

CHAPTER II

Study Issues and Goals

INTRODUCTION

In developing a six-year Operations Plan it is necessary to recognize the mission, goals, and objectives of public transportation. The mission and goals set the direction to be taken in the transit plan, and the specific objectives, along with corresponding performance standards, provide the specific direction for implementation. Summit Stage has previously established a Mission Statement and Goals for Public Transportation. These are presented in this chapter as well as the revised Mission Statement, Goals, and Objectives.

This chapter also presents the process which was used to identify specific issues to be addressed in the Operations Plan. These issues aided in the identification of the various alternatives which were developed and evaluated for public transportation service in Summit County.

TRANSIT ADVISORY COMMITTEE (TAC)

The Summit Stage Transit Advisory Committee held its first Summit Stage Operations Plan meeting on October 17, 2002. At the meeting, the purpose of the planning process was explained to the members of the TAC. During that meeting it became evident that the Mission Statement and Goals of Summit Stage should be reviewed by the Transit Board.

LSC asked the TAC members to identify issues they believed needed to be addressed during the study process. The following issues were raised:

Breckenridge

- Service should be community to community to resort.
- Communities/resorts should provide enhancement.
- Financial incentive for communities to have local service.

Keystone

- Issue of equity/parity of service for Keystone.
- Provide special services for groups.
- Parking has moved further from base and crossing US 6 is an issue.
- Equity in terms of support.

Dillon/Silverthorne

- Need to inform mayors and commissioners.
- Annual presentation to Council.
- Need to get bus stop/shelter at Dillon Ridge.
- Town of Silverthorne is not in a position to fund local service.
- Stops should be added/dropped based on demand.
- Need more direct routing between towns.

Frisco

- Emphasis on convenience—service within three (3) blocks.
- Equity—possibly a formula that allocates service among communities.
- Use performance standards to evaluate all routes/services.

Other

- Municipalities need to pay for service in community.
- Stage stops do not all have pedestrian access.
- Need to promote Park-and-Rides in Summit County.
- The need for adequate shelters at bus stops.
- Need to shorten travel time (express buses).

PUBLIC INPUT

The first public meeting was held on January 16, 2003 at the Silverthorne Recreation Center. The meeting offered members of the community the opportunity to provide input regarding issues which should be addressed as part of the Operations Plan. At that meeting, members of the public were asked to comment on the revised goals that should be established for transit service in Summit County. Finally, members of the public were given the opportunity to say what service and

other alternatives they think will be necessary to address the identified issues and meet the established goals. Very few citizens attended the public meeting and presented comments or concerns. Additional public meetings were held in Dillon on March 27 and Breckenridge on June 26. In addition, all TAC meetings were open to the public.

MISSION STATEMENT, GOALS, AND OBJECTIVES

The following were the Stage Mission Statement, Goals, and Objectives.

Summit Stage Mission Statement

The Summit Stage mission is to enhance the quality of life for the people of Summit County by providing basic mobility and transportation alternatives between communities.

To advance this Mission Statement, policy decisions must focus on achieving the following qualities, which are ranked by the Transit Board to identify the level of importance. These qualities are subject to continuing revision to achieve clarity, eliminate possible duplication, and to respond to changing community needs. The following constituted the goals for Summit Stage:

1. Consistent, predictable year-round service
2. Good service (friendly, clean)
3. Reduced travel time
4. Ability for alternative transit system in the future
5. Economic efficiency within constraints of the budget
6. Comfort on buses/shelter
7. Infrastructure improvements
8. New links with neighborhoods
9. Expansion of system
10. Improved marketing of service
11. Build flexibility in system
12. Minimize transfers
13. Multiple funding sources
14. Unique style for transit system

Based on the input received through the interviews and the TAC meetings, LSC worked with the Transit Board to develop a new Mission Statement with corresponding Goals and Objectives. LSC met with the Transit Board in November, December, and January to revise the Mission Statement and develop the Goals and Objectives. These goals and objectives were presented to the Summit Stage Transit Board and approved by the Board in January. The Goals and Objectives were subsequently adopted by the Board of County Commissioners.

Revised Mission Statement

The revised mission statement for Summit Stage is:

Summit Stage Revised Mission Statement
The Summit Stage mission is to promote and provide quality transportation to residents and visitors of Summit County.

Revised Goals and Objectives

To advance this Mission Statement, policy decisions must focus on achieving the following qualities, which are ranked by the Advisory Committee to identify the level of importance. These qualities are subject to continuing revision to achieve clarity, eliminate possible duplication, and to respond to changing community needs.

Goal 1 – The Summit Stage will provide high quality service year-round.

Objective 1. a. Service frequency during peak periods will be at least every 30 minutes on Town-to-Town and Town-to-Resort routes. Off-peak service will be at least hourly. Service on Residential routes will be at least hourly.

Objective 1. b. No vehicles in fixed-route service will operate ahead of schedule. 90 percent or more of the fixed-route trips will arrive at designated stops no more than 5 minutes after the established schedule times. Except when conditions make it impossible to maintain scheduled service, there will be no “missed trips” as defined by 15 or more minutes late. Schedule reliability will receive a rating of 3.4, or higher, based on annual guest survey.

Objective 1. c. Vehicle cleanliness should receive a rating of 3.4, or higher, based on annual guest survey.

Objective 1. d. Driver courtesy will receive a rating of 3.4, or higher, based on annual guest survey.

Objective 1. e. Overall quality of service will receive a rating of 3.4, or higher, based on annual guest survey.

Objective 1. f. The Summit Stage Board will review the Goals, Objectives, and Performance Standards annually to identify possible changes and aspects of service needing attention in the coming year.

Goal 2 – The Summit Stage will provide efficient, effective, and safe services.

Objective 2. a. Total annual fixed-route productivity will be at least 20 guests per service hour. Individual Town-to-Town or Town-to-Resort routes should have a minimum productivity of at least 15 guests per service hour. Individual Residential routes should have a minimum productivity of at least 10 guests per service hour. Fixed-routes that do not meet the minimum productivity standard of either 15 or 10 guests per hour will be evaluated for possible restructuring or elimination.

Objective 2. b. Any fixed route that has a cost per guest trip of more than three times the category average will be evaluated for possible restructuring or elimination.

Objective 2. c. An accident rate of 2.5 preventable accidents per 100,000 vehicle miles, or less, will be maintained.

Goal 3 – Summit Stage service will be targeted to meet the needs of residents and visitors, including persons with disabilities.

Objective 3. a. Service will be provided between the communities of Breckenridge, Dillon, Frisco, and Silverthorne and to ski resorts and other major destinations in Summit County.

Objective 3. b. Informational materials will be provided to guests in the primary languages of English and Spanish, and efforts will be made to accommodate guests with information in other languages.

Objective 3. c. Develop a strategic marketing plan in 2003 to identify primary markets and develop appropriate marketing campaigns.

Objective 3. d. Routes for permanent residents and commuters will operate between residential areas and areas of employment.

Objective 3. e. Routes for visitors will operate between lodging areas, commercial areas, and resorts.

Objective 3. f. Mountain Mobility service will operate between Summit County addresses and will comply with all requirements of the Americans with Disabilities Act.