

**IN LIEU OF
DIRECTORS' MEETING
ADDENDUM**

Monday, April 27, 2020

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**I. DIRECTORS CORRESPONDENCE
TRANSPORTATION & UTILITIES DEPARTMENT**

1. StarTran Advisory Review Board
2. StarTran Multi-modal Center Feasibility Study

PURCHASING DEPARTMENT

1. Pre-qualification Approval, Barker Lemar Engineering Consultants

II. CONSTITUENT CORRESPONDENCE

1. Rentable Scooter Pilot Program - Trevor Meyer
2. Local response to our pandemic conditions - Dave Landis

Angela M. Birkett

From: Elizabeth D. Elliott
Sent: Thursday, April 23, 2020 1:47 PM
To: Bennie R. Shobe; Tammy J. Ward; Roy A. Christensen; Sandra J. Washington; James M. Bowers; Richard W. Meginnis; Jane Raybould
Cc: Jennifer J. Brinkman; Michael J. Davis; Angela M. Birkett
Subject: StarTran Advisory Review Board Annual evaluation
Attachments: Advisory Board Annual Review_FY 2019.pdf; StarTran's plans to elevate service.docx

Good afternoon Council Members. I hope you are all doing well and staying healthy!

In accordance with LMC 2.38.090, the StarTran Advisory Review Board completed their annual surveillance evaluation. Upon completion of that evaluation, they completed the attached report. The 2018-19 StarTran Surveillance Report is a performance status report prepared annually based on the service goals described in the 2015 Transit Development Plan. The last two pages of the report provide five core goals for the fixed routes and three core goals for the paratransit routes that were reviewed, as well as StarTran's results in attaining those goals. StarTran has reviewed this report and has outlined the steps that it has already taken or plans on taking to elevate our services in light of each goal. Those plans are also attached as a separate document for your review. StarTran will continue to actively monitor and assess the steps they've taken and will make changes accordingly to provide the best service possible to our community.

If you have any questions or wish to further discuss the report or StarTran's plans, please do not hesitate to contact me or Mike Davis.

Liz

STARTRAN SURVEILLANCE REPORT
A Summary of Service Standards and Performance
September 1, 2018 – August 31, 2019

1. INTRODUCTION:

The Transit Surveillance Report presents the performance status for the period of fiscal year September 1, 2018 to August 31, 2019. This information affords staff, recommending groups, and decision makers a rational and systematic means for evaluation of current transit services, and for estimating the results of any potential service changes resultant from this evaluation. StarTran staff endeavors to provide the most efficient and effective transit services to the citizens of Lincoln. The transit surveillance program is a key component to furthering that goal.

The preparation of this report is in response to Federal Transit Administration requirements set forth in Circular C4702.1B. Further, per Section 2.38.090 of the Lincoln Municipal Code “the StarTran Advisory Board shall annually review an evaluation of the transit performance standards and service goals described in the current ‘Transit Development Plan’ (TDP). Upon completion of each annual review, the advisory board shall forward its recommendation, if any, to the Director of Public Works and Utilities, who shall forward the recommendations to the Mayor and City Council as appropriate.”

This report provides recommendations for both fixed route and paratransit services.

Performance Evaluation:

Evaluating the StarTran system against a set of service standards is the first step in the evaluation process. The process allows one to deal with a variety of issues related to the quality and quantity of transit services. This information provides initial guidance for the development of service strategies, which are discussed at the end of this report.

Page 2 presents StarTran’s fixed route performance versus Service Standards.

Category	Standard	StarTran Results	
<i>Service Coverage</i>			Page #
Availability	Provide service to at least 90% of transit supportive areas: <ul style="list-style-type: none"> ▪ High density areas within ¼ mile of a bus route ▪ Employers or employment concentrations of 200 + employees ▪ Health Centers ▪ Middle and high schools ▪ Colleges/Universities ▪ Shopping centers of over 25 stores ▪ Social service/government centers 	87% service provided to transit supportive areas	6
Frequency	Arterial Routes <ul style="list-style-type: none"> ▪ Minimum 30 minute peak ▪ Minimum 60 minute off-peak Crosstown/neighborhood/shuttle services <ul style="list-style-type: none"> ▪ Minimum 60 minute service 	12 out of 15 weekday routes meet peak & off-peak standard 12 out of 14 Saturday routes meet standard	7
Span	5 AM to 10 PM on weekdays 6 AM to 7 PM on Saturdays	3 of 15 weekday routes operate till approximately 10 PM. 9 of 15 weekday routes operate between 8 – 9 PM 3 of 14 Saturday routes operate till approximately 7 PM	8
Directness	Travel time ratio compared to automobile with a Target ratio of 1.75	1.84	9

<i>Patron Convenience</i>			
Speed	Minimum of 12 mph for radial routes Minimum of 9 mph for Downtown Shuttle Minimum of 15 mph for outlying services	Most routes meet standard	9
Loading	Maximum seated passenger load of 125% during peak periods *	On average all routes meet standard	10
Dependability	85% on-time for all trips No trips leaving early	Most routes do not meet standard: 76.9% <i>2018 Result: 81.3%</i>	10
Road call ratio	Maintain a road call ratio of no less than 5,000 miles per road call **	4,554 miles per road call. Does not meet standard <i>2018 Result: 5,180</i>	11
<i>Fiscal Condition</i>			
Fare structure	Develop process to monitor proof of income as a requirement for low-income bus pass purchases.	StarTran will be recommending changes to overall fare structure.	11
Farebox Recovery	Significantly alter routes less than 60% of average (8.2% is average) Review and modify routes between 60% and 80% average	<u>Below 60%</u> Routes 54 <u>Between 60% and 80%</u> Routes 40, 42, 49, 53, 55 & 56 <i>2018 Result: 8.7%</i>	12
Productivity (Pass/Hour)	Significantly alter routes less than 60% of average (15.1 pass/hour is average) Review and modify routes between 60% and 80% of average	<u>Below 60%</u> None <u>Between 60% and 80%</u> Routes 40,41,42,46,48/54,49, &53 <i>2018 Result: 15.1</i>	12
<i>Passenger Comfort</i>			
Waiting shelters & benches	Shelters: 25 or more daily boardings Benches: 15 or more daily boardings	Benches and shelters planned to be installed during 2020	13

Bus Stop Signs	Denote StarTran, contact info, and route #	Information included on signs	13
Revenue Equipment	Clean and good condition	Meets standard	14
Public Information	Develop a GTFS to enable trip planning via Google Transit	Google Trip Planner complete	14
Safety & Security	Maintain and/or reduce the number of security-related complaints Maintain and/or reduce the number of incidents of vandalism of agency property according to police reports and repair records Maintain and/or improve customer satisfaction regarding perceptions of safety and security, as determined through market research	76 police calls to Golds bus stop	14

* 25 foot vehicles cannot accommodate standees

** StarTran changed Road Call standard to better reflect current operating conditions and based on peer review

2. TYPES OF TRANSIT SERVICE:

StarTran provides two types of services in order to better accommodate the various travel markets in the community. These services are described below.

Fixed Route:

Fixed Route service represents the backbone of public transportation in Lincoln. These routes generally operate throughout the day and make frequent stops. Fixed Route service consists of radial routes that operate from downtown to outlying residential and commercial areas, Downtown service that operates within central business district of Lincoln and outlying routes that typically operate from key commercial centers outside of downtown.

Paratransit service:

StarTran provides two ADA-required complementary paratransit services for eligible disabled residents of the community. One of these services – the brokerage program – is offered by contractual arrangement with a private provider.

The second service is provided by StarTran directly and is known as the “Handi-Van” program. Handi-Van program which is a demand-responsive service that is operated during the entire StarTran service day throughout the entire city.

3. PERIODS OF TRANSIT SERVICE:

Most services are provided Monday through Saturday. On weekdays, the nature of the demand for transit service requires the scheduling of more buses during certain hours of the day or during the peak ridership periods. The following definitions are offered for purposes of this report:

Peak Periods:

Peak periods generally extend from 6:00 AM to 9:00 AM and from 3:00 PM to 6:00 PM on weekdays. There are no designated peak periods on weekends.

Other Periods:

Other periods consist of the early morning, midday base and evening hours on weekdays and the entire day on Saturdays.

4. FIXED ROUTE SERVICE STANDARDS

Service Coverage

Availability

Service availability is a measure of transit accessibility based on the distribution of routes and the placement of stops within a transit provider's service area. Stops spaced further apart allow for faster bus speeds and reduce customer travel times but also require customers to walk further to access the service.

The industry standard for the maximum distance an average person can reside from a bus route and still be considered to "have service" is 1/4 mile. Each transit route should be seen, then, as serving a band 1/2 mile wide (1/4 mile to each side of the route), except where the road network prevents reasonably direct pedestrian access. Measuring a city's transit accessibility should go beyond simply measuring the amount of population that is within 1/4 mile of an existing route. Such measurements suggest that all areas within a city equally warrant transit service. Transit accessibility should measure the amount of jobs, activity centers, or populations located in transit supportive densities that are within walking distance of transit.

Availability Standard:

Provide service to at least 90% of transit supportive areas:

- High density areas within ¼ mile of a bus route
- Employers or employment concentrations of 200 + employees
- Health Centers
- Middle and high schools
- Colleges/Universities
- Shopping centers of over 25 stores
- Social service/government centers

Frequency

Service headways, or how often a bus arrives, are one of the most important determinants of ridership. More frequent service attracts more passengers assuming a market is present. At the same time, headways have a significant impact on operating costs, and service requirements increase significantly with improvements in headways.

Because of the expense of frequent service, headways are normally scheduled based upon existing or potential demand. This may translate into variations in headways throughout the day, with higher headways in peak periods, and less frequent service outside of the peak.

Market research has consistently shown that choice riders will not be attracted to service with 60-minute headways. The minimum frequency necessary to attract choice riders is 30-minute service. Likewise, research has shown that 35-minute frequencies have significantly reduced market potential when compared to 30-minute routes.

Frequency Standard:

Arterial Routes

- Minimum 30 minute peak
- Minimum 60 minute off-peak

Crosstown/neighborhood/shuttle services

- Minimum 60 minute service

Table A: Weekday Route Network Frequency

Route Name	Peak Frequency	Midday Frequency
13 South 13th	30 minutes	30 minutes
27 North 27th	30 minutes	30 minutes
40 Heart Hospital	30 minutes	60 minutes
41 Havelock	30 minutes	60 minutes
42 Bethany	30 minutes	60 minutes
44 O Street Shuttle	30 minutes	30 minutes
46 Arnold Heights	30 minutes	30 minutes
48 North 48th	60 minutes	60 minutes
49 University Place	30 minutes	60 minutes
51 West A	60 minutes	60 minutes
52 Gaslight	60 minutes	60 minutes
53 SouthPointe	30 minutes	60 minutes
54 Veteran's Hospital	60 minutes	60 minutes
55 Star Shuttle	15 minutes	15 minutes
56 Sheridan	60 minutes	60 minutes

Table B: Saturday Route Network Frequency

Route Name	Peak Frequency	Midday Frequency
13 South 13th	60 minutes	60 minutes
27 North 27th	60 minutes	60 minutes
40 Heart Hospital	60 minutes	60 minutes
41 Havelock	60 minutes	60 minutes
42 Bethany	60 minutes	60 minutes
44 O Street Shuttle	60 minutes	60 minutes
46 Arnold Heights	60 minutes	60 minutes
48 North 48th	60 minutes	60 minutes
49 University Place	60 minutes	60 minutes
51 West A	120 minutes	120 minutes
52 Gaslight	120 minutes	120 minutes
53 SouthPointe	60 minutes	60 minutes
54 Veteran's Hospital	60 minutes	60 minutes
56 Sheridan	60 minutes	60 minutes

Span

The number of hours per day that a route operates plays a role in determining the effectiveness of transit service for potential users. Transit service must be available near the time a trip needs to be made for transit to be a viable travel option. Weekday routes should permit workers and students to make their morning start times and should end late enough to provide return trips home for second shift workers in urban areas. The standard for StarTran regular route service should be 5:00 AM to 10:00 PM on weekdays, and 6:00 AM to 7:00 PM on Saturdays.

Directness

Routes should be designed to operate as directly as possible to maximize average speed for the bus and minimize travel time for passengers while maintaining access to service. Fast and direct routes tend to be useful to more people than circuitous routes. Even if a trip requires transferring between two routes, it is likely to be faster than a trip using a circuitous route.

Travel time is a measure of directness that assesses how long it takes to make a trip by transit. Travel time can be measured based on the transit trip alone or in relation to another mode, such as the automobile. Travel time measures can also assess how quickly persons or transit vehicles can travel between two points, how many transfers are required, and how variable travel times are from day to day. Trips that take too long to make, particularly in relation to the automobile, will be unattractive to potential passengers—particularly choice riders.

Standard is bus travel time ratio compared to automobile with a Target ratio of 1.75

Results:

Route	Auto Travel Time	Bus Travel Time	Ratio
13	16	25	1.56
27	10	26	2.6
40	19	30	1.78
41	13	43	3.3
42	15	25	1.67
44	15	25	1.67
46	12	18	1.5
48	21	27	1.28
49	18	28	1.56
51	11	20	1.81
52	9	20	2.22
53	16	35	2.18
54	14	22	1.57
55	2	6	3
56	13	25	1.9
Total	204	375	1.84

Patron Convenience

Speed

Operating speed is a function of posted speed limits, turning movements, stop spacing, and ridership activity. As a result, unique route types often have varying average operating speeds. Express routes are expected to be designed and operate at speeds comparable with personal automobiles. At the opposite end of the spectrum, downtown circulators are afforded more time for navigating through neighborhoods and therefore have slower operating speeds.

Standard:

- Minimum of 12 mph for radial routes
- Minimum of 9 mph for Downtown Shuttle
- Minimum of 15 mph for outlying services

Average operating speed by route:

Radial Routes – 12 mph	Average Speed (mph)
13 South 13th	14
27 North 27th	15
40 Heart Hospital	16
41 Havelock	16
42 Bethany	13
44 O Street Shuttle	12
46 Arnold Heights	14
49 University Place	12
51 West A	14
52 Gaslight	11
53 SouthPointe	14
54 Veteran's Hospital	14
56 Sheridan	14
Downtown Shuttle – 9 mph	Average Speed (mph)
55 Star Shuttle	10
Outlying Services – 15 mph	Average Speed (mph)
48 North 48th	15

Loading

Loading refers to the number of passengers carried on a segment of a route. Managing passenger loads is crucial in maintaining customer satisfaction, schedule reliability, and safe operations.

Standard is a maximum seated passenger load of 125% during peak periods.

StarTran seating capacity differ according to size of vehicle as follows:

- 35 foot bus: 32 passenger seating capacity
- 29 foot bus: 27 passenger seating capacity
- 25 foot bus: 17 passenger seating capacity

Dependability

Dependability is a measure of how well a particular route adheres to its schedule. It suggests whether a customer can count on a bus being there when the schedule says it will be. For most systems, buses are considered on-time if they depart a designated timepoint between – zero and five minutes later than the scheduled departure time. Buses should never depart a timepoint ahead of schedule unless operators are given explicit permission to do so.

On-time performance should be measured at every timepoint, and not just at the downtown transit center. A goal of all trips arriving between zero to five minutes late 85% on-time should be considered.

Schedule adherence by route

Route Name	85% on-time
13 South 13th	79.5%
27 North 27th	69.4%
40 Heart Hospital	74.7%
41 Havelock	82.2%
42 Bethany	79.6%
44 O Street Shuttle	76.4%
46 Arnold Heights	79.7%
48 North 48th	81.9%
49 University Place	78.9%
51 West A	93.2%
52 Gaslight	72.4%
53 SouthPointe	61.4%
54 Veteran's Hospital	73.6%
55 Star Shuttle	72.8%
56 Sheridan	91.2%
Average	76.9%

Road Call Ratio

Road call ratio refers to the number of unplanned tows and assists that are provided to revenue vehicles based on miles of revenue service. The road call ratio serves as a proxy for many transit agencies to determine the effectiveness of maintenance programs, including monitoring the quality of the preventive maintenance program.

The standard for road call ratio is:

Maintain a road call ratio of no less than 5,000 miles per road call

Fiscal Condition

Fare Policies

Fare policies across the agency should provide a consistent and clear understanding of how fares are charged and under what reasons. A simple fare structure makes transit services easier to use while also reducing the number of potential conflicts between passengers and drivers about the correct fare.

Farebox Recovery

Farebox Recovery measures the percent of operating cost covered by fares and is an outcome heavily influenced by the ridership productivity of a route against its total operating cost, as well as the fare policy of the system. Standards for farebox recovery are as follows:

- Significantly alter routes less than 60% of average (8.2 % is average).
(Note: 60% of system average is 4.9%)
- Review and modify routes between 60% and 80% of average.
(Note: 60% - 80% of system average is 4.9% - 6.6%)

Farebox Recovery:

Route Name	Farebox Recovery
13 South 13th	8.8%
27 North 27th	10.1%
40 Heart Hospital	6.0%
41 Havelock	7.2%
42 Bethany	6.31%
44 O Street Shuttle	7.7%
46 Arnold Heights	12.4%
48 North 48th	7.8%
49 University Place	6.02%
51 West A	8.4%
52 Gaslight	12.5%
53 SouthPointe	6.6%
54 Veteran's Hospital	4.6%
55 Star Shuttle	6.4%
56 Sheridan	6.5%
Average	8.2%

Productivity

Ridership productivity measures route performance based on a unit of service. Transit routes are typically evaluated based on passengers per revenue hour, which is calculated by dividing the total number of boardings by the total number of vehicle revenue hours.

The standards for productivity are as follows:

Significantly alter routes less than 60% of average (15.1 is average).
(Note: 60% of system average is 9.1)

Review and modify routes between 60% and 80% of average.

(Note: 60% - 80% of system average is 9.1 – 12.1)

Passengers per hour:

Route Name	Passengers Per Hour
13 South 13th	18.8
27 North 27th	21.3
40 Heart Hospital	11.9
41 Havelock	13.4
42 Bethany	13.9
44 O Street Shuttle	15
46 Arnold Heights	12.4
48/54 N 48 th /Vets Hospital	12.2
49 University Place	9.7
51 West A	17.2
52 Gaslight	23.3
53 SouthPointe	12
55 Star Shuttle	17.7
56 Sheridan	12.7
Average	15.1

Passenger Comfort

Waiting Shelters & Benches

Passenger amenities increase the comfort, convenience, and safety that are available to transit passengers. These items include shelters, seating, signage, and trash receptacles. Transit amenities must be equitably distributed on a systemwide basis to reflect the demographics of StarTran. Shelters should be allocated based on ridership activity (total number of average daily boardings).

The standard for shelters should be given to bus stops with 25 or more daily boardings and install benches at bus stops with 15 or more daily boardings.

Bus Stop Signs

A bus stop is StarTran's biggest marketing opportunity. All bus stops should be clearly marked with proper signage including the designated route number(s), the route destination, as well as a phone number for potential passengers to call for information.

Revenue Equipment

StarTran's fixed-route bus fleet consists of 67 full-size coaches. In addition to a vehicle replacement standard, vehicle assignment is an important considering for providing revenue service. Vehicle assignment refers to the process by which transit vehicles are placed into service and should be assigned based on service category and vehicle capacity. On routes with full-size bus assignments, buses should be assigned among routes to maintain service with revenue vehicles that do not exceed the systemwide average vehicle age.

Provided below is a fleet roster of StarTran's revenue equipment:

Full-Size Coaches		HandiVans	
2001 Gillig	6	2012 Star Craft	1
2004 Gillig	9	2013 StarTrans	1
2006 Gillig	14	2017 Glaval	11
2011 Gillig	13	2020 Caravan	4
2014 New Flyer	13	Total.....	17
2018 New Flyer	11		
2018 Hometown	2		
Total.....	68		

The federal economic life of such a coach is 12 years. StarTran replacement policy is 15 years.

Public Information

StarTran should also strive to publish route and schedule information to Google Transit to enable trip planning across the multiple transit system. Accomplishing this goal requires the development of a Google Transit Feed Specification (GTFS), which includes detailed route, trip, stop, schedule, calendar, and fare information.

Safety and Security

Safety and security measures are used to determine the likelihood that will be involved in an accident on a transit vehicle or on agency property or become the victim of a crime. Most security measures can be easily calculated from available data and should be reported monthly.

- Maintain and/or reduce the number of security-related complaints
- Maintain and/or reduce the number of incidents of vandalism of agency property according to police reports and repair records
- Maintain and/or improve customer satisfaction regarding perceptions of safety and security, as determined through market research

5. PARATRANSIT SERVICE STANDARDS

Performance standards are typically developed in response to the need to show progress to agency goals or to document compliance with regulatory requirements. The following performance measures are used in the industry to assess system productivity and ADA compliance.

The table below presents StarTran's Paratransit performance versus Service Standards

Category	Standard	StarTran Results
Trips per Revenue Hour	Minimum of 1.8 trips per revenue hour	2.07
Cost per Revenue Hour	Maximum cost of \$86 per revenue hour	\$67.30
Cost per Trip	Maximum cost of \$40 per trip	\$32.40
Vehicle Accidents per 100,000 Miles	No more than 0.16 accidents per 100,000 miles	1.33
Percent of Trips On-Time	On-time performance between 80% and 95% within a 30-minute window	91.7%
No-Show/Late Cancellation Rate	Maximum of 5% no-show/late cancellation rate; may suspend for a reasonable period of time persons who establish a pattern or practice of missed trips	6.7%
Missed Trip Rate	Less than 0.5% of trips	None
Hold Time	At least 91% of calls answered within three minutes	88% answered within 5.19 minutes
Trip Denial Rate	None	None
Passenger Travel Time on Vehicle	Not to exceed length of comparable fixed route trip plus 20 minutes	30 – 45 minutes

Trips per Revenue Hour *

Trips per revenue hour is defined as annual boardings divided by annual vehicle service hours. For ADA paratransit services, it is common to include rider companions and attendants in the number of trips (i.e., total boardings). This productivity measure is a key performance indicator highlighting the number of passengers carried for a unit of service delivered. For demand response services, it reflects the level of shared rides and amount of slack time in a route.

* Source: TCRP Report 124: Guidebook for Measuring, Assessing, and Improving Performance of Demand-Response Transportation (page 31)

Cost per Revenue Hour

Cost per revenue hour is defined as annual operating costs divided by annual vehicle service hours. This measure highlights an agency's cost effectiveness, normalizing operating costs (primarily labor and fuel) to the number of hours the service is provided, which is useful when comparing operations between agencies and when analyzing the impact of service expansion or contraction.

Cost per Trip

Cost per trip is defined as annual operating costs divided by the number of trips provided (including rider companions and attendants). This measure allocates operating costs on a per passenger basis which is often useful when analyzing growth trends or when comparing modes.

Vehicle Accidents per 100,000 Vehicle Miles

Safety is an important concern for all transit systems and extends beyond fixed-route trips. This measure examines the number of safety incidents compared to the number of miles traveled by demand response vehicles.

Percent of Trips On-Time

This measure is defined as the percent of all trips where the passenger is picked up within the allotted appointment time window. This measure is a key performance indicator, especially from the customer's perspective, indicating the reliability of the service. Agencies have the ability to set the on-time performance window. A 60-minute window is typical, and a 30-minute window reflects higher quality of service for customers, but a more difficult to attain target.

No-Show/Late Cancellation Rate

This measure is defined as the percent of scheduled trips where the passenger is a no-show or failed to provide adequate notice that they cannot complete their trip. This measure shows how much unproductive vehicle and driver time is expended making unnecessary trips and not being available to transport other passengers. StarTran should consider implementing a no-show policy, which can limit the ability for passengers who have chronic no-show rates, to reduce the number of no-shows.

Missed Trip Rate

Missed trip rate is defined as the percent of scheduled trips that were not completed within the scheduled time because the agency vehicle failed to arrive within a scheduled

pickup time window. The measure is a key indicator of on-time performance and customer satisfaction.

Hold Time

Hold time is defined as the percent of calls answered with a maximum allowable hold time (time spent on hold waiting for a reservationist). This measure provides a reflection of the call center's capacity to handle calls and of customer satisfaction. Other associated measures such as the time to answer a call, or the time before abandonment also provide indicators of the capacity of a call center.

Trip Denial Rate

Trip denials are an important measure, especially for ADA paratransit services. ADA prohibits capacity constraints and requires that ADA paratransit systems meet all expected demands for service.

Passenger Travel Time On Vehicle

This measure is defined as the amount of time a passenger has to ride in the vehicle to complete his/her trip but is not typically monitored in the industry. The sampling of individual trips is often used to make sure a customer does not spend an excessive amount of time in a vehicle (especially compared to the equivalent trip time for a fixed-route trip).

Service Strategies – Fixed Route

The information presented in this report represents one year of data for FY 2019. Provided below are service strategies for Fixed Route and Paratransit developed for those standards that were not met:

Category	Standard	StarTran Results	Service Strategy
<i>Service Coverage</i>			
Availability	Provide service to at least 90% of transit supportive areas: <ul style="list-style-type: none"> ▪ High density areas within ¼ mile of a bus route ▪ Employers or employment concentrations of 200 + employees ▪ Health Centers ▪ Middle and high schools ▪ Colleges/Universities ▪ Shopping centers of over 25 stores ▪ Social service/government centers 	87% service provided to transit supportive areas	The 2016 TDP Plan includes an expansion plan for adding express service between Southeast Lincoln and downtown.
Frequency	Arterial Routes <ul style="list-style-type: none"> ▪ Minimum 30 minute peak ▪ Minimum 60 minute off-peak Crosstown/neighborhood/shuttle services <ul style="list-style-type: none"> ▪ Minimum 60 minute service 	12 out of 15 weekday routes meet peak & off-peak standard 12 out of 14 Saturday routes meet standard	The 2016 TDP Plan includes an expansion plan for improving frequency on key routes.
Span	5 AM to 10 PM on weekdays 6 AM to 7 PM on Saturdays	3 of 15 weekday routes operate till approximately 10 PM. 9 of 15 weekday routes operate between 8 – 9 PM 3 of 14 Saturday routes operate till approximately 7 PM	The expansion plan included in the 2016 TDP has identified phases for improving span of service on key routes.

Dependability	85% on-time for all trips No trips leaving early	Most routes do not meet standard	StarTran will address routes with low on-time performance and make schedule changes during sign up period.
Productivity (Pass/Hour)	Significantly alter routes less than 60% of average (16.1 pass/hour is average) Review and modify routes between 60% and 80% of average	<u>Between 60% and 80%</u> Routes 40,41,48/54, & 49	These routes included in TDP Expansion plan for improving headways which could improve productivity. Route 40 expanded to new area for potential ridership gains.

Service Strategies – Paratransit

Category	Standard	StarTran Results	Service Strategy
Vehicle Accidents per 100,000 Miles	No more than 0.16 accidents per 100,000 miles	1.33	StarTran will continue to monitor
No-Show/Late Cancellation Rate	Maximum of 5% no-show/late cancellation rate; may suspend for a reasonable period of time persons who establish a pattern or practice of missed trips	6.7%	StarTran will continue to monitor. Last year result was 16.5%
Hold Time	At least 91% of calls answered within three minutes	88% answered within 5.19 minutes	StarTran hired additional call staff to help with call intake

The 2018-19 StarTran Surveillance Report is a performance status report prepared annually based on the service goals described in the 2015 Transit Development Plan. The information provided below is StarTran response on how to meet the standards that were not met as identified in the 2018-19 Transit Surveillance Report.

Fixed Route Service Standards

Category	Standard	StarTran Results	StarTran Plan
<i>Service Coverage</i>			
Availability	Provide service to at least 90% of transit supportive areas: <ul style="list-style-type: none"> ▪ High density areas within ¼ mile of a bus route ▪ Employers or employment concentrations of 200 + employees ▪ Health Centers ▪ Middle and high schools ▪ Colleges/Universities ▪ Shopping centers of over 25 stores ▪ Social service/government centers 	87% service provided to transit supportive areas	This past year StarTran expanded service on Route 40 to Yankee Hill Road providing all day service to Moore Middle School and surrounding neighborhoods. Quarterly, we will review all routes and look for opportunities (similar to the route 40 change) to serve new neighborhoods with existing services.
Frequency	Arterial Routes <ul style="list-style-type: none"> ▪ Minimum 30 minute peak ▪ Minimum 60 minute off-peak Crosstown/neighborhood/shuttle services <ul style="list-style-type: none"> ▪ Minimum 60 minute service 	12 out of 15 weekday routes meet peak & off-peak standard 12 out of 14 Saturday routes meet standard	To meet the goal of 30-minute peak hour service, additional buses will be needed. StarTran is programmed to purchase fixed route software that will reduce the number of vehicles needed by creating the ability to cut runs in more complex ways (i.e. relieve shifts at timepoints rather than the garage). This software will be purchased in FY2020-21.

Span	5 AM to 10 PM on weekdays 6 AM to 7 PM on Saturdays	3 of 15 weekday routes operate till approximately 10 PM. 9 of 15 weekday routes operate between 8 – 9 PM 3 of 14 Saturday routes operate till approximately 7 PM	Startran has piloted on-demand service. We will evaluate this program after the first three months to see if this service can help us reach our service span goal.
Dependability	85% on-time for all trips No trips leaving early	Most routes do not meet standard	StarTran staff will meet quarterly to review run times (including break/hold times) in order to fine tune public schedules. Matching the public schedule with actual run times will help us meet this standard.
Productivity (Pass/Hour)	Significantly alter routes less than 60% of average (16.1 pass/hour is average) Review and modify routes between 60% and 80% of average	<u>Between 60% and 80%</u> Routes 40,41,48/54, & 49	Startran will review these routes quarterly to discuss appropriate service adjustments and targeted marketing opportunities.

Paratransit Service Standards

Category	Standard	StarTran Results	StarTran Plan
Trips per Revenue Hour	Minimum of 1.8 trips per revenue hour	2.07	Meets standard
Cost per Revenue Hour	Maximum cost of \$86 per revenue hour	\$67.30	Meets standard
Cost per Trip	Maximum cost of \$40 per trip	\$32.40	Meets standard
Vehicle Accidents per 100,000 Miles	No more than 0.16 accidents per 100,000 miles	1.33	StarTran will expand bus simulator training to all employees once per year beginning summer of 2020.
Percent of Trips On-Time	On-time performance between 80% and 95% within a 30-minute window	91.7%	Meets standard
No-Show/Late Cancellation Rate	Maximum of 5% no-show/late cancellation rate; may suspend for a reasonable period of time persons who establish a pattern or practice of missed trips	6.7%	Changes to no-show/late cancellation policy are being developed and will be implemented May 31.
Missed Trip Rate	Less than 0.5% of trips	None	Meets standard
Hold Time	At least 91% of calls answered within three minutes	88% answered within 5.19 minutes	A new Handivan software program allows customers to book trips through an app which will reduce the number of calls and in turn will reduce overall hold time for customers. Effective 4/20/2020
Trip Denial Rate	None	None	Meets standard
Passenger Travel Time on Vehicle	Not to exceed length of comparable fixed route trip plus 20 minutes	30 – 45 minutes	Meets standard

Angela M. Birkett

From: Robert L. Walla
Sent: Monday, April 27, 2020 9:22 AM
To: Council Packet; Jennifer J. Brinkman
Subject: Prequalification Approval

Good Morning,

Barker Lemar Engineering Consultants has applied to be a pre-qualified consultant for the City of Lincoln in the areas of Public Involvement, Civil Engineering, Construction Management/Inspection, and Surveying. We have checked their references and I approve of their applications in all of these areas. If you have any questions regarding this approval, please contact me. Thank you

Bob Walla

*Robert Walla - CPPB
City of Lincoln/Lancaster County Purchasing Agent
402-441-8309
440 So. 8th Street, Suite 200
Lincoln, NE 68508*

Angela M. Birkett

From: Trevor Meyer <trev.meyer@gmail.com>
Sent: Saturday, April 25, 2020 9:34 AM
To: Council Packet
Subject: Rentable Scooter Pilot Program

CAUTION: This email comes from a sender outside your organization.

I was wondering if there were any updates to this program since it was approved in 2019. Have three vendors been chosen, and if so, who are they and when can we expect them to begin the program?

TREVOR MEYER
402.304.4598

Angela M. Birkett

From: David Landis <dlandis2@unl.edu>
Sent: Saturday, April 25, 2020 8:49 PM
To: Council Packet
Subject: Local response to our pandemic conditions.

CAUTION: This email comes from a sender outside your organization.

<https://www.youtube.com/watch?v=pJJjVZAiWR0>

This is a 12 minute video by local doctor and office holder, Dr. Rauner. It was sent to me by the son of a friend who was acting on Rauner's suggestion for people to contact local officials with its contents. I said I would and am doing so now. I found the material insightful and worth the 12 minutes. If you are not already familiar with this, consider watching the video. I wish you all well. Be safe. Sincerely, Dave Landis