

**MINUTES**  
**STARTRAN ADVISORY BOARD MEETING**  
**StarTran Conference Room 2**  
**July 20, 2011**

Members Present: Kim Phelps, Beatty Brasch, Mitch Paine (via telephone), John Baylor, Debby Brehm,  
Steve Speicher

Members Absent: Kory George

Staff Present: Larry Worth, Mike Weston, Kitty Elliott, Scott Tharnish, Brian Praeuner, Glenn  
Knust, Connie Thoreson

**I. REGULAR BOARD MEETING**

Chairman Kim Phelps, noted the Open Meetings Law, and Patron Conduct Notice posted on the north wall.

**A. Patrons to be Heard**

No patrons requested to speak.

**B. Discussion of Mayor's Proposed F.Y. 2011-12 Budget - StarTran – Reduce Saturday Service from 12 to 8 hours**

- Larry Worth summarized the July 14, 2011 memo sent to the Advisory Board with regard to the StarTran portion of the Mayor's FY 2011-12 budget proposal (see attached).

Mr. Worth noted staff was asked during the July 18, 2011, StarTran budget discussion with the City Council to develop cost savings details for discontinuation of all Saturday service. It was also noted that with the 4 hour service reduction, the loss of the two FTE positions will be accomplished by two current vacancies. Mr. Worth reminded the Board that any service cuts to regular fixed route service would be reflected in the HandiVan service as well.

The Saturday StarTran Patron Survey was summarized by Mr. Worth (see attached). After reviewing survey results, it was acknowledged that Saturday patrons are "transit dependent". The Advisory Board members discussed which hours would be most beneficial in serving the majority of the patrons.

Mr. Worth indicated there has been minimal citizen/patron comments opposing the proposed 4-hour Saturday service cuts. Scott Tharnish will provide the Board with costs associated with a split 4-4 service hours, and 9 and 10 hour service days, versus the proposed reduction from 12 to 8 service hours.

The Board felt that it was important to know the work hours of Saturday patrons, asking for the July 23<sup>rd</sup> survey to include additional specific questions with regard to patron work and shopping hours. In response to a question from Mr. Speicher, blind patrons will be supplied with a phone number in order to complete the survey. It was noted that there are approximately 1,700 rides on Saturday service.

Kitty Elliott indicated there will be a News Release sent out alerting the public to the survey being on buses on July 23<sup>rd</sup>, along with the announcement of the Public Hearing.

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- It was decided that the LPlan 2040 and a StarTran financial update would be put on the July 28, 2011 meeting agenda.
- Larry Worth noted that Councilman Carroll indicated that a consultant had been chosen for the StarTran audit scheduled to begin in August, 2011, with a six month completion period.

### **C. Patrons to be Heard**

- Pat Schreurs encouraged the StarTran Advisory Board members to ride the bus on a Saturday with one of the disabled patrons in order to gain a full understanding of how long it takes these patrons to traverse the city for everyday business/pleasure. Ms. Schreurs is against any cuts to the StarTran transit services.
- Charlie Schroeder, a StarTran bus operator, felt that cutting a particular 4hour block of Saturday service, may vary from route to route.

### **D. Adjournment**

The meeting was adjourned. The next StarTran Advisory Board meeting will be July 28, 2011.



# Memo

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**To:** StarTran Advisory Board Members  
**From:** Larry Worth - StarTran  
**Date:** July 14, 2011  
**Subject:** Mayor's Proposed F.Y. 2011-12 Budget - StarTran  
**cc:** Greg MacLean - PW/U

The Mayor has proposed in the F.Y. 2011-12 Budget that StarTran services on Saturdays be reduced from the current 12 hours of service to 8 hours of service. Per 2.38.100 of the Lincoln Municipal Code, the City Council may not take final action on changes to StarTran routes/fares until the proposal is reviewed by the Advisory Board, with the Board recommendation submitted to the City Council. This memo, then, is provided as a "fact sheet" in this regard...

- **StarTran Advisory Board Review/Action Schedule**
  - 7/20/11, 8:00 a.m., discussion of proposed Saturday service reduction
  - 7/26/11, 4:00 p.m., Public Hearing on proposed Saturday service reduction
  - 7/28/11, 8:00 a.m., Advisory Board action on proposed Saturday service reduction
- **City Council Review/Action Schedule on Proposed Lincoln F.Y. 2011-12 Budget**
  - 7/18/11, Public Works Dept meeting with City Council
  - 7/22/11, City Council discusses tentative changes to budget proposal
  - 7/25/11, City Council votes on tentative changes to budget proposal
  - 8/8/11, Public hearing on proposed budget and tentative changes
  - 8/10/11, City Council votes on final changes to budget
  - 8/22/11, City Council adopts budget
- **Costs/Ridership/Etc of Proposed Reductions of Saturday Service by 4 Hours**
  - Cost savings = \$211, 923
  - Reduction of FTE's = 3 (2 bus operators - both position currently vacant and 1 service worker)
  - Decrease in ridership = 16,000 riders/year
- **Current/Proposed Hours of Saturday Operation**
  - **Currently** 6:30 a.m. - 6:30 p.m. (12 hours)
  - **Proposed** total of 4 hours reduction in either/both ends of current service hours (8 hours)

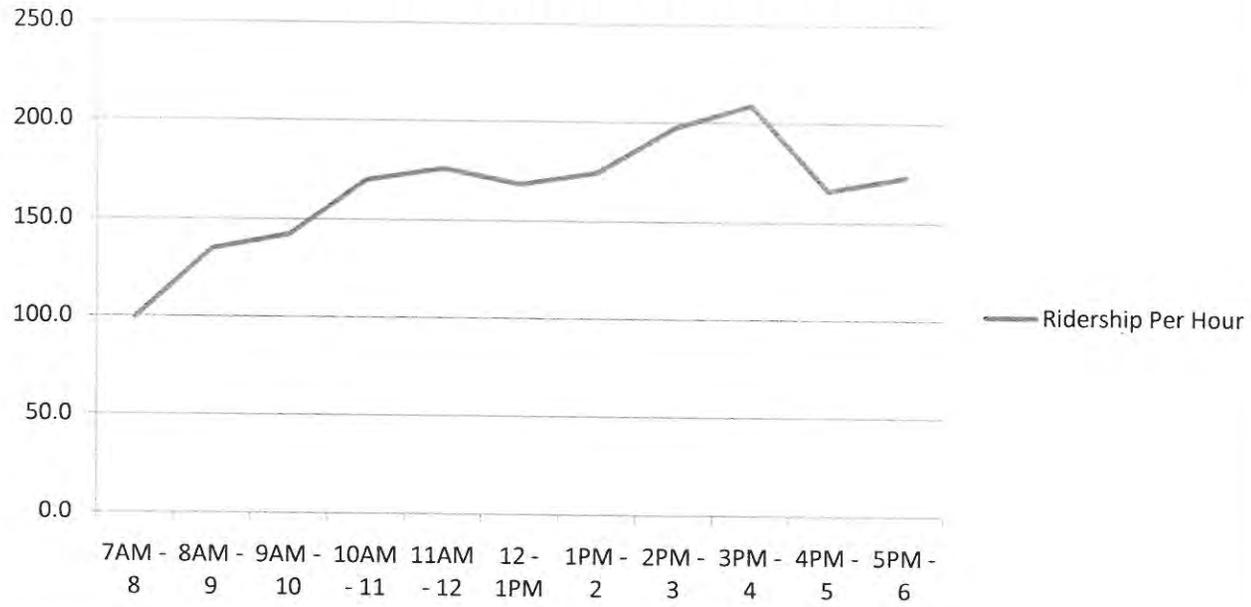
- **Saturday ridership** is effectively constant through service day, with low of 100 riders/hour to high of 200 riders/day (see attached). Surveys are being conducted on two Saturdays (July 16 & 23) and a weekday (July 20) to solicit rider opinions as to what 8-hour service days would best work for them, as follows...

6:30 a.m. - 2:30 p.m.  
7:30 a.m. - 3:30 p.m.  
8:30 a.m. - 4:30 p.m.  
9:30 a.m. - 5:30 p.m.  
10:30 a.m. - 6:30 p.m.

The results of the surveys will be available July 25<sup>th</sup>, as input for subsequent decisions

- **HandiVan** service hours would also be reduced to match the resultant 8 hour fixed-route service hours. HandiVan ridership averages 22/Saturday or 1.8 riders/hour (including cancellations, etc) throughout the 12-hour Saturday service day.
- **Note:**
  - The proposed 8-hour service day is a “straight” 8 hours, with no mid-day service cessation, to achieve the proposed cost reduction indicated in the proposed budget.
  - All routes and HandiVan services would be the same service hours/times.
  - No route changes or fare adjustments are included in this proposal.
  - Approved service hour changes would be implemented in mid to late September to enable rider notification, etc.

## Saturday Ridership Per Hour



## Memo

Date: July 26, 2011

To: StarTran Advisory Board

From: Brian Praeuner

Re: Saturday survey results

Provided below are the results for the follow up survey for Saturday, July 23, that asked additional questions concerning patrons work and shopping habits. On the last page of this report is the survey responses collected that asked patrons which 8 hour options they favor most. This question was asked on all 3 survey days (Saturday July 16, Wednesday, July 20 and Saturday July 23.)

Revised survey conducted on Saturday, July 23<sup>rd</sup> to include additional questions:

If StarTran Saturday service were to operate for 8 continuous hours, which option would you favor most:

Option	Number	%
6:30 A.M. – 2:30 P.M.	52	18%
7:30 A.M. – 3:30 P.M.	58	20%
8:30 A.M. – 4:30 P.M.	62	21%
9:30 A.M. – 5:30 P.M.	64	22%
10:30 A.M. – 6:30 P.M.	53	18%

Total: 289

Do you use the Saturday bus service for work?

Option	Number	%
Yes	164	59%
No	113	41%

Total: 277

If yes, what are your work hours on Saturday?

This was an open ended question where patrons wrote down work hours. It should be noted that work hours varied with typical 8 hour shifts to 4 hour shifts and ranging from 5 am to 10 pm.

Common work hours patrons wrote in were:

<u>Times</u>	<u>Number</u>	<u>%</u>
9 A.M. – 5 P.M.	13	10%
8 A.M. – 5 P.M.	14	11%
7 A.M. – 4 P.M.	14	11%
8 A.M. – 1 P.M.	4	3%
8 A.M. – 3 P.M.	8	6%
9 A.M. – 2 P.M.	5	4%
9 A.M. – 3 P.M.	2	2%
10 A.M. – 2 P.M.	3	2%
10 A.M. – 3 P.M.	3	2%
10 A.M. – 4 P.M.	4	3%
11 A.M. – 2 P.M.	2	2%

Using the 8 continuous hours as options for work hours:

<u>Times</u>	<u>Number</u>	<u>%</u>
6:30 A.M. – 2:30 P.M.	5	4%
7:30 A.M. – 3:30 P.M.	5	4%
8:30 A.M. – 4:30 P.M.	9	7%
9:30 A.M. – 5:30 P.M.	5	4%
10:30 A.M. – 6:30 P.M.	9	7%

Work shifts that did not fall in current Saturday service hours (work shift that either starts before 6:30 am or ends after 6:30 pm)

Times	Number	%
5 A.M. – 2 P.M.	1	1%
6 A.M. – 1 P.M.	3	2%
6 A.M. – 3 P.M.	3	2%
6 A.M. – 5 P.M.	2	2%
7 A.M. – 10 P.M.	1	1%
8 A.M. – 7 P.M.	4	3%
10 A.M. – 7 P.M.	1	1%
11 A.M. – 7 P.M.	4	3%
<b>Total:</b>	<b>124</b>	

If a split shift of 2 four hour blocks of 6:30 – 10:30 am and 2:30 – 6:30 pm were recommended, would you still use the bus?

Option	Number	%
Yes	233	85%
No	42	15%

Total: 275

If no, please explain why not

Of the 30 responses to this question the most common answer was summarized as inconvenient at 77 % and the other common response was wait time too long at 23%

Could you still utilize the bus on Saturday for shopping if service was not available for four hours in the middle of the day?

Option	Number	%
Yes	171	60%
No	112	40%

Total: 283

Total survey responses collected that asked patrons which 8 hour options they favor most. This question was asked on all 3 survey days (Saturday July 16, Wednesday, July 20 and Saturday July 23.)

6:30 A.M. – 2:30 P.M.	139	19%
7:30 A.M. – 3:30 P.M.	129	18%
8:30 A.M. – 4:30 P.M.	146	20%
9:30 A.M. – 5:30 P.M.	151	21%
10:30 A.M. – 6:30 P.M.	157	22%

Total: 722