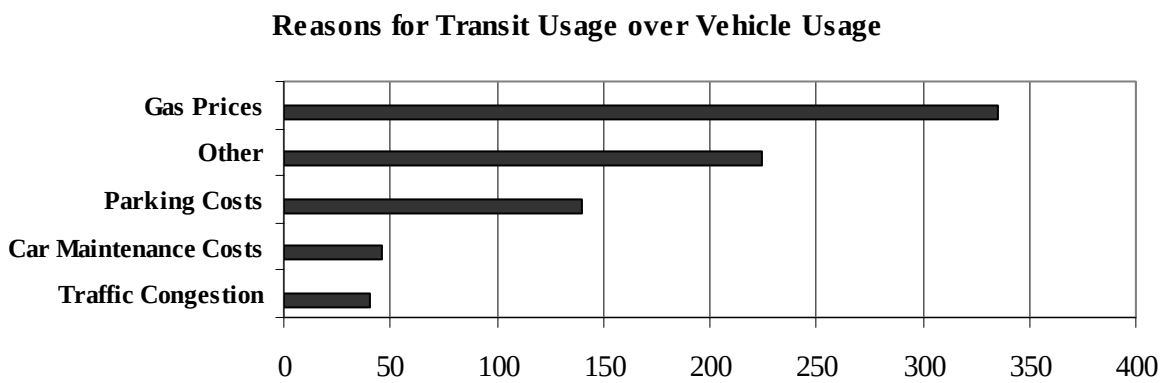
This next question asked whether or not a vehicle was available for the trip taken while filling out the survey. Of the 1,110 people who responded to this question, 61% said that no vehicle was available for the trip.

In 2002, a similar question regarding vehicle availability was asked. Respondents were asked if they had a car or other personal vehicle available to make the trip. Sixty percent of respondents said that they did not have a vehicle available for the trip.

Reasons for not using a Vehicle

Respondents were asked why they used the bus instead of a vehicle (if one was available) to make the trip they were taking during the time of the survey. Seven hundred and eighty-five people responded to the question. Most people (42.68%) cited *gas prices* as the reason they chose not to drive in a private vehicle. Although *other* responses totaled 28.54% of the total, no one reason was identified as the reasons were varied. Thus, the factor of *parking costs*, at 17.83% of the response, is the second most common reason for choosing transit over private vehicle travel.

Figure A-9: Reasons for Choosing Transit over Vehicle Usage



	Traffic Congestion	Car Maintenance	Parking Costs	Other	Gas Prices
%	5.10%	5.86%	17.83%	28.54%	42.68%
#	40	46	140	224	335

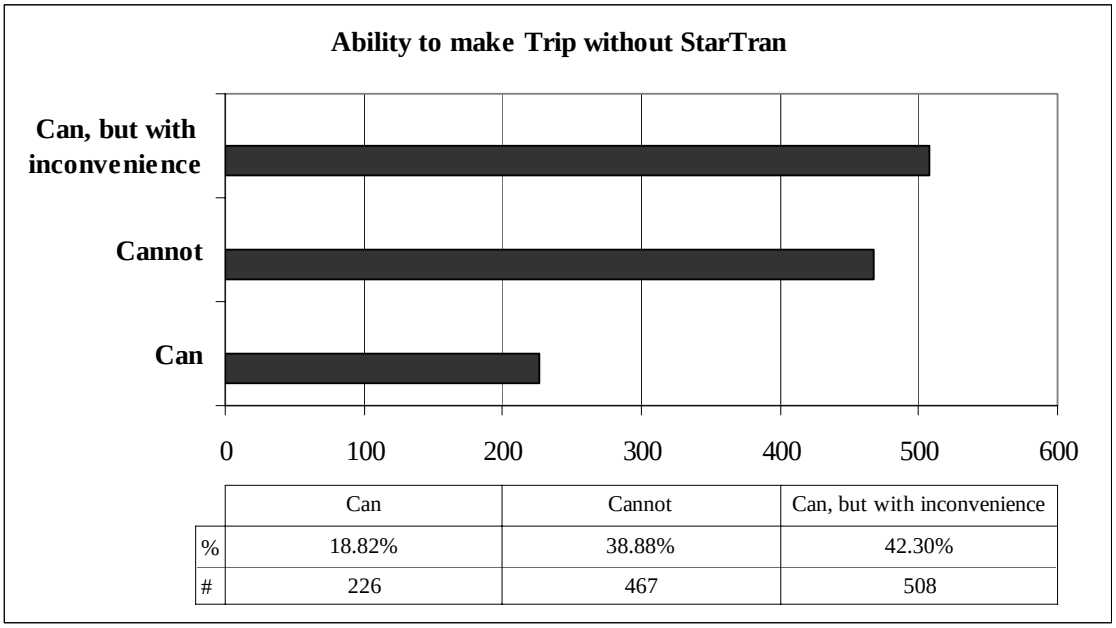
Extent of Transit Dependency

The next question related to the dependency of StarTran riders on transit service. Riders were asked to indicate whether they could have made their trip if transit service were not available. About 19% of the riders surveyed said they could make the trip without StarTran and without

inconvenience. The largest percentage of respondents, 42.3%, said they could make the trip, but with inconvenience. That leaves 38.88% of respondents who said they could not make the trip at all without StarTran.

Therefore, it could be concluded that at least 39% of StarTran riders could be considered transit dependent, which is lower than would have been assumed based on the previous question regarding vehicle ownership (61% said no vehicle was available for the trip). Thus, many of the 42% of riders who said they could make the trip but with inconvenience are dependent upon others for rides and are at least partially dependent on StarTran for their transportation needs.

Figure A-10: Transit Dependency



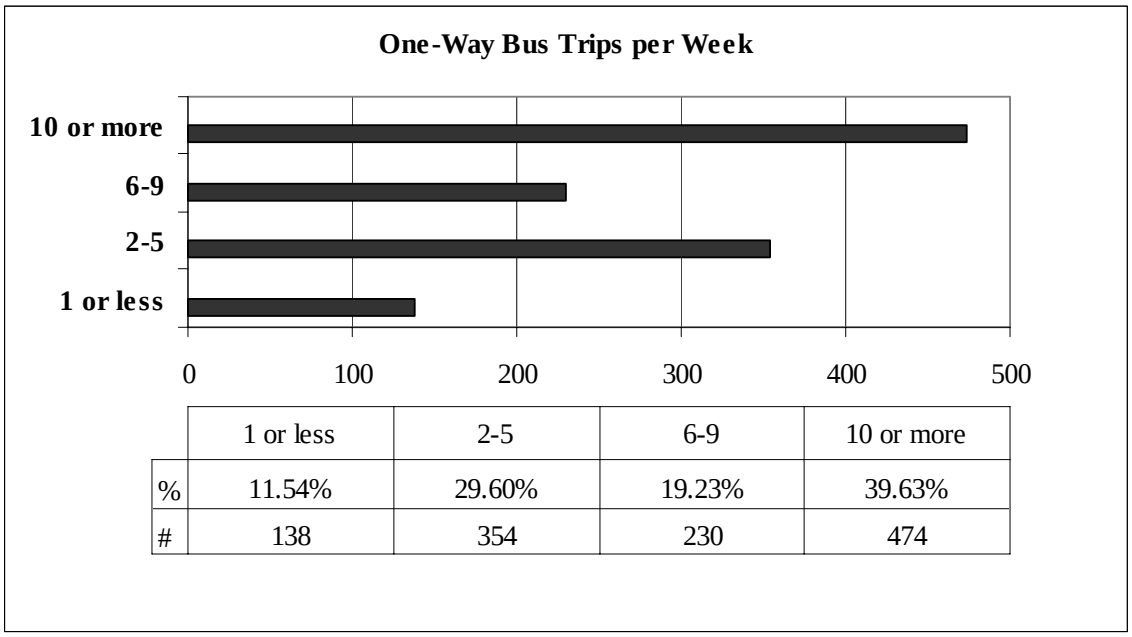
	Can	Cannot	Can, but with inconvenience
%	18.82%	38.88%	42.30%
#	226	467	508

In 2002, a different but related question was asked of survey respondents. They were asked how they would make the trip if transit service was not available. Forty-two percent of respondents said they would use a car. Another 18% said they would ride with a friend and 16% said they would walk. Some said they would use a bicycle (9%) or a taxi (4%). Only 10% of respondents said they would be unable to make the trip.

Service Usage

The next question asked how many one-way trips the passenger makes on StarTran services in a week. Figure A-11 shows that the largest percentage (39.63%) of respondents are frequent StarTran riders, using the bus service for 10 or more one-way trips per week. Only 11.54% are occasional riders, riding 1 or fewer times per week. When combined, the semi-frequent riders (using the bus between 2 and 9 times per week) make up about half (48.83%) of the respondents.

Figure A-11: Service Usage



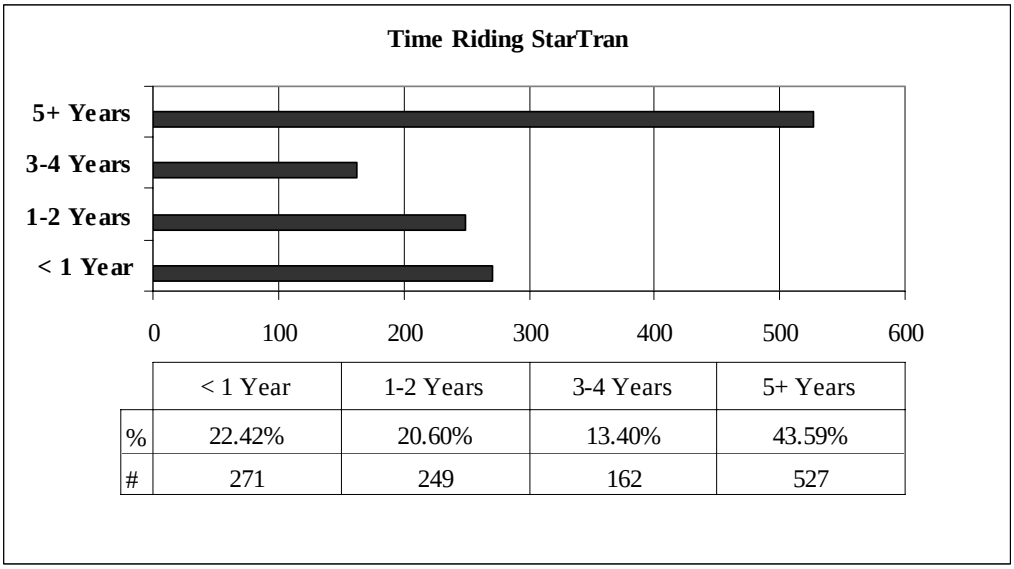
	1 or less	2-5	6-9	10 or more
%	11.54%	29.60%	19.23%	39.63%
#	138	354	230	474

In 2002, survey respondents were also asked how often they use transit. Choices were given individually for 1-6 days per week in addition to less frequent per-month options. Forty-seven percent of respondents said they rode StarTran 5 or 6 days per week. The next largest percentage (16%) of riders said they rode 3 days per week. Two percent of respondents said it was their first time riding and seven percent of riders said they only rode StarTran buses once or twice a month.

Length of Time Riding StarTran

The next question asked how long the passenger has been riding StarTran buses. As shown in Figure A-12, about 44% of the users surveyed have been riding for *five years or more*. This is a significant number of long time riders. However, there is a large number (22.42%) of riders that have been riding for *less than one year*. This indicates that transit ridership in the StarTran area is not completely stable and experiences significant turnover; some people stop riding while others become new riders. This emphasizes the need to continually provide public information on transit services and market the service to attract new riders.

Figure A-12: Length of Time Riding



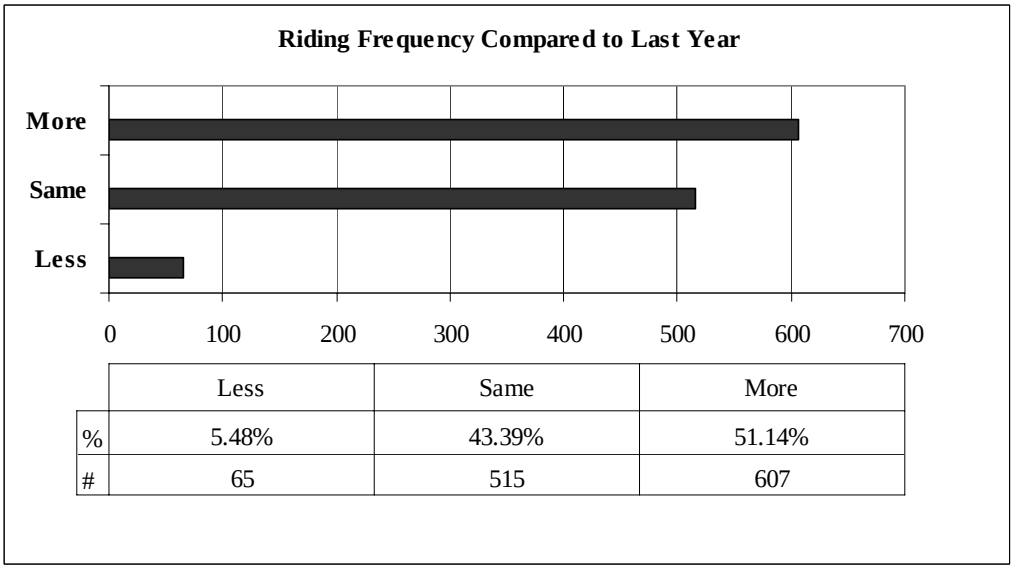
	< 1 Year	1-2 Years	3-4 Years	5+ Years
%	22.42%	20.60%	13.40%	43.59%
#	271	249	162	527

In 2002, survey respondents were asked for how long they had been *regular* transit riders (defined as riding at least once per week). More than half (54%) of respondents said they had been riding StarTran regularly for one year or less. Twenty-two percent of respondents said they had been riding for 1-2 years, 12% said 3-4 years, and 10% said more than years.

Riding Habit

Riders were asked how often they are riding StarTran compared to last year. As seen in Figure A-13, the majority of the respondents (51.14%) said they were riding more now than last year, while only 5.48% said less. The remainder indicated that they are riding about the same amount.

Figure A-13: Riding Habit



	Less	Same	More
%	5.48%	43.39%	51.14%
#	65	515	607

In 2002, no question on riding habit was asked of respondents.

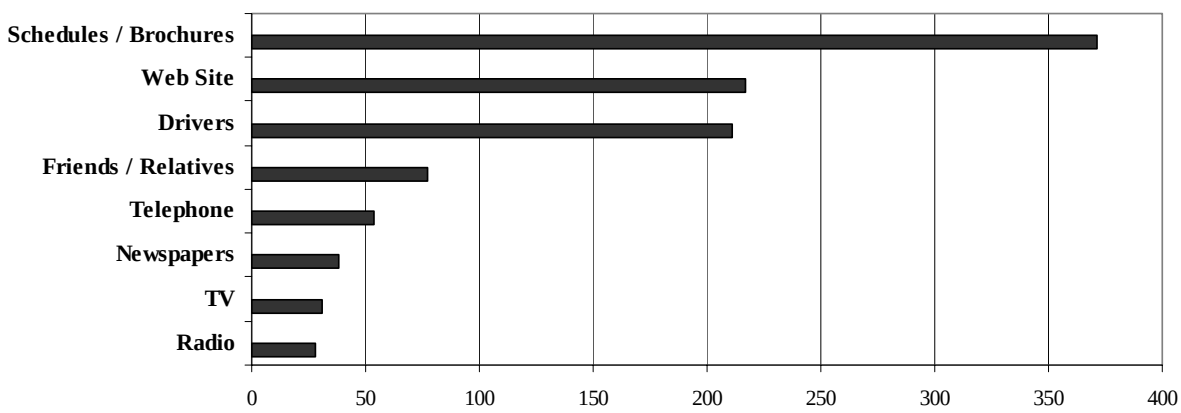
Sources of Information

Respondents were asked to choose what they considered to be the best source of information about StarTran. The choices were:

- Newspapers
- Radio
- TV
- Drivers
- Telephone
- Web Site
- Schedules/Brochures
- Friends/Relatives

Figure A-14 describes the results. The largest percentage (36.12%) of riders said that *schedules and brochures* are the best source of information about StarTran. Two other sources were also popular choices: the *website* (21.13%) and *drivers* (20.55%).

Figure A-14: Sources of Information



	Radio	TV	Newspapers	Telephone	Friends / Relatives	Drivers	Web Site	Schedules / Brochures
%	2.73%	3.02%	3.70%	5.26%	7.50%	20.55%	21.13%	36.12%
#	28	31	38	54	77	211	217	371

The survey in 2002 did not ask about sources of information.

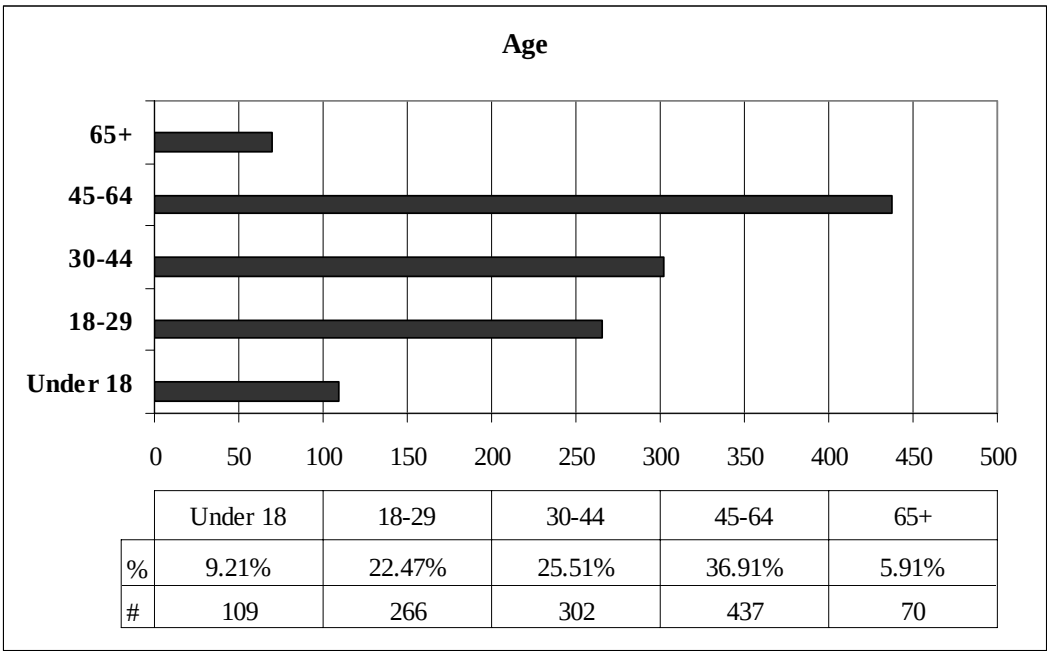
Passenger Profile – Demographics and Socioeconomics

Age

Respondents were asked to provide their age by choosing an age range. The results are shown in Figure A-15. The highest single category is the 45 to 64 year age group which represents 36.91% of the total riders surveyed. However, 85% of the respondents were working-age adults between the ages of 18 and 64.

The senior citizen segment accounts for 5.91% of the riders surveyed. This group generally comprises a much larger segment of the typical transit ridership. This lower than expected figure may be explained by the fact that many elderly riders may only use the service once a week or less and may not have been surveyed. What this result shows is that on any given day, 5.91% of the riders will be elderly but this age group may make up a bigger percentage of those who use StarTran.

Figure A-15: Respondent's Age



	Under 18	18-29	30-44	45-64	65+
%	9.21%	22.47%	25.51%	36.91%	5.91%
#	109	266	302	437	70

Table A-6 compares the age distribution for StarTran riders compared to that of the City of Lincoln (from Census 2000 data). Two major inconsistencies in age distribution show up between the rider population and the City population. First, for the people aged 45-64, this group makes up the largest percentage of StarTran riders at 36.91% but only makes up 19.54% of the overall City of Lincoln population. Second, for the youngest age group, those people under the age of 18, StarTran riders under-represent the City population. StarTran riders under 18 make up 9.21% of the total where the same age group makes up 22.99% of the City population. This difference is partially due to the fact the children under a certain age either do not use transit or are unable to fill out a survey form.

Table A-6: Age Distribution for StarTran Riders vs. City of Lincoln

Age Group	StarTran Riders %	City of Lincoln %
Under 18	9.21%	22.99%
18-29	22.47%	24.86%
30-44	25.51%	22.17%
45-64	36.91%	19.54%
65+	5.91%	10.44%

In 2002, the age ranges were split differently. The following is the result of the age breakdown of survey respondents from the previous study:

- Under 15 – 1.3%
- 15-18 – 9.9%
- 19-24 – 37.4%
- 25-34 – 15.7%
- 35-49 – 18.5%
- 50-64 – 12.9%
- 65 or over – 3.1

UNL Students

Twelve percent of the respondents said they were UNL students. Thus, 88% of the 1,187 people who answered the question are not UNL students.

In the 2002 survey, respondents were not asked about their affiliation with UNL. The study found on over-emphasis on sampling college-age students and on routes that serve the university. Thus, this question asking if respondents were UNL students was added for the 2006 survey.

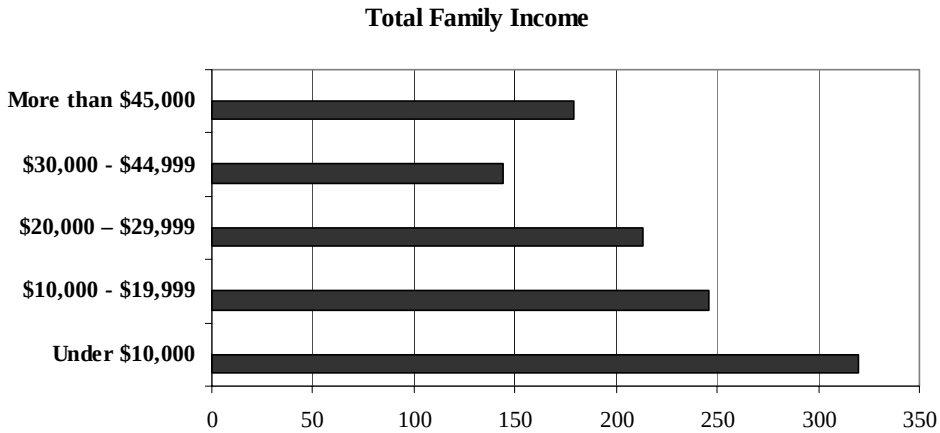
Gender

About 53% of StarTran users surveyed are female and about 47% are male. This is reflective of past findings which indicate that the StarTran ridership make-up is more female. The 2002 survey found the ridership to be 51%. From Census 2000, the City of Lincoln is 50.2% female and 49.8% male.

Income Level

Riders were asked to approximate their total family income. Figure A-16 shows the results. Families with average annual incomes under $10,000 made up the largest percentage of respondents (29.04%). The 1999 median family income for the City of Lincoln was $52,558 (from Census 2000).

Figure A-16: Annual Family Income



	Under $10,000	$10,000 - $19,999	$20,000 – $29,999	$30,000 - $44,999	More than $45,000
%	29.04%	22.32%	19.33%	13.07%	16.24%
#	320	246	213	144	179

Table A-7 compares the results to the overall City of Lincoln population (using Census 2000 data). In general, the percentages of people in each income range is opposite between StarTran riders and the City of Lincoln. The total family income level of riders is mostly under $10,000 (29.04% of the total), which compares to only 3.68% for the City overall. Also, the City has the majority (60.14%) of its population in the higher income levels, *more than $45,000*, compared to 16.24% in the rider population. This further demonstrates the strong transit dependency of StarTran riders.

Table A-7: StarTran Rider Income vs. City of Lincoln Income

Income Level	StarTran Riders %	City of Lincoln %
Under $10,000	29.04%	3.68%
$10,000 - $19,999	22.32%	7.24%
$20,000 – $29,999	19.33%	10.27%
$30,000 - $44,999	13.07%	18.67%
More than $45,000	16.24%	60.14%

In 2002, the survey asked for family income in a different manner. The following is the breakdown of annual family income from the 2002 survey:

- Under $20,000 – 29.3%
- $20,000-$29,999 – 15.2%
- $30,000-$39,999 – 10.5%
- $40,000-$49,999 - 5.3%
- $50-$59,999 – 3.3%
- $60,000-$79,999 – 1.2%
- $80,000 or greater – 31.1%

Summary

Key findings from the rider survey include the fact that the StarTran ridership base is disproportionately middle-aged and is comprised of a people in a lower income bracket when compared to the population of the City of Lincoln overall. Most passengers walk to get to their bus or to complete their trip while about 26% transfer to or from another bus. Also, while *work* received the most responses in terms of trip purpose, StarTran riders use the system for many other purposes.

Many riders have been using the bus service for 5 years or more, although there is a large group of new riders that have been riding for less than one year. The results of the survey also indicate an overall level of favorable satisfaction among riders with various attributes of StarTran service. At least 40% of the ridership base can be considered transit dependent, and rely on StarTran services for their mobility needs. 35% of riders can be considered choice riders as they choose to ride transit versus driving. Riders also identified evening service and increase service frequency as the most important factors in gaining new riders. Additional comments provided by the riders at the end of the survey also reflected a significant desire to see StarTran add more weekend service and extend service further into the evenings.

Presentation to TDP Advisory Committee: June 14, 2007

Draft Final Plan

Transit Development Plan (TDP) Study

TDP Advisory Committee
June 14, 2007

Transit Development Plan Study Purpose Accomplished

- Near- and long-term policies and actions
- Enhance service and improve efficiency
- Detailed public involvement effort
  - public open houses
  - stakeholder meetings
  - drop-in sessions
  - public meetings of Advisory Committee
  - on-board user survey

Transit Development Plan Work Items Completed

- Service standards and policies
- Comprehensive Operations Analysis (COA)
- Management and funding options
- Near-term, revenue neutral service proposal at current funding levels
- Long-term service options

TDP Study Status

Public Open Houses	Plan Adjustments	Plan Review Process	City Budget Approval	Transit Plan Marketing	Transit Plan Implementation
March 28, 2007	*April/May 2007*	*May/June/July 2007*	*August 2007*	*Fall/Winter/ Spring 2007/2008*	*June 2008*

Near-Term Service

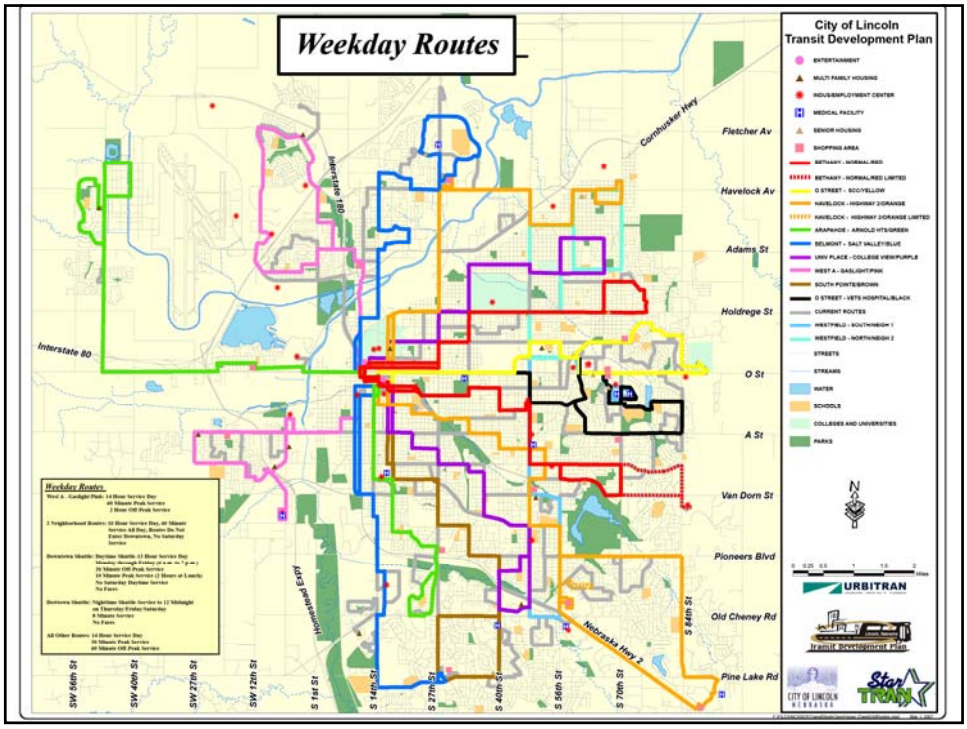
- More efficient and enhanced fixed-route bus services
- New neighborhood routes
- Enhanced Downtown shuttle services
- Revenue neutral strategy using current funding levels

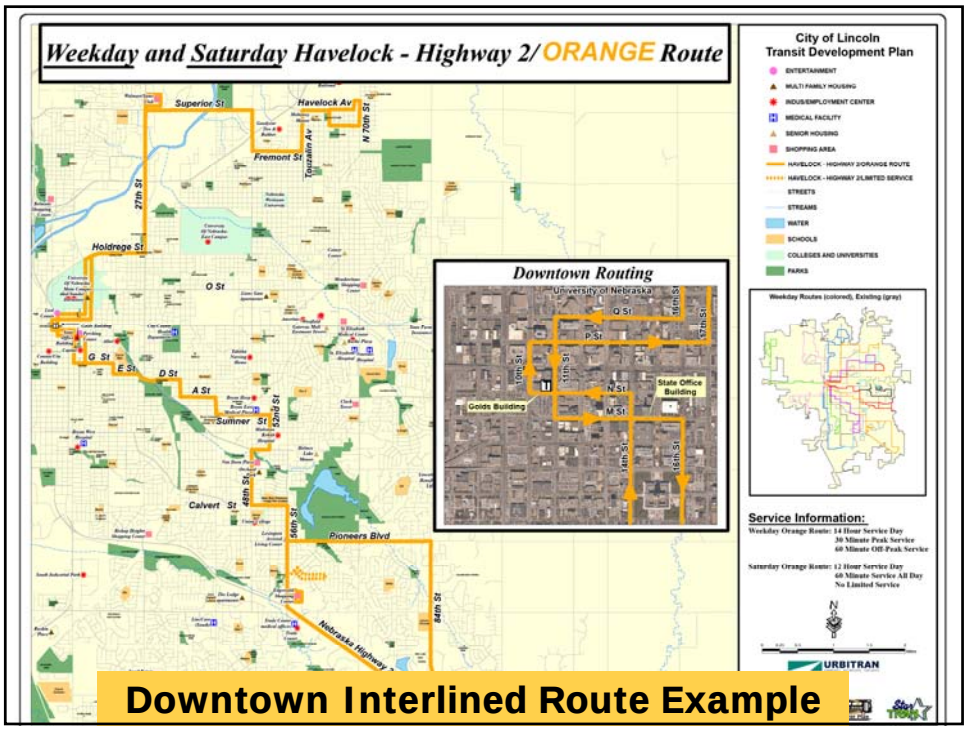
Lincoln, Nebraska
Transit Development Plan

Weekday Fixed-Route Service

- New service standards used to develop routes
- Downtown interlining of routes
- Concentrate service on major streets
- 30 minute peak service; 60 minute off-peak service on most routes
- 14 hour service day; 6 hour peak service

Lincoln, Nebraska
Transit Development Plan

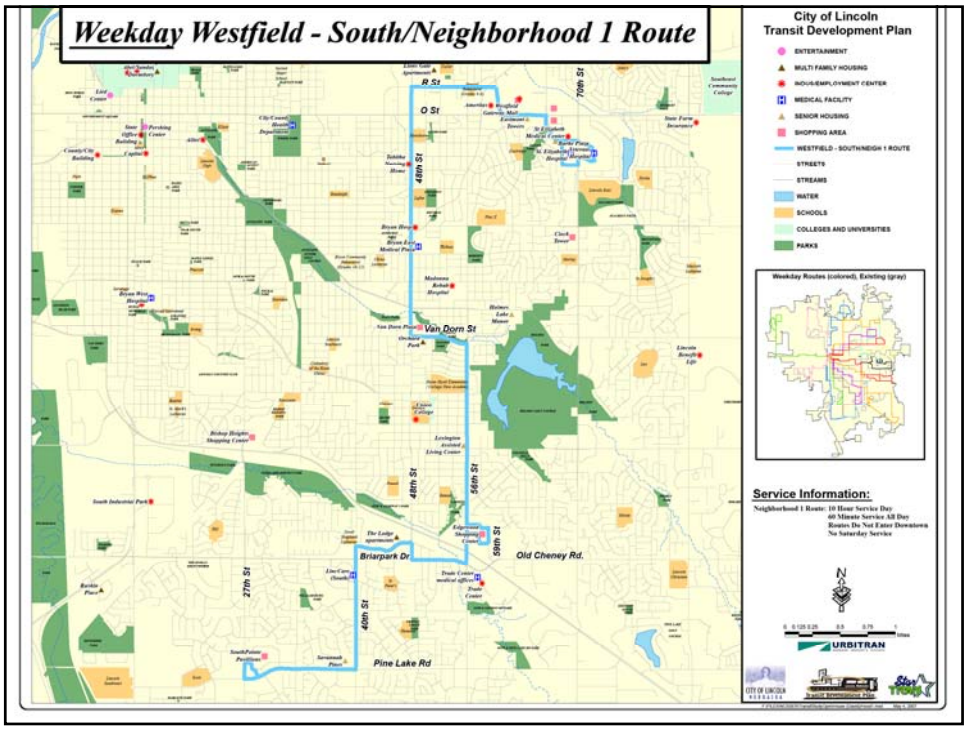


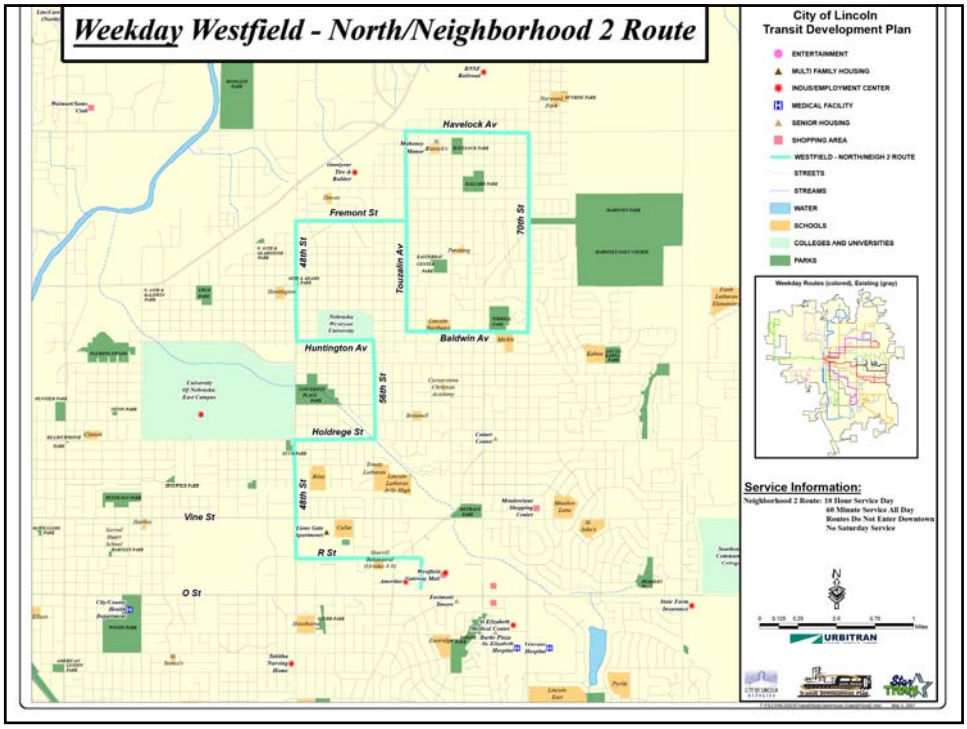


Downtown Interlined Route Example

Weekday Neighborhood Routes

- Two neighborhood routes
  - South and east neighborhoods to South Pointe Pavilions and Westfield Gateway
  - Northeast neighborhoods via Westfield Gateway
- Routes do not enter Downtown
- 60 minute service
- 10 hour service day

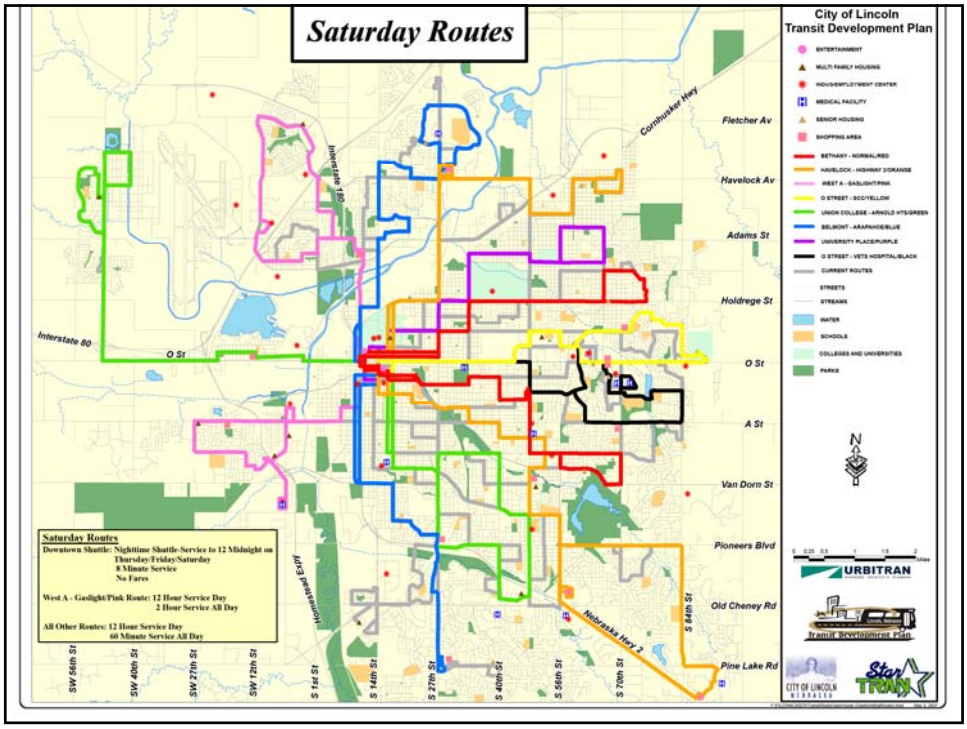


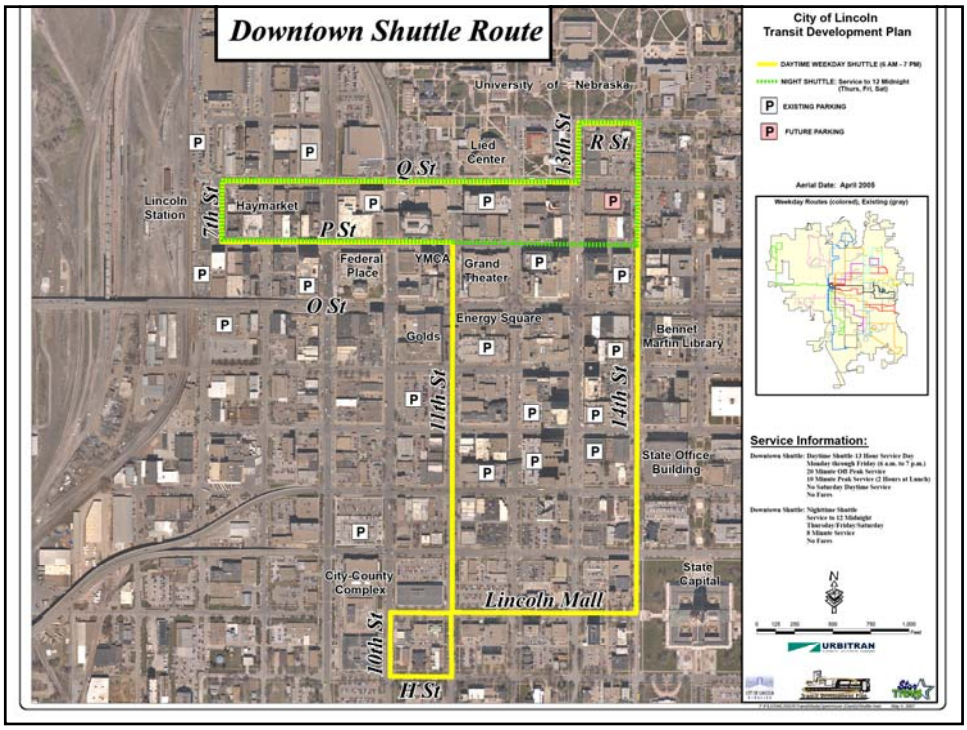


Saturday Fixed-Route Service

- Downtown interlining of routes
- Concentrate service on major streets
- Replicates weekday routes with some exceptions
- 60 minute service on most routes
- 12 hour service day
- No neighborhood routes

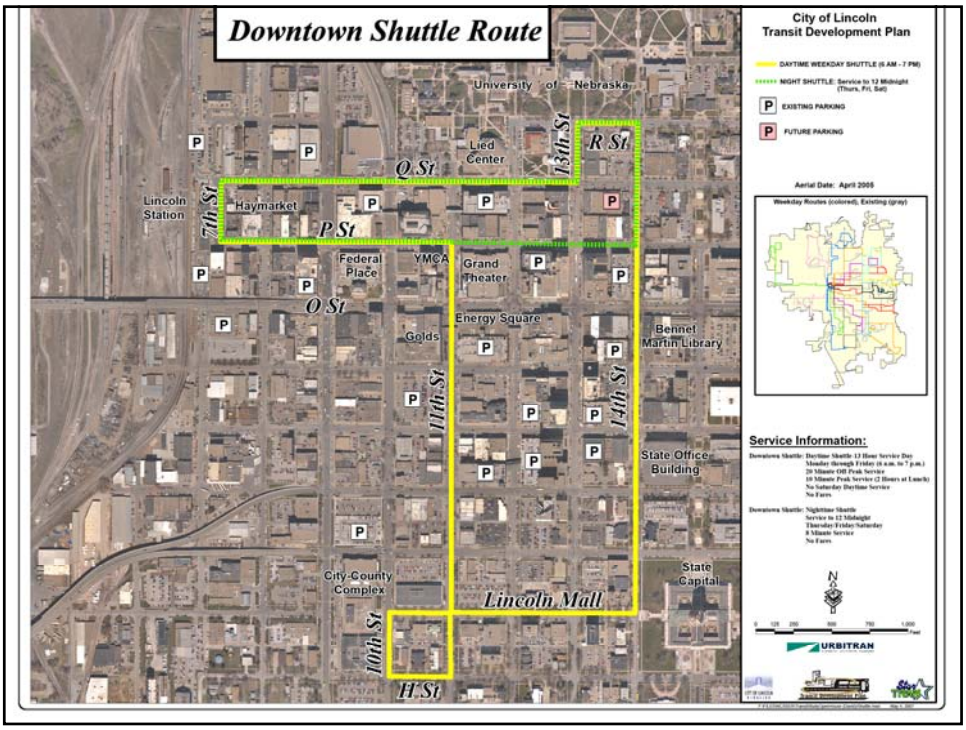
Lincoln, Nebraska
Transit Development Plan


Saturday Routes
City of Lincoln
Transit Development Plan
Saturday Routes
Downtown Shuttle: Nighttime Shuttle-Service to 12 Midnight on Thursday/Friday/Saturday
8 Minute Service
No Fares
West A - Gaslight/Pink Route: 12 Hour Service Day
2 Hour Service All Day
All Other Routes: 12 Hour Service Day
60 Minute Service All Day
Interstate 80
O St
Interstate 180
Cornhusker Hwy
Fletcher Av
Havelock Av
Adams St
Holdrege St
O St
A St
Van Dorn St
Pioneers Blvd
Old Cheney Rd
Pine Lake Rd
Nebraska Hwy 2
S 84th St
Homestead Expy
SW 56th St
SW 40th St
SW 27th St
SW 12th St
S 1st St
S 14th St
S 27th St
S 40th St
S 56th St
S 70th St
URBITRAN
Transit Development Plan
CITY OF LINCOLN NEBRASKA
Star TRAN


Downtown Shuttle Route
City of Lincoln
Transit Development Plan
DAYTIME WEEKDAY SHUTTLE (6 AM - 7 PM)
NIGHT SHUTTLE: Service to 12 Midnight (Thurs, Fri, Sat)
EXISTING PARKING
FUTURE PARKING
Aerial Date: April 2005
Weekday Routes (colored); Existing (gray)
Service Information:
University of Nebraska
Lied Center
R St
13th St
Q St
Lincoln Station
7th St
Haymarket
P St
Federal Place
YMCA
Grand Theater
O St
Energy Square
Golds
Bennet Martin Library
11th St
14th St
State Office Building
City-County Complex
Lincoln Mall
State Capital
10th St
H St
URBITRAN

Daytime Downtown Shuttle Route

- 13 hour service day (6 AM to 7 PM)
- Serves weekday Downtown daytime businesses and workers
- 11 hours with 1 bus and 20 minute headways
- 2 hours with 2 buses and 10 minute headways at lunchtime



Nighttime Downtown Shuttle Route

- Provides nighttime service to 12 midnight
- Serves evening entertainment and retail corridor
- 2 buses with 8 minute headways
- Operates Thursday, Friday, and Saturday

Lincoln, Nebraska Transit Development Plan

The Shuttle Serves Downtown!

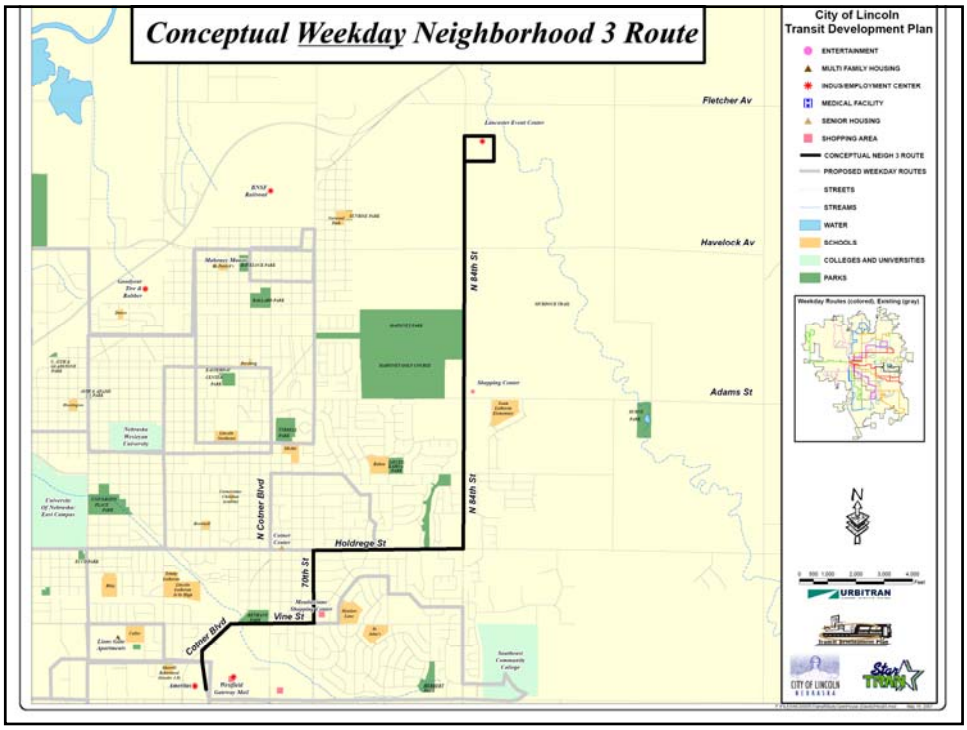
- No fares!
- Unique "branded" buses
- UNL Served
- Haymarket Served
- Tighter route for evening service
- Commitment to Downtown Lincoln

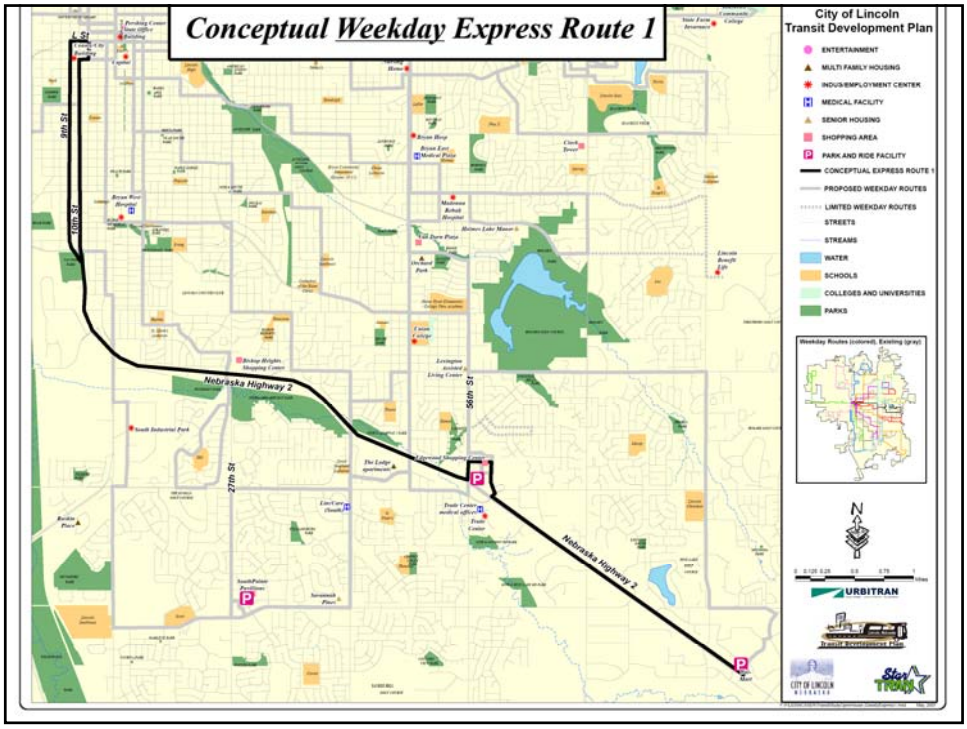
Lincoln, Nebraska Transit Development Plan

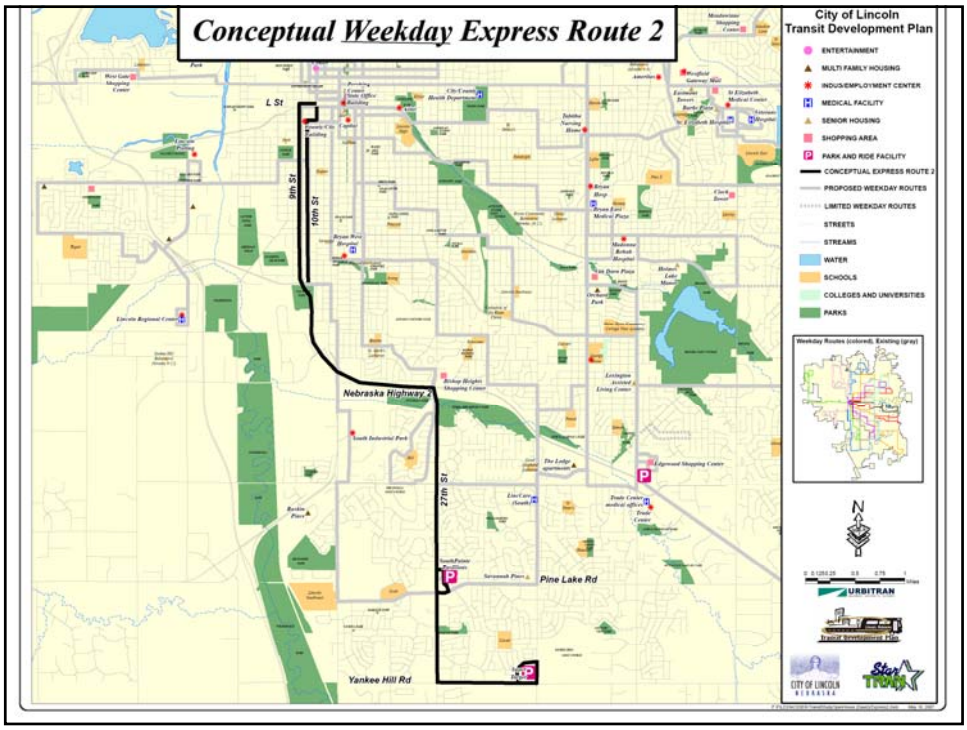
Future Expanded Service Considerations

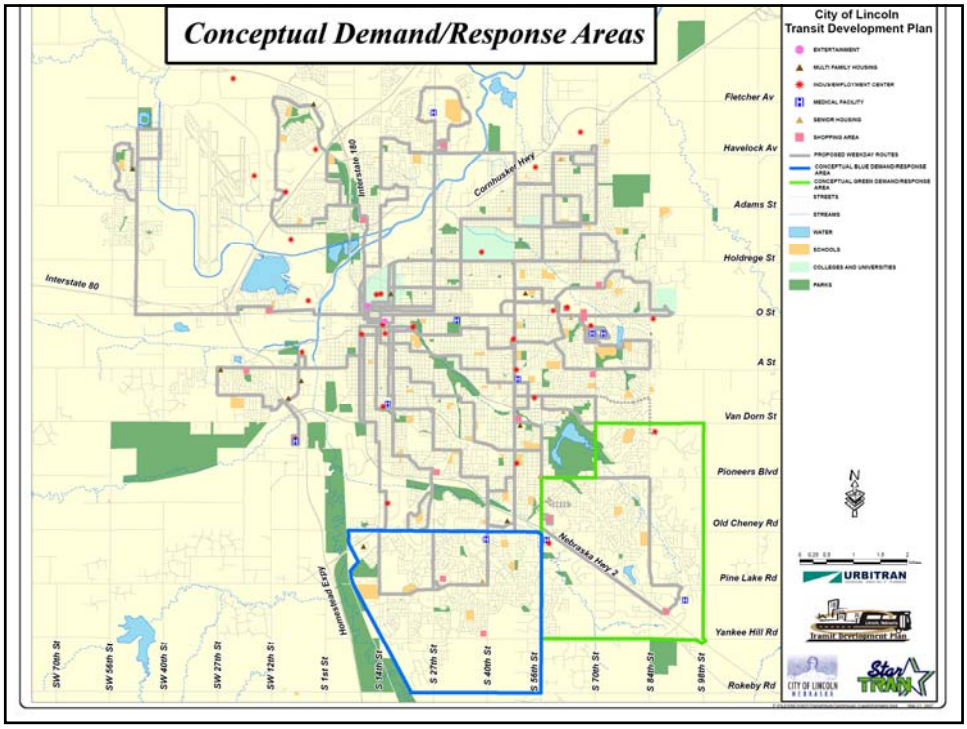
- Contingent upon securing <u>additional</u> funding
  - Expanded evening service
  - Increased service on key routes
  - Service expansion to new generators and neighborhoods
  - New service types – Express Buses, Park-and-Ride, Demand/Response, Downtown Streetcar

Lincoln, Nebraska
Transit Development Plan




Conceptual Weekday Express Route 1
City of Lincoln
Transit Development Plan
ENTERTAINMENT
MULTI FAMILY HOUSING
INDUS/EMPLOYMENT CENTER
MEDICAL FACILITY
SENIOR HOUSING
SHOPPING AREA
PARK AND RIDE FACILITY
CONCEPTUAL EXPRESS ROUTE 1
PROPOSED WEEKDAY ROUTES
LIMITED WEEKDAY ROUTES
STREETS
STREAMS
WATER
SCHOOLS
COLLEGES AND UNIVERSITIES
PARKS
Weekday Routes (colored), Existing (gray)
L St
9th St
10th St
Nebraska Highway 2
56th St
27th St
Nebraska Highway 2
N
URBITRAN
Transit Development Plan
CITY OF LINCOLN
NEBRASKA
Star TRANS


Conceptual Weekday Express Route 2
City of Lincoln
Transit Development Plan
ENTERTAINMENT
MULTI FAMILY HOUSING
INDUS/EMPLOYMENT CENTER
MEDICAL FACILITY
SENIOR HOUSING
SHOPPING AREA
PARK AND RIDE FACILITY
CONCEPTUAL EXPRESS ROUTE 2
PROPOSED WEEKDAY ROUTES
LIMITED WEEKDAY ROUTES
STREETS
STREAMS
WATER
SCHOOLS
COLLEGES AND UNIVERSITIES
PARKS
Weekday Routes (colored), Existing (gray)
L St
9th St
10th St
Nebraska Highway 2
27th St
Pine Lake Rd
Yankee Hill Rd
N
URBITRAN
Transit Development Plan
CITY OF LINCOLN
NEBRASKA
Star TRANS



Capital Improvement Plan

- All Contingent Upon Funding
  - Vehicle replacement*
  - Bike racks on buses
  - New Downtown transfer facility
  - Additional transfer facility
  - Park-and-Ride
  - Future streetcar service
  - Transit Enhancements*
  - Real-time bus tracking/AVL technology*
  - Bio-diesel fuel program*
  - Security enhancements*
  - New Fare Boxes*

Lincoln, Nebraska
Transit Development Plan

Next Steps

- Final TDP Advisory Committee meeting
- StarTran Advisory Board public hearing - Saturday, June 16
- StarTran Advisory Board action
- City budget approval process

Transit Development Plan
Draft Final Plan

Thank You!

Minutes of StarTran Public Hearing: June 16, 2007

MINUTES
STARTRAN PUBLIC HEARING
CITY COUNCIL CHAMBERS
JUNE 16, 2007 / 9:30a.m.

Members Present: Beatty Brasch, Nye Bond, Susan Epps, Kim Phelps, Jill Flagel

Members Absent: Tami Wellman, Rod Griess

Staff Present: Larry Worth, Brian Praeuner, Glenn Knust, Scott Tharnish, Kitty Miller, Connie Thoreson, David Cary

Susan Epps, Chairman of the StarTran Advisory Board opened the Public Hearing by welcoming everyone. Ms. Epps stated that the Public Hearing is for the public to give testimony regarding the Transit Development Plan (TDP) proposed routes.

The StarTran Advisory Board introduced themselves and David Cary reviewed the TDP process and the general content of the TDP. Mr. Cary noted the near-term TDP proposals are revenue neutral, which means the same number of service hours are proposed as there are today. The majority of public concerns/issues from the TDP Open Houses in March, have been addressed within the proposals presented today (to include service to Eastridge & Colonial Hills neighborhoods, 70th & Pioneers area, 70th & Van Dorn area and 40th St area, from Old Cheney to Pine Lake Rd). Current service that will remain the same in the proposals are, LPS boosters, HandiVan, and UNL services. Special event services will also continue as in the past. The long-term proposals are not included in the near-term proposals since additional funding would be needed to implement them. Mr. Cary noted that if the proposals are approved, the target implementation date will be June 1, 2008, in order to have enough time for reprinting schedules, public outreach, etc. The proposals are in the F.Y. 2007-08 budget process which will not be finalized until August, 2007.

Chairperson Epps reminded the public to address the subject proposals and limit comments to three minutes giving everyone a chance to speak. The Public Hearing was opened.

The following citizens were heard:

Coby Mach – Mr. Mach, representing LIBA, opposed the TDP proposals. Mr Mach suggested, with current budget shortfalls, to cut service to low ridership areas and maintain core service area, centered on the downtown. Transit dependent persons outside of the core area could relocate into that area.

Julie Banks – Requested evening service be extended to 9:00 p.m.

Doug Roach – Disable Veteran lives 1.5 blocks from current route and with new proposals will have to walk 4-5 blocks which is a hardship due to disability. Opposes the downtown evening shuttle due to risk of intoxicated passengers and bus driver's safety.

Jeff Altman – Representing the National Federation of the Blind. Thought the Study was done well but would like the routes to stay as is – concerned with being told where to live. Felt he would be losing options for service.

Sharon Johnson – Felt there was too much change to the routes, would rather they be fine tuned instead or stay the same.

Mary Jane Bergan – Routes should go further out and service should run to 9:00 p.m.

Rebekah Greenwalt – Concerned with loss of Star Shuttle service at 17th -18th & J Sts.

Marge Mazuch – Concerned with loss of Star Shuttle service at 17th - 18th & J Sts.

Wendy Nielsen – Concerned with loss of service at 18th & J St.

Richard Voeltz – Maintain the Bethany route on "Y" Street which is very convenient for him.

Nicholette Smith – Maintain the Bethany route on "Y" Street and needs better connections when transferring downtown to get home – misses the last bus (later service).

Mike Reinmiller – Eastridge Neighborhood Assn & teacher at Lincoln HS. Acknowledges adjustments to proposal as a result of comments from the Eastridge neighborhood and appreciates that, but opposes changes because of possible impact on current loyal riders.

Les Helms – ATU President, the bus union opposes the changes, would like to improve the current routes, by making small revisions.

Marlene Pyatt – Expressed appreciation for TDP taking into account her concerns and having made changes accordingly. Keep outlying service and make sure the bus operators are kept informed of meetings, etc.

Diane Kimble – Keep outlying services weekdays and Saturdays.

Greg Gabel – Opposed to changes. Wants service to NW 12th, national bus stop area, Epply Express and the airport.

Deb Dahlke – Gas prices should be taken into consideration for more service in all of Lincoln.

Karen Davis – Thought the TDP had some good ideas but wanted new areas to be served. Opposed TDP proposals.

Grace Turner – Opposed to changes and money spent to study. Wants to tweak the existing routes. Concerns about 44th & Vine area losing service. Maintain Eastridge service.

Mike Floyd – Suggested downtown bars and UNL help fund the evening downtown service. Continue to serve the outlying areas of Lincoln.

Marion Casburn – 25-year rider with no complaints on existing service. Concerns on proposed stop at 44th

& Superior. Put bus on 44th St from Cornhusker to Superior instead of 48th. Need a traffic light at 44th & Superior.

Deb Lenter – Vet's route rider – wants service to interstate bus service and more Saturday service for shopping.

Linda Schreier – Wants service to Burke Plaza – wants door-to-door service.

Laura Tegtmeier – Wants more service with the Irving route to include peak time service in the Briarhurst area.

Colby Collura – UNL student – Centralized service can be more efficient.

Joselyn VanCleave – Environmental plus to get people out of cars and in the bus. Keep routes the same (stable). Feels the evening shuttle is not conducive to having a "dry" campus and is a safety hazard.

Willie Roland – Maintain the Gaslight route and bus operators should not allow cussing on the bus by patrons.

Mary Diehl – Wants service to the Trade Center at 56th & Old Cheney/Hwy 2 area. Doesn't want to cross Hwy 2 to get to the Trade Center.

Mike Hansen – In favor of neighborhood routes. Limit transfers and more Saturday service. Thanks for adjusting running times.

Nancy Coffman – More outlying service not just to downtown.

Diana Miller – Wants evening service to all routes.

Karen Buell – Maintain the 27th St Shuttle route.

Nancy Carpenter – Felt the proposals were too extreme changes from the current - concerned that there would be loss in ridership. Keep the same for the ARC patrons. Use input from the bus operators. Expressed thanks for the Ride-4-5.

Wes ?? – Does LIBA ride the bus? Keep current routes but expand coverage to the new Verizon area, Haymarket, Airport, Greyhound Bus Depot and have sport shuttles, i.e. Hockey games.

Mr. Cary noted that the passenger counts utilized in the TDP Study was data collected from StarTran's Automatic Passenger Counter system and from actual counts taken on the buses. It was also pointed out that the evening Downtown Shuttle proposal is intended to serve the evening entertainment and business activity in downtown.

Mr. Cary also noted that the intent of the TDP Study is to provide the most efficient and effective service for patrons. The proposed routes were determined by public input, ridership data, stakeholders, and

keeping in mind the City is growing, so identifying activity and employment centers needing service. In the future it may be necessary to look at a second transfer hub outside of downtown. The Study is proposing 30-minute service during peak time, and 60-minute service off peak time on the majority of the routes on weekdays. The proposal now includes running the neighborhood routes during the morning and afternoon rush hours to be sure people can get to and from work while still having only 10 hours a day for service on these routes.

Mr. Cary noted that in order to stay within budgetary guidelines, the TDP could not serve everywhere and these same limitations hindered the proposed neighborhood routes from running on Saturdays. It was pointed out that extending service to 10:00 p.m. on weekdays on a Saturday routes and service level would cost approximately an additional $750,000 a year.

Ms. Epps thanked everyone in attendance assuring them the StarTran Advisory Board understands the frustrations expressed. The Advisory Board expressed appreciation for patrons, StarTran staff, and all those involved with the TDP Study. Ms. Epps reminded the public that additional input will be accepted in writing and reviewed before the vote is taken at the June 21, 2007 StarTran Advisory Board meeting.

The meeting was adjourned at 11:15a.m.

Prepared by Connie Thoreson, StarTran

06-16-07 PH on TDP

StarTran Advisory Board Operations Committee Recommendation: June 20, 2007

MEMORANDUM

To: StarTran Advisory Board
From: StarTran Advisory Board Operations Committee
Beatty Brasch, Nye Bond, Rod Griess, Kim Phelps
Date: June 20, 2007
Subject: Recommendation - TDP Proposals
cc: Larry Worth, David Cary, Brian Praeuner, Dave Sampson

The StarTran Advisory Board Operations Committee met on June 20, 2007 in order to review comments of the June 16, 2007 Public Hearing for the Transit Development Plan (TDP) proposals.

After review and discussion the Operations Committee recommends the approval of the Transit Development Plan as well as the near-term route proposals with the following:

- The regional bus service station served by Greyhound, Black Hills Stage Lines, and Trailways Bus System is located at 2500 NW 12th Street, just south of the Interstate. The public voiced concerns that there would be no proposed service to this location. It is acknowledged that the TDP proposals will serve this location with the Pink/Gaslight Village route. There were also concerns that proposed service would no longer be available in the Briarhurst area, north of Old Cheney and west of 48th Street. It is acknowledged that this neighborhood will be served by the Purple/University Place/College View route running along Briarpark Drive between 48th and 40th Streets.

- Recommends the proposed TDP routes provide service into the Trendwood neighborhood to serve existing patrons, some with disabilities. This area can be served by a deviation to the Black/O Street-Vets Hospital route that would follow some of the current Trendwood routing. The Operations Committee recognizes the issue with the necessary access points off of "A" and 84th Streets not having traffic signals, requiring one of them to be an unprotected left turn onto a major street. The Operations Committee also acknowledges service may be extended so long as the route timing is not negatively impacted beyond a 1-hour round trip .

- Recommends the proposed TDP routes provide service along east Vine Street between 33rd and 48th Streets. This can be accommodated by running the Red/Bethany-Normal route along a portion of the existing Bethany route between 33rd and 48th Streets. Route timing needs to be conducted to make certain this change will work.

- Recommends the proposed TDP Green/Arapahoe-Arnold Height route serve the UNL campus. The Operations Committee acknowledges route timing will need to be conducted after adjustments to the downtown routing is done in order to better serve the UNL campus on "Q" Street.

- Consideration was given to service at 18th & "J" Streets area and it is acknowledged that the TDP proposal will serve this location with numerous fixed-routes.

Letter of Approval to Mayor: June 22, 2007

CITY OF LINCOLN
NEBRASKA
MAYOR CHRIS BEUTLER

lincoln.ne.gov

StarTran
Public Works and Utilities Department
710"J" Street
Lincoln, Nebraska 68508
402-441-7185
fax: 402-441-7055

June 22, 2007

Dear Mayor Beutler:

I am pleased to inform you of action taken by the StarTran Advisory Board at its meeting on June 21, 2007. At this meeting, the Advisory Board members unanimously approved the Transit Development Plan (TDP) and the near-term route changes that are part of the TDP. A copy of the Draft Final Plan is enclosed for your review.

This action by the Advisory Board is the result of a comprehensive 14 month study process that included a very detailed public involvement effort that responded to the public's comments, ideas, and concerns throughout. The purpose of the TDP and the near-term route changes is to operate a more efficient route network that continues to serve core riders, provides improved service levels to many areas of the city, and expands service to some areas with no change in operational costs. The TDP also includes additional service concepts and organizational and financing options for future consideration.

Below are listed the considerations and amendments to the Draft Final Plan taken by the Advisory Board as part of its approval based on what the Board Members heard at the June 16, 2007 Public Hearing for the Transit Development Plan (TDP) proposals:

- The regional bus service station served by Greyhound, Black Hills Stage Lines, and Trailways Bus System is located at 2500 NW 12th Street, just south of the Interstate. The public voiced concerns that there would be no proposed service to this location. It is acknowledged that the TDP proposals will serve this location with the Pink/Gaslight Village route. There were also concerns that proposed service would no longer be available in the Briarhurst area, north of Old Cheney and west of 48th Street. It is acknowledged that this neighborhood will be served by the Purple/University Place/College View route running along Briarpark Drive between 48th and 40th Streets.

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LINCOLN
The Community of Opportunity

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- Recommends the proposed TDP Green/Arapahoe-Arnold Height route serve the UNL campus. The Operations Committee acknowledges route timing will need to be conducted after adjustments to the downtown routing is done in order to better serve the UNL campus on "Q" Street.

- Consideration was given to service at 18th & "J" Streets area and it is acknowledged that the TDP proposal will serve this location with numerous fixed-routes.

A complete final report will be forthcoming by the end of July based on this approval given by the StarTran Advisory Board. The implementation of the near-term route changes that are part of the TDP are proposed to be implemented in June of 2008. However, the process for approval of the implementation of these near-term changes is not yet determined and your consideration of this issue will be appreciated.

Thank you for your review of this Transit Development Plan and these near-term route changes.

Sincerely,

Beatty Brand

Susan Epps, Chair Vice Chair
StarTran Advisory Board

cc: StarTran Advisory Board Members
Trish Owen, Mayor's Office
Larry Worth, StarTran
David Cary, Planning Department

Mayor's ltr-TDP

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