

2. Service Overview

Introduction

A thorough review of a transit system's existing conditions serves as the foundation for eventual operating recommendations in a Transportation Development Plan (TDP). This memorandum details the current operations at the StarTran, financial and operating data and trends, capital assets, and staffing and organization. Also included is a brief section regarding the services provided at the University of Nebraska-Lincoln (UNL).

StarTran provides bus and paratransit service throughout the City of Lincoln, and operates as a division of the city government. StarTran operates a total of 21 regular bus routes on weekdays, which includes the downtown Star Shuttle circulator and 12 routes on Saturdays. Sunday service is not provided. Americans with Disabilities Act (ADA) paratransit service is provided through a StarTran service called Handi-Van, which offers door-to-door service throughout the City of Lincoln.

Besides the services mentioned above, StarTran provides special services and contracts with a private transportation provider to provide additional paratransit services. The additional services that StarTran provides include service to The University of Nebraska football games, holiday light tours, historical tours, and other public shuttle services.

Organizational Structure

StarTran is owned and operated by the City of Lincoln and is administered as a division of the Public Works and Utilities Department. StarTran has about 112 full-time employees. Day to day operations at StarTran are overseen by a Transit Manager. There are six people at StarTran which report to the Transit Manager: a planner, operations superintendent, maintenance superintendent, an accountant, administrative aid, and an office manager. A seven member appointed citizen board also provides general oversight of the system. An organization chart is presented on Figure 2-1. A list of the number of employees by position is presented on Table 2-1.

Figure 2-1: StarTran Organizational Chart

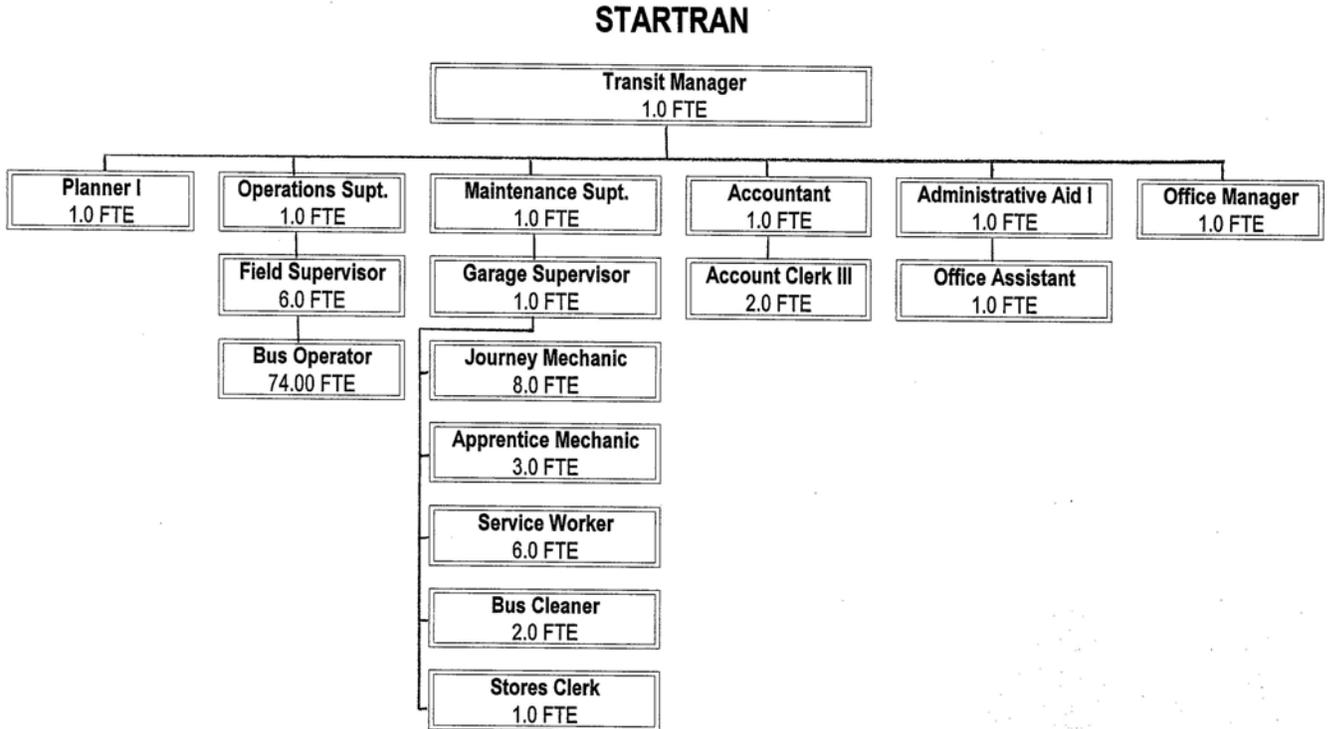


Table 2-1: StarTran Employees

Job Title	Number of Employees
Account Clerk III	2
Accountant	1
Administrative Aide I	1
Bus Apprentice Mechanic	3
Bus Cleaner	2
Bus Journey Mechanic	8
Bus Maintenance Supervisor	1
Bus Operations Supervisor	1
Bus Operator	74
Bus Service Worker	6
Garage Supervisor	1
Office Assistant	1
Office Manager	1
Planner I	1
StarTran Field Supervisor	5
Stores Clerk II	1
Transit Manager	1
StarTran Handi-Van Supervisor	1
Total	112

Source: City of Lincoln Employee Roster (online)

StarTran Service Description

Fixed Route Service

Fixed route bus service is provided on 21 routes on weekdays, which includes the Star Shuttle. There are 12 routes in operation on Saturday. Service is provided within the City of Lincoln.

On weekdays bus service runs from 5:15 AM until 7:10 PM. On Saturdays service operates from 5:55 AM until 7:05 PM. Span of service for each route is presented on Table 2-2. The StarTran weekday route network is presented on Figure 2-2, with the Saturday network presented on Figure 2-3. Descriptions of each of the routes, along with individual route maps, follow.

Table 2-2: Average Frequency and Span of Service

Route	AM Peak Frequency (minutes)	Midday Frequency (minutes)	PM Peak Frequency (minutes)	Span
<i>Weekday Routes</i>				
Route 1 Havelock	35	70	40	5:15am – 7:05pm
Route 2 Bethany	30	60	35	5:45am – 7:05pm
Route 3 College View	30	65	30	5:40am – 7:10pm
Route 4 University Place	30	60	30	5:50am – 7:05pm
Route 5 Bryan Trendwood	30	65	40	5:45am – 7:05pm
Route 6 Arapahoe	30	60	30	5:35am – 7:05pm
Route 7 Belmont	60	60	30	5:15am – 7:10pm
Route 8 Veteran’s Hospital	65	70	75	6:15am – 7:00pm
Route 9 “O” Street	70	70	70	6:35am – 7:10pm
Route 10 East Vine	30	75	30	5:45am – 7:05pm
Route 11 Gaslight Village	60	195	60	5:45am – 7:10pm
Route 12 Arnold Heights	60	55	60	5:40am – 7:00pm
Route 13 Normal	35	65	35	5:45am – 7:05pm
Route 15 Eastridge	30	65	30	6:15am – 7:05pm
Route 16 Irving	30	65	30	5:45am – 7:05pm
Route 17x West “A” Express	40	280	50	6:20am – 5:50pm
Route 18 48 th Street Shuttle	100	105	100	6:25am – 6:45pm
Route 19 Salt Valley	60	0	60	6:15am – 6:35pm
Route 24 Holdrege	15	15	60	7:15am – 6:00pm
Route 27 27 th Street Shuttle	60	60	60	6:50am – 6:40pm
Star Shuttle	12	12	12	9:30am 4:54pm
<i>Saturday Routes</i>				
Route 1 Havelock	70	75	75	6:30am – 7:05pm
Route 4/2 University Place/Bethany	70	75	75	6:30am – 7:05pm
Route 5/13 Bryan-Trendwood/Normal	70	75	75	6:30am – 7:05pm
Route 6/19 Arapahoe/Salt Valley	75	75	75	5:55am – 7:05pm
Route 7/11 Belmont/Gaslight	70	75	75	6:30am – 7:05pm
Route 8/15 Vet’s Hospital/Eastridge	70	75	75	6:30am – 7:05pm
Route 9 “O” Street Shuttle	70	75	70	7:00am – 6:55pm
Route 10 East Vine	70	75	75	6:30am – 7:05pm
Route 12 Arnold Heights	75	75	75	7:40am – 7:05pm
Route 16/3 Irving/College View	70	75	75	6:30am – 7:05pm
Route 18 48 th Street Shuttle	100	100	100	6:25am – 6:45pm
Route 27 27 th Street Shuttle	60	60	60	6:50am – 6:40pm

Source: StarTran Public Timetables

Figure 2-2: Star Tran Weekday Route Network

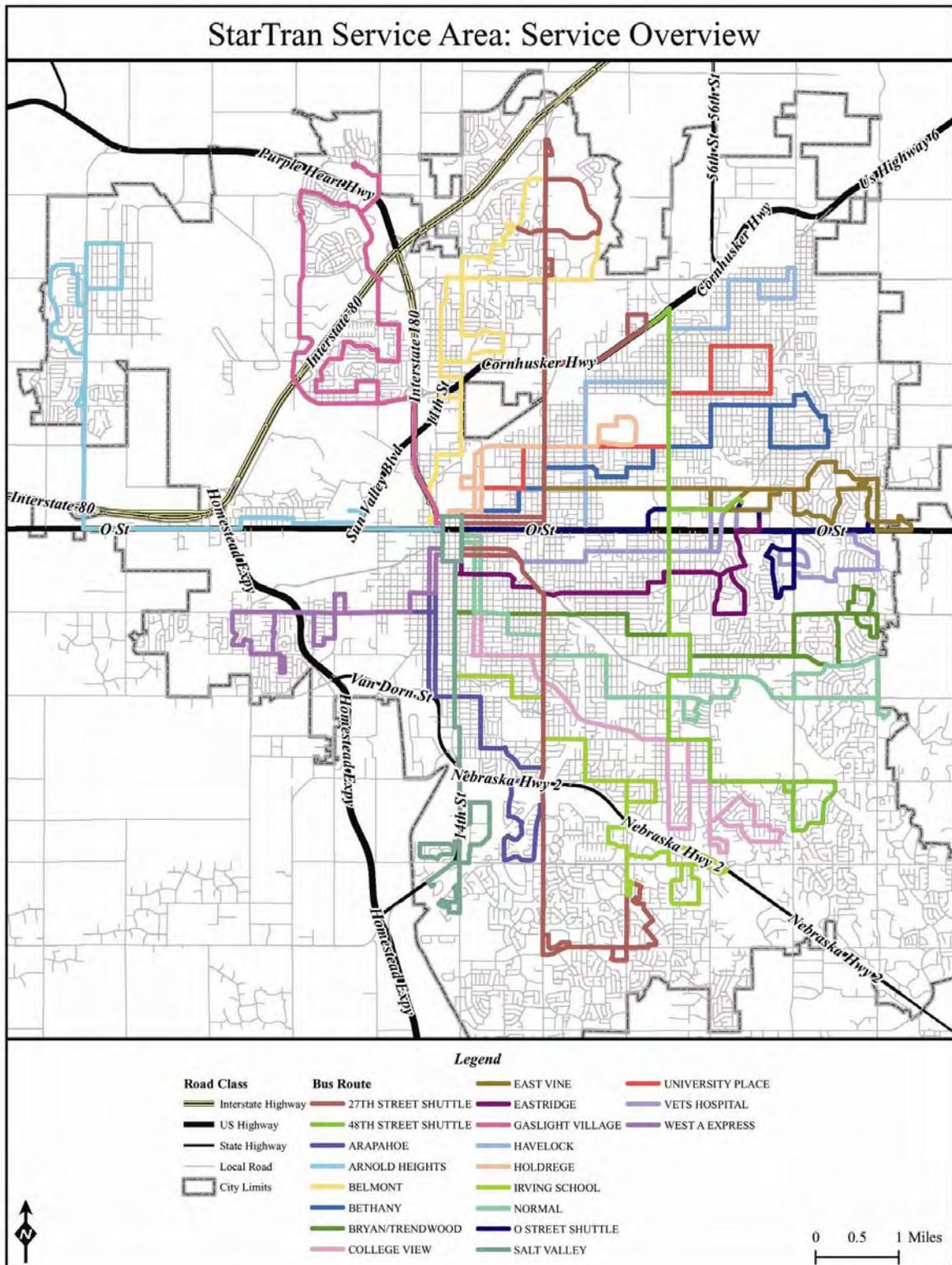
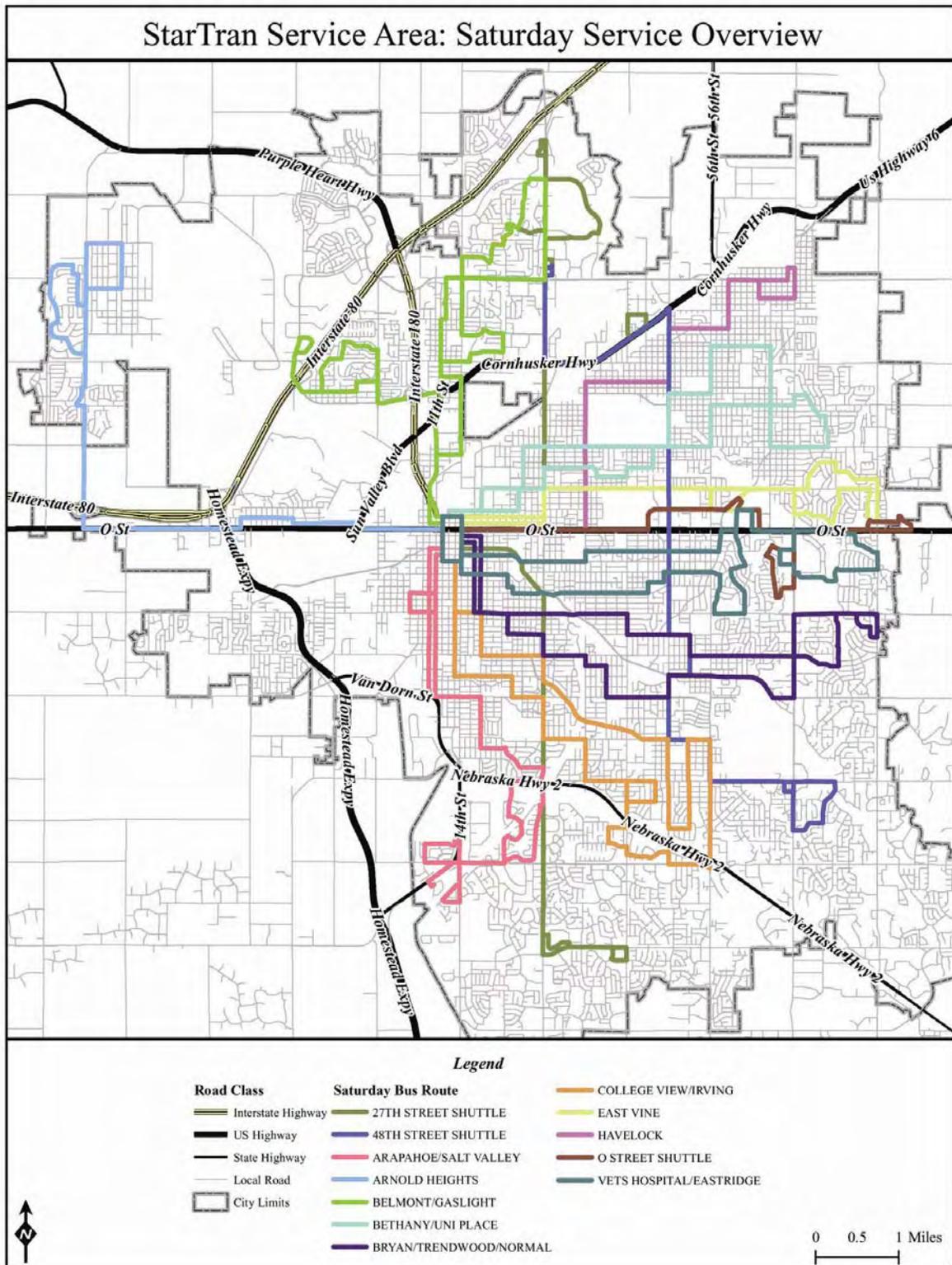
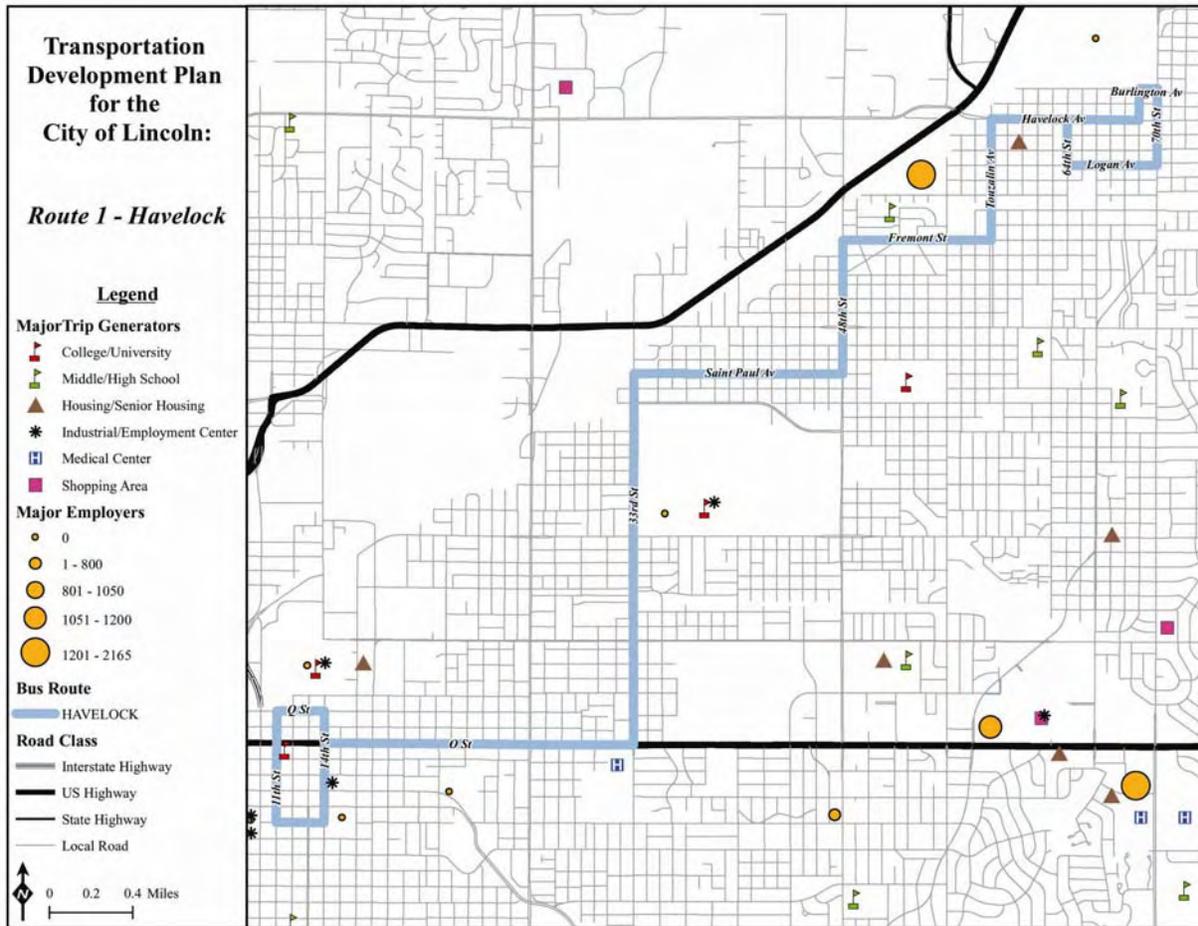


Figure 2-3: Star Tran Saturday Route Network



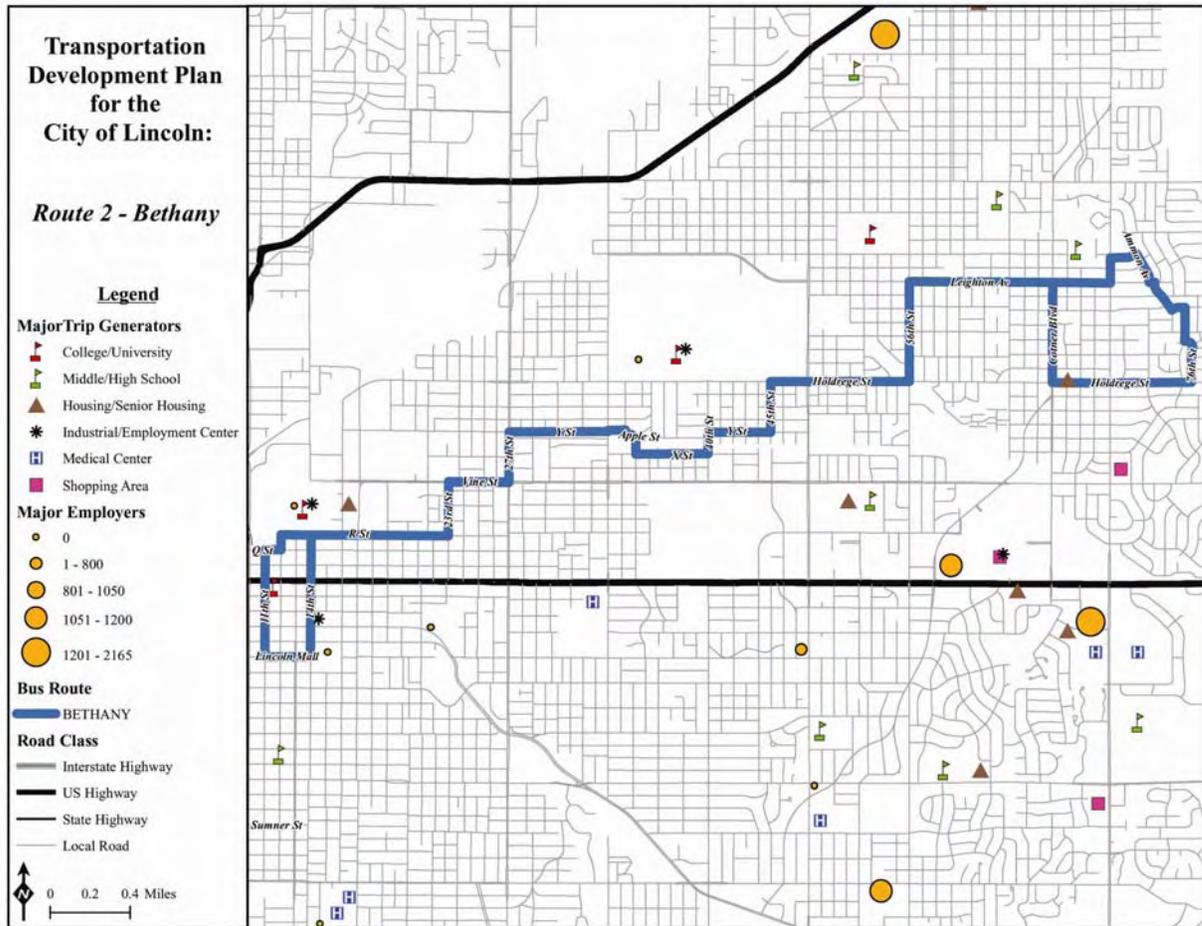
Route 1 Havelock – This route provides service between Downtown Lincoln and northeast Lincoln. This route serves The University of Nebraska’s main campus, The University of Nebraska East Campus, and Dawes Middle School. The layover location for this route is at North 70th Street and Burlington Avenue. Service operates on Weekdays and Saturdays. Figure 2-4 presents the routing for Route 1.

Figure 2-4: Route 1 Havelock



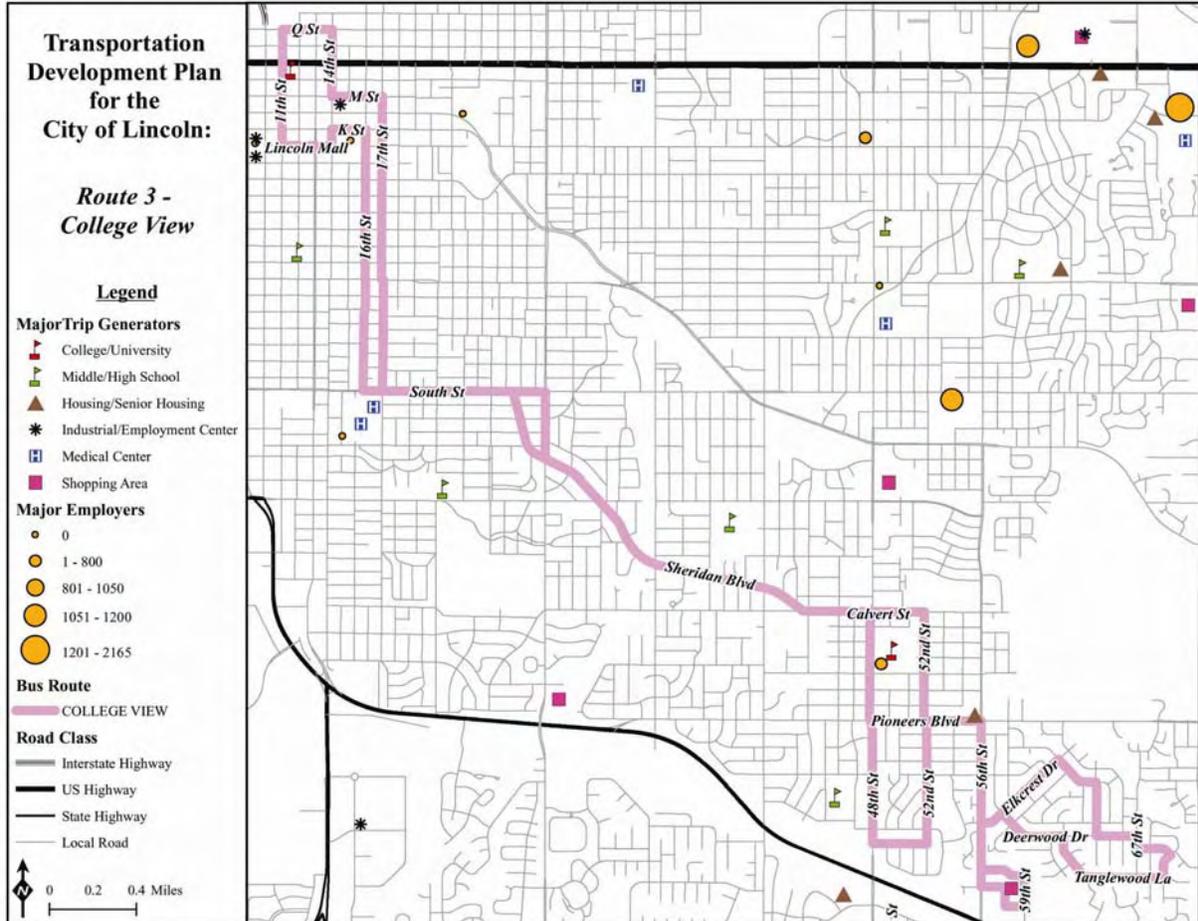
Route 2 Bethany – This route operates between Downtown Lincoln and east Lincoln. This route serves The University of Nebraska’s East Campus, and the Cotner Center, and Mickle Middle School. The layover location for this route is at North 70th Street and Huntington Avenue. Service is provided along this route on weekdays only, while Saturday service is provided on Route 4/2. Figure 2-5 presents the routing for Route 2.

Figure 2-5: Route 2 Bethany



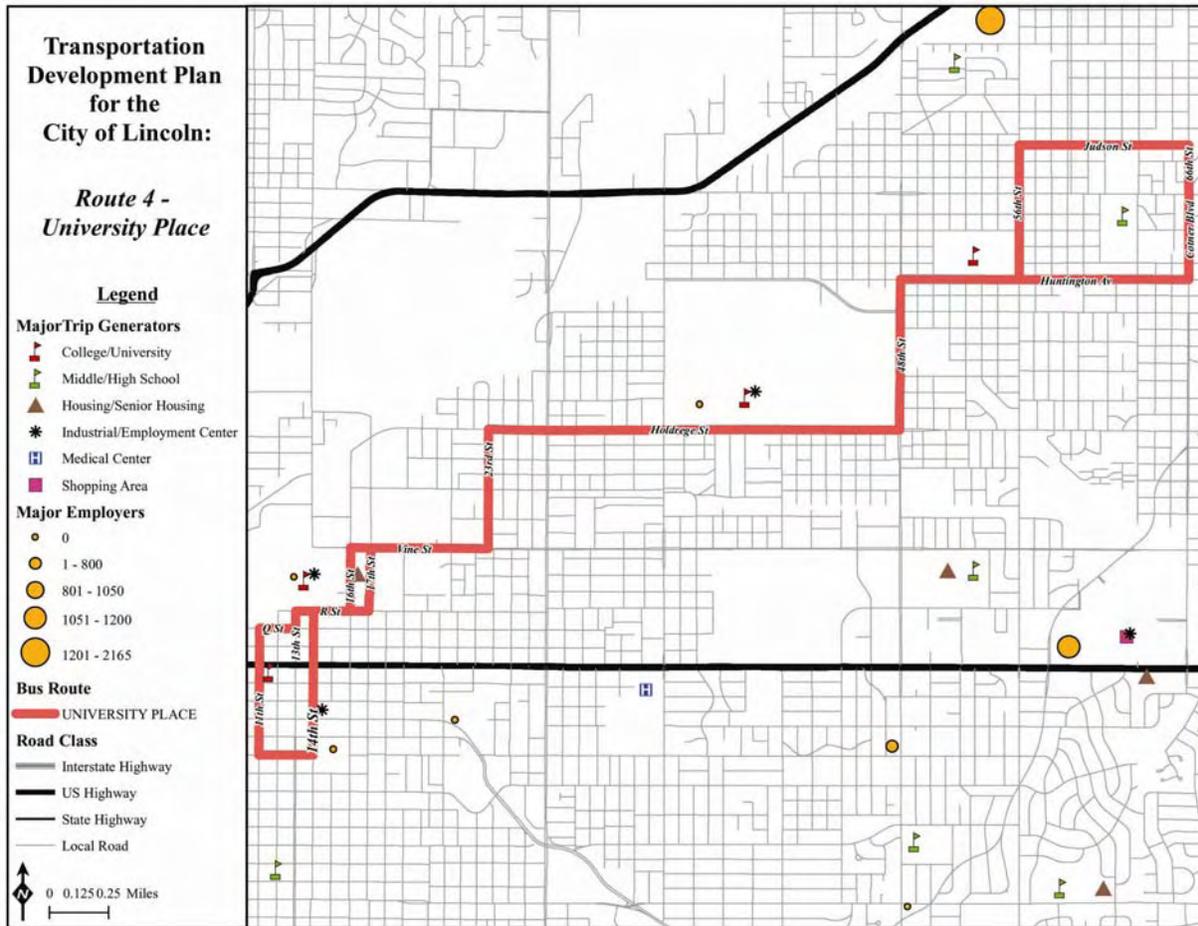
Route 3 College View – Route 3 provides service between Downtown Lincoln and southeast portions of the city. This route provides service to Bryan LGH West Medical Center, Pound Middle School, Union College, and Edgewood Shopping Center. The layover location for this route is located at Edgewood Shopping Center. This route provides service on weekdays only, with Saturday service along this route being provided by route 16/3. Figure 2-6 provides the layout for this route.

Figure 2-6: Route 3 College View



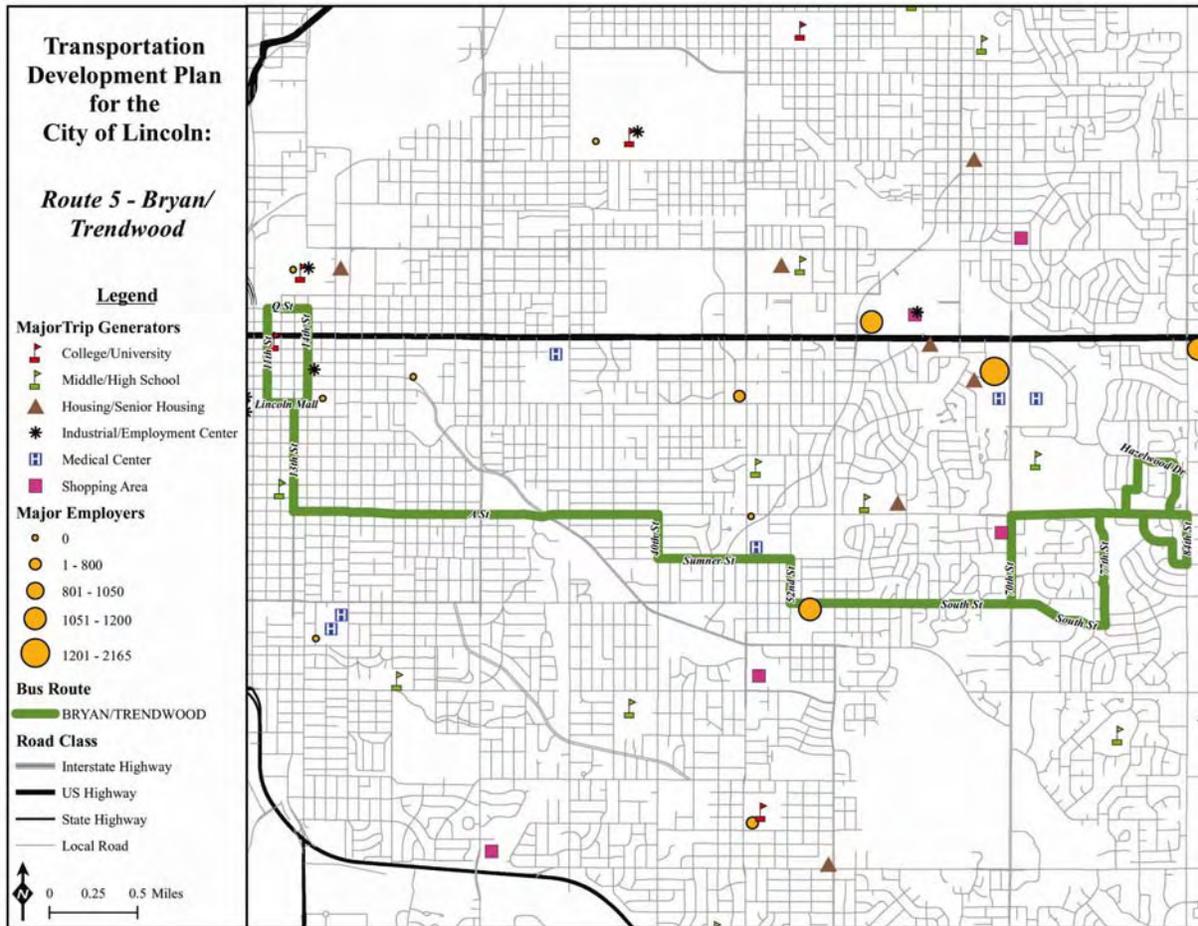
Route 4 University Place – This route provides service between Downtown Lincoln and eastern parts of the city. This route serves Nebraska Wesleyan University, The University of Nebraska’s East Campus, Northeast High School, and Mickle Middle School. The layover location for this route is at North 66th Street and Judson Street. This route provides weekday only service, with Saturday service being provided by Route 4/2. Figure 2-7 presents the layout of this route.

Figure 2-7: Route 4 University Place



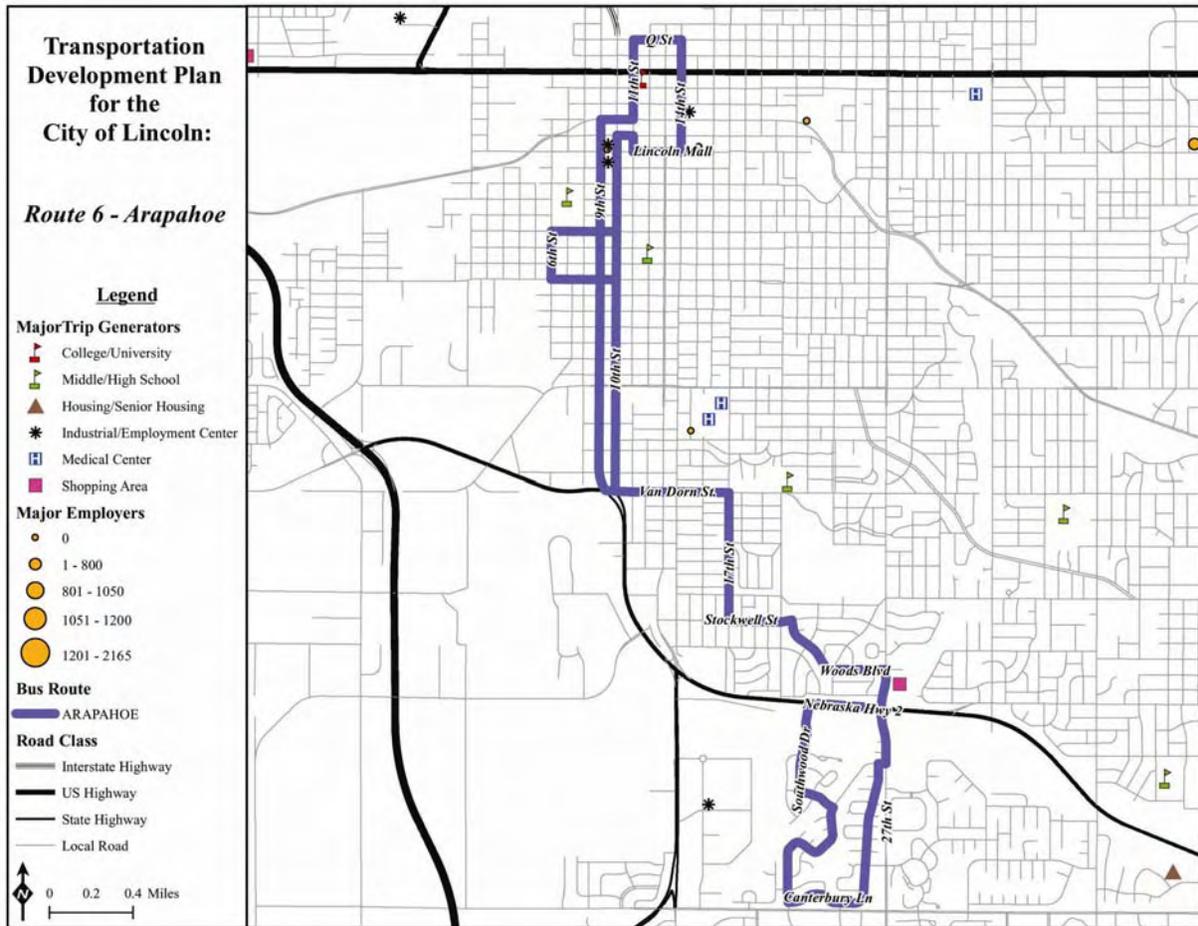
Route 5 Bryan Trendwood – Route 5 provides service between Downtown Lincoln and eastern portions of the city. This route serves Madonna Rehabilitation Hospital, Bryan LGH East, and the Folsom Children’s Zoo. The layover location for this route is located at South 84th Street and Janssen Drive. This route operates on weekdays only, with Saturday service provided via the Route 5/13. Figure 2-8 presents the route layout for Route 5.

Figure 2-8: Route 5 Bryan Trendwood



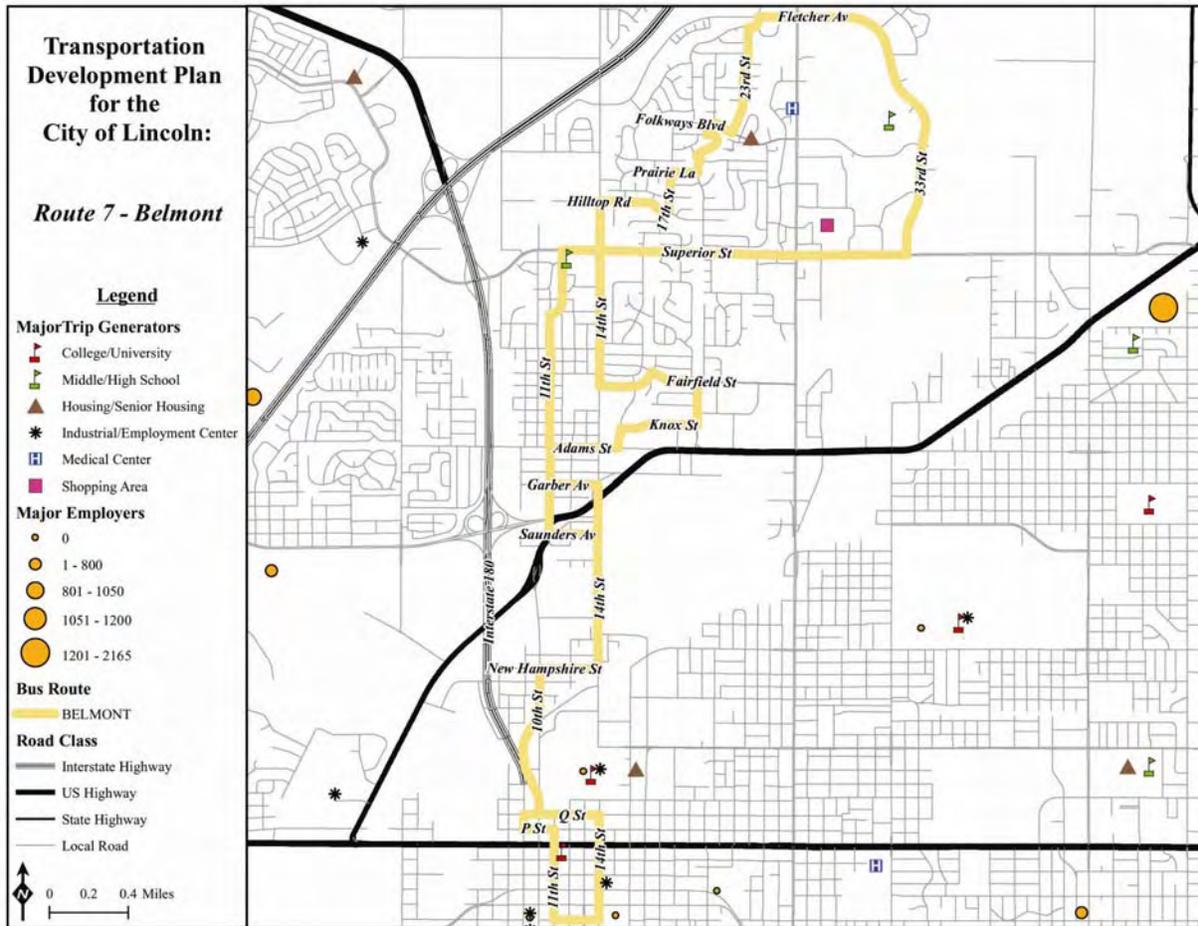
Route 6 Arapahoe – Route 6 provides service between Downtown Lincoln and southern neighborhoods in Lincoln. This route serves Bishop Heights Shopping Center, Irving Middle School, Park Middle School, and Star City Shores. The layover location for this route is located at Tipperary Trail and Canterbury Lane. This route operates on weekdays only, with Saturday service provided via Route 6/19. Figure 2-9 presents the route layout for Route 6.

Figure 2-9: Route 6 Arapahoe



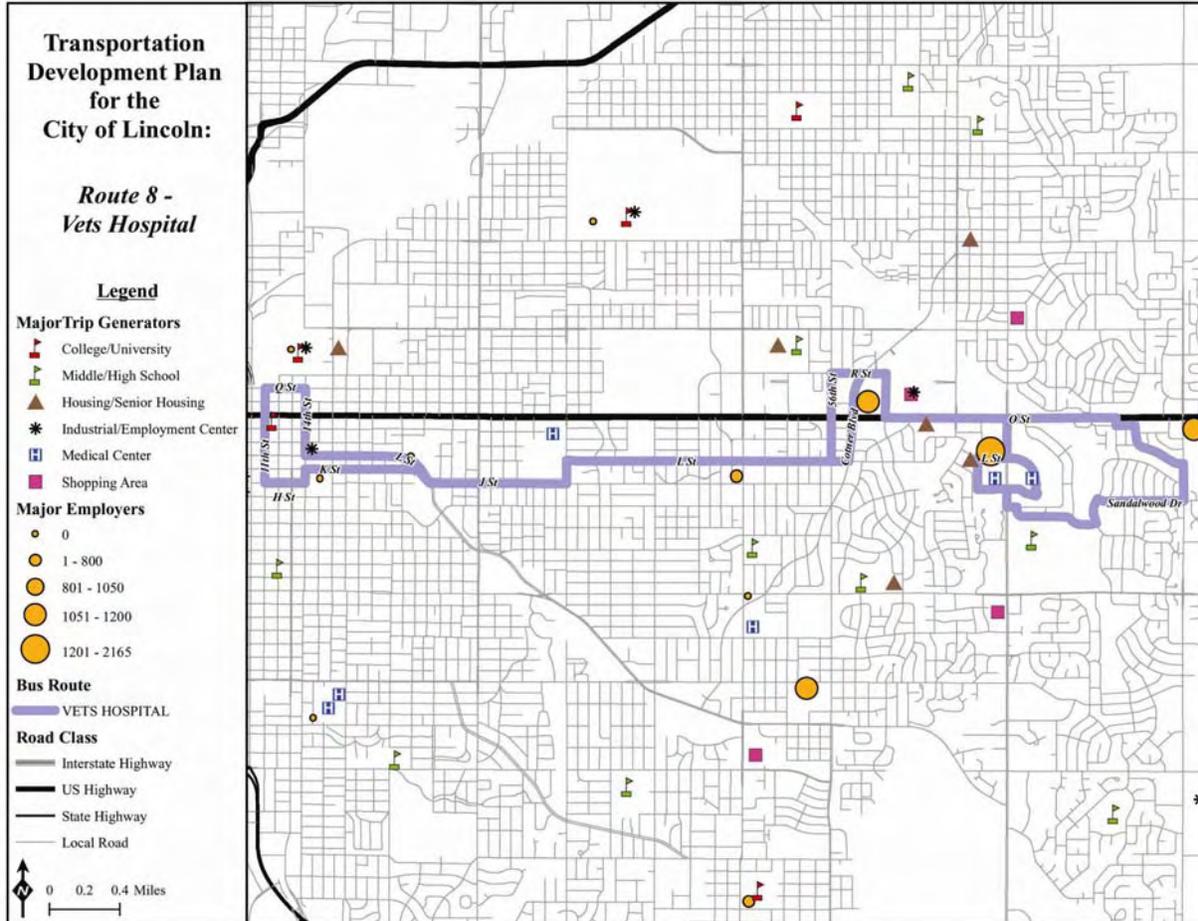
Route 7 Belmont – This route operates between Downtown Lincoln and the northern part of the city. This route serves the State Fairgrounds, Memorial Stadium, The University of Nebraska’s City Campus, North Star High School, and Goodrich Middle School. The layover location for this route is located at Autumn Woods. This route operates on weekdays only, with Saturday service being provided by Route 7/11. Figure 2-10 presents the routing for Route 7.

Figure 2-10: Route 7 Belmont



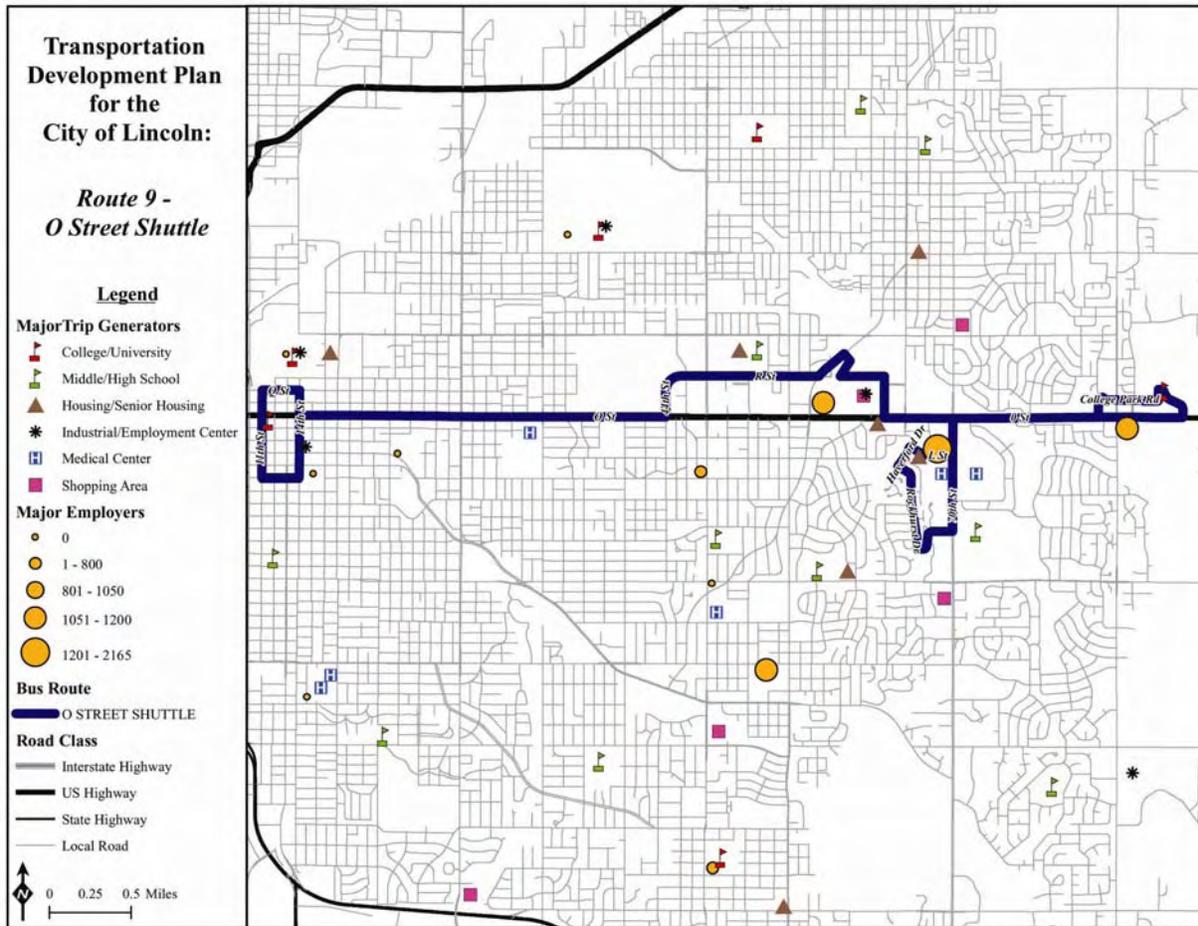
Route 8 Veteran’s Hospital – This route operates between Downtown Lincoln and neighborhoods in the eastern part of Lincoln. This route serves Lincoln East High School, Saint Elizabeth Regional Medical Center, Veteran’s Hospital, Westfield Shoppingtown Gateway, and Wedgewood. The layover location for this route is at South 84th Street and Cherrywood Drive. This route operates on weekdays only, with Saturday service being provided by Route 8/15. Figure 2-11 presents the routing for Route 8.

Figure 2-11: Route 8 Veteran’s Hospital



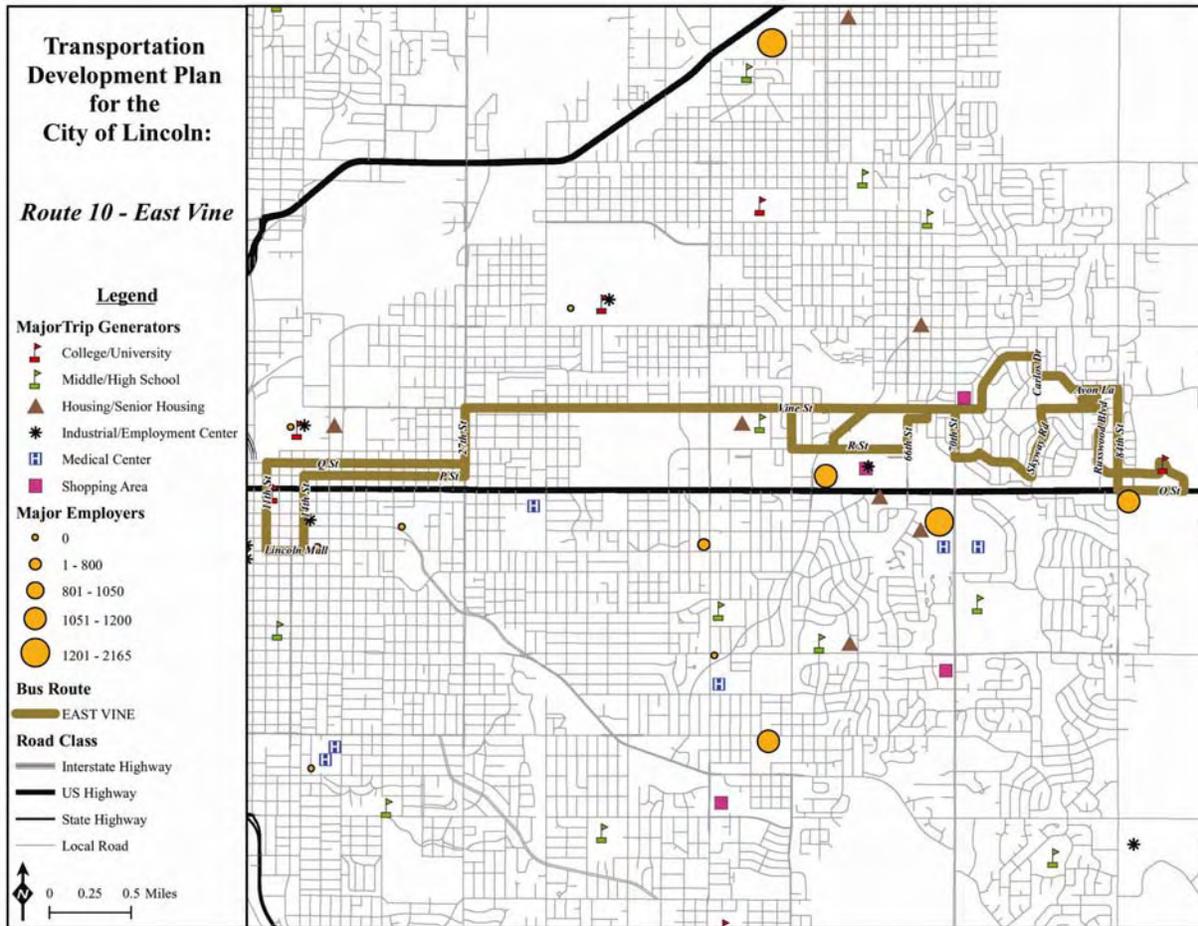
Route 9 “O” Street Shuttle – This route operates between Downtown Lincoln and eastern portions of the city. This route serves Southeast Community College, Saint Elizabeth Regional Shopping Center, and Westfield Shoppingtown Gateway. The layover location for this route is at Southeast Community College. This route operates on Weekdays and Saturdays. A route diagram is presented on Figure 2-12.

Figure 2-12: Route 9 “O” Street Shuttle



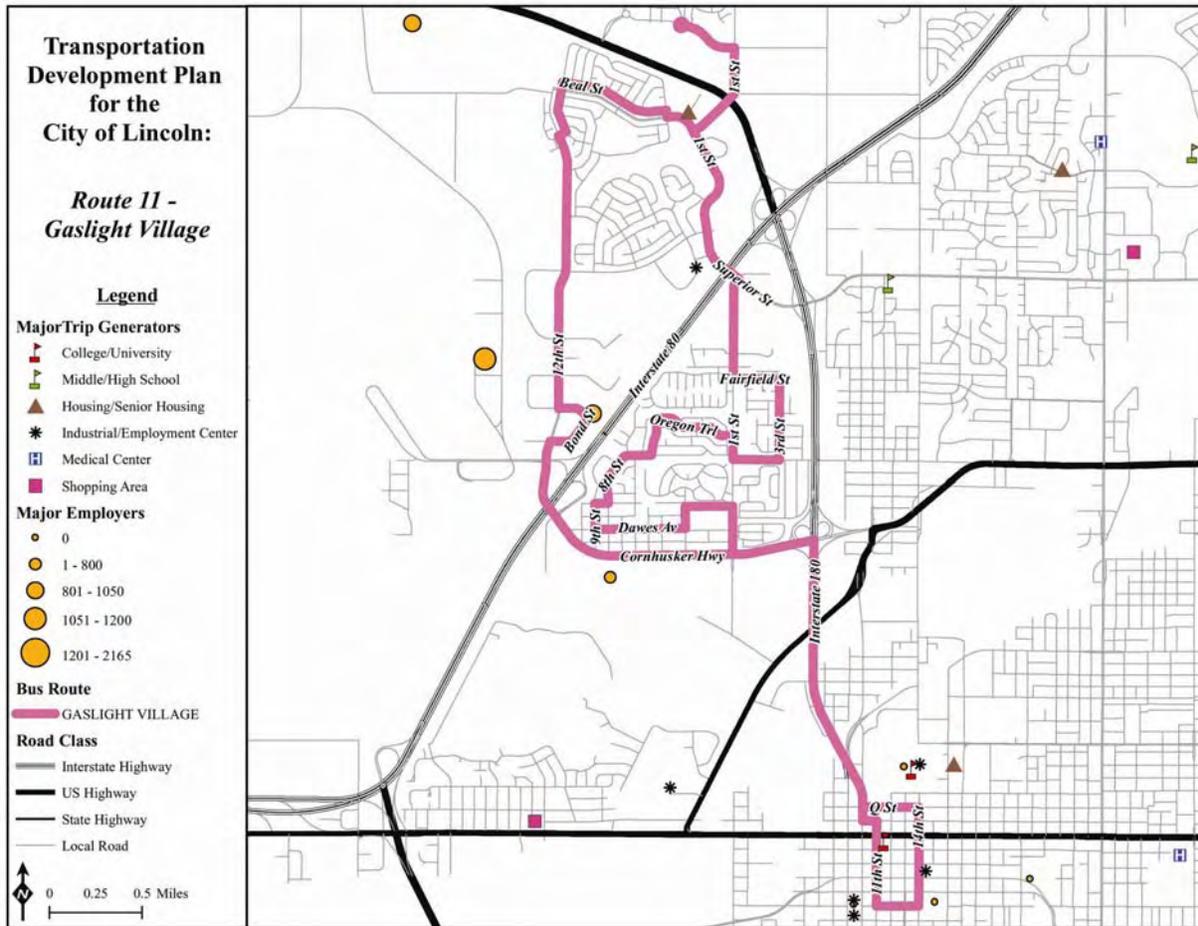
Route 10 East Vine – This route operates between Downtown Lincoln to neighborhoods in the eastern part of the city, primarily along Vine Street. This route serves Southeast Community College, Westfield Shoppingtown Gateway, Meadowlane Shopping Center, and Culler Middle School. The layover location for this route is at East Avon Lane and Sanborn Drive. This route operates on Weekdays and Saturdays. Figure 2-13 presents a diagram of Route 10.

Figure 2-13: Route 10 East Vine



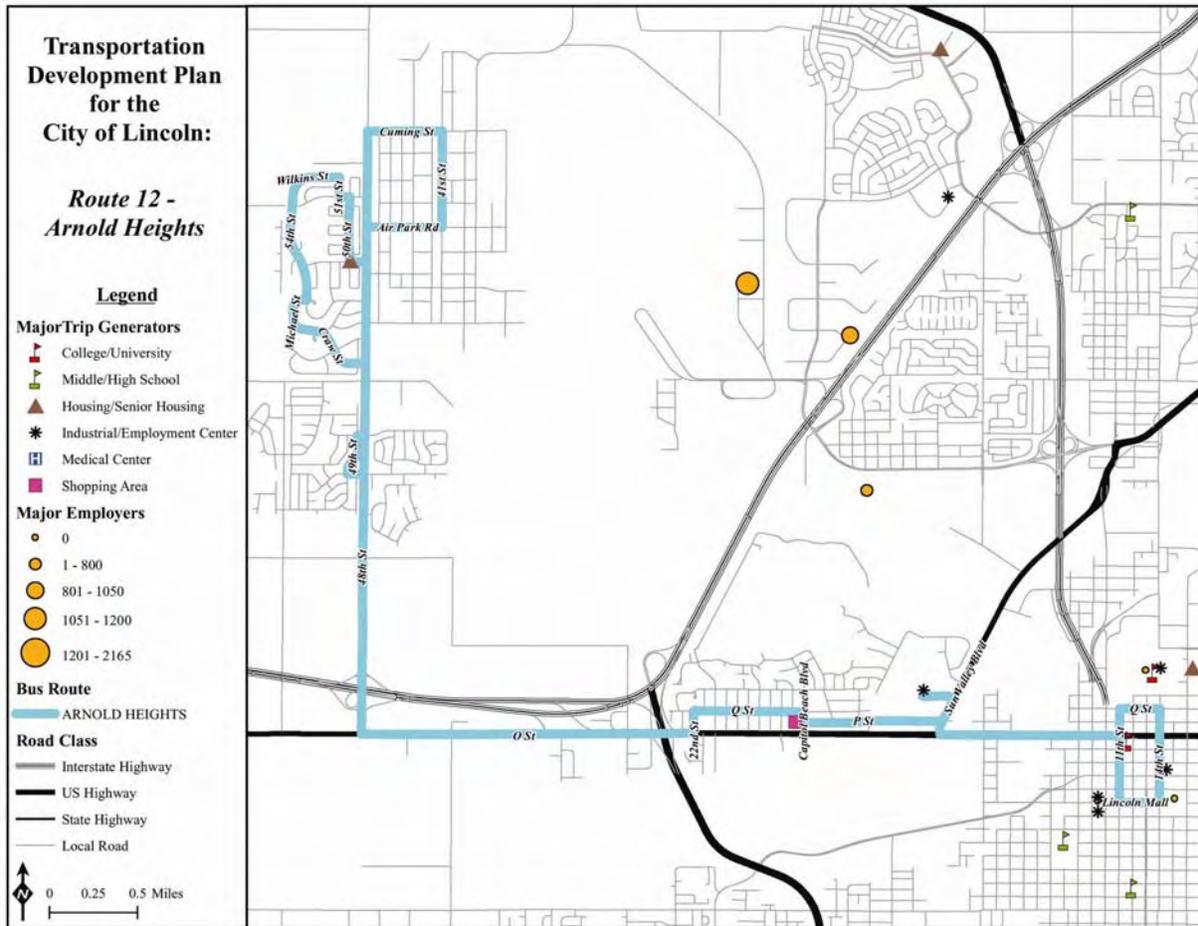
Route 11 Gaslight Village – This route operates between Downtown Lincoln and northwest neighborhoods in the city. This route serves Pfizer, Ameritas, North Industrial Park, and the Highlands. The layover location for this route is at North 3rd Street and Fairfield Street. This route operates on weekdays only, with Saturday service provided via Saturday Route 7/11. Figure 2-14 presents a diagram of Route 11.

Figure 2-14: Route 11 Gaslight Village



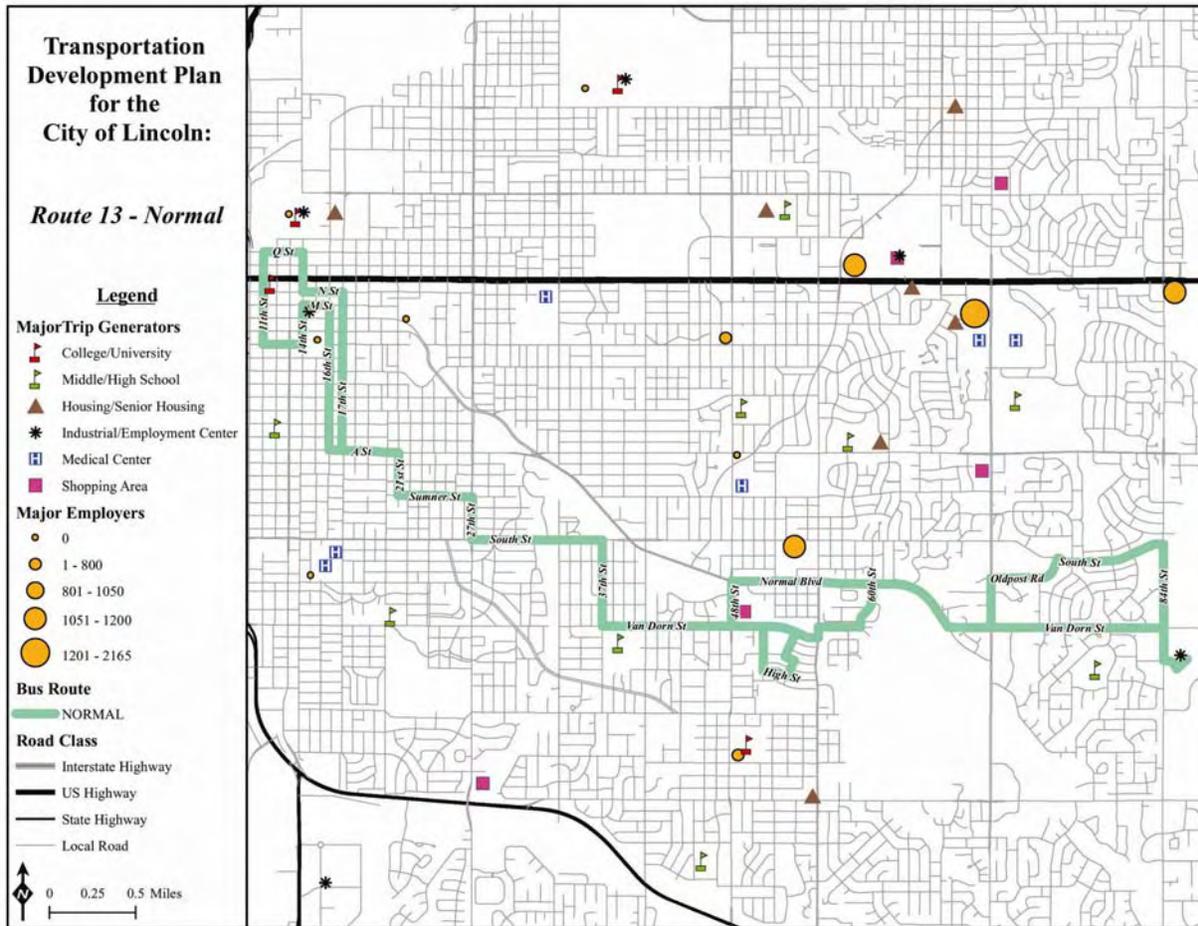
Route 12 Arnold Heights – This route operates between Downtown Lincoln and neighborhoods in the northwest part of the city. This route serves West Gate Shopping Center, West Gate Industrial Park, Lincoln Air Park, and Lancaster County Corrections. The layover location for this route is at Northwest 49th Street and Craw Street. Service is provided along this route on weekdays and Saturdays. The layout of this route is presented on Figure 2-15.

Figure 2-15: Route 12 Arnold Heights



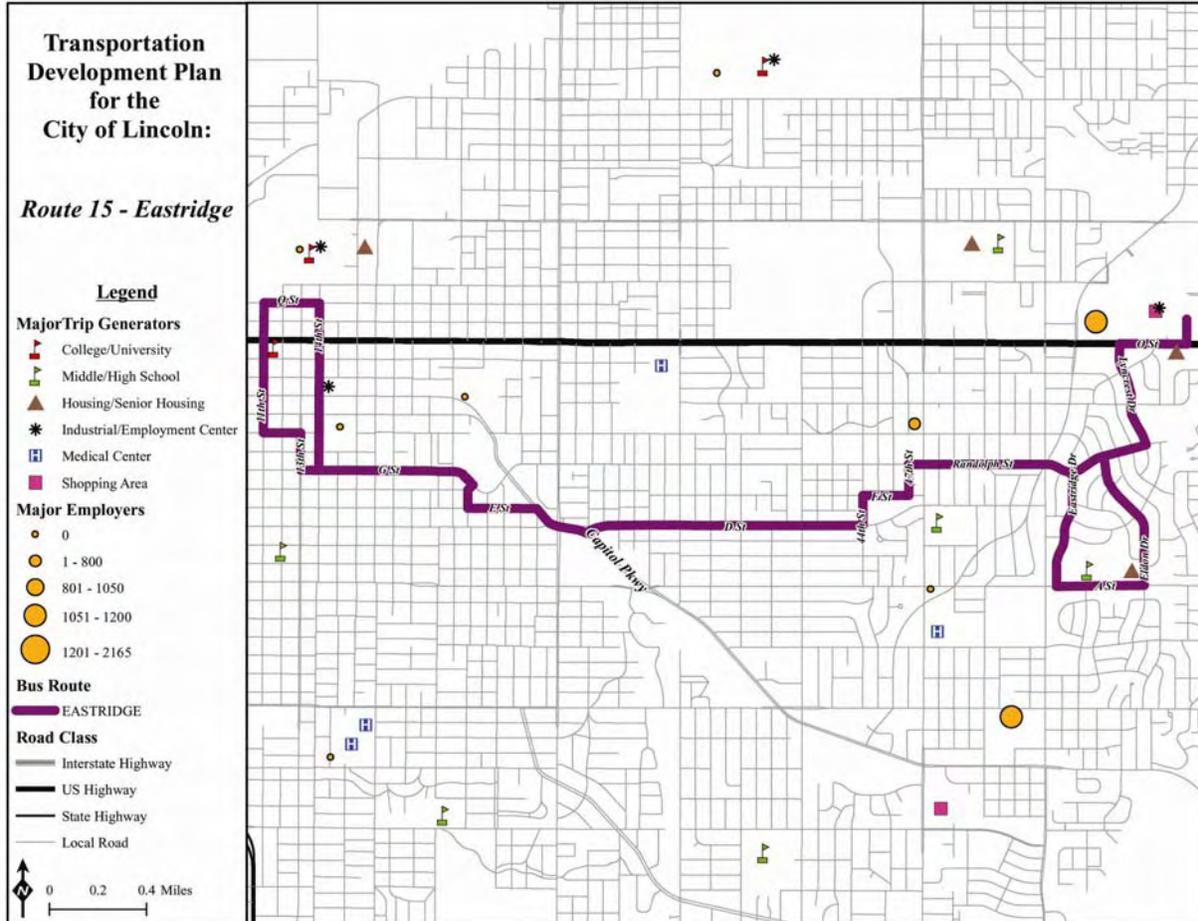
Route 13 Normal – This route operates between Downtown Lincoln and southeastern neighborhoods in the city. This route serves Holmes Lake, Van Dorn Plaza, Lux Middle School, Lincoln Southeast High School, and Lincoln Benefit Life. The layover location for this route is at South 84th Street and Van Dorn Street. Service is only provided on weekdays for this route, with Saturday service provided along Route 5/13. Figure 2-16 provides a map of this route.

Figure 2-16: Route 13 Normal



Route 15 Eastridge – Route 15 operates between Downtown Lincoln and Westfield Shoppingtown Gateway in the eastern part of Lincoln. This route serves Lefler Middle School, Lincoln High School, Pius X High School, and Westfield Shoppingtown Gateway. The layover location for this route is at Eldon Drive and A Street. Service along this route is operated on weekdays only. On Saturdays areas along this route are served by Route 8/15. Figure 2-17 is a map of Route 15.

Figure 2-17: Route 15 Eastridge



Route 16 Irving – Route 16 provides service between Downtown Lincoln and neighborhoods in the southeast portion of the city. This route served Bryan LGH West, Irving Middle School, Pound Middle School, and Everett School. The layover location for this route is at South 46th Street and LaSalle Street. Service along this route is only operated on Weekdays. Saturday service is provided along Route 16/3. Figure 2-18 presents a diagram of Route 16.

Figure 2-18: Route 16 Irving

