



San Miguel Authority for Regional Transportation
Board of Directors Meeting Agenda
Thursday May 9th, 2024
3 p.m.

This meeting will be held virtually:

Join Zoom Meeting

<https://us02web.zoom.us/j/86316915923?pwd=aWE5YjRSL3R6eIl5TVRZRktyaHU1dz09>

Meeting ID: 863 1691 5923

Passcode: 574822

One tap mobile

+17193594580,,86316915923#,,,,*574822# US

+13462487799,,86316915923#,,,,*574822# US (Houston)

Item 1: Public Comment

Item 2: Resolution 2024-8, Part 1a and 1b, regarding the Review and Approval of the May 9th, 2024 Agenda and Consent Items, and regarding the Review and Approval of April 11th, 2024 Meeting Minutes.

Presented By: Board Chair
Item Type: Meeting Resolution
Packet Page: 5
Allotted Time: 5 minutes

Item 3: Update on gondola planning activities

Presented By: D.Averill
Item Type: Discussion
Packet Page: -
Allotted Time: 20 minutes

Item 4: Strategic Operating Plan Update

Presented By: K.Distefano, S. Provan
Item Type: report
Packet Page: 7
Allotted Time: 20 minutes

Item 5: 1st Quarter FY24 Performance Report

Presented By: K.Distefano

Item Type: report

Packet Page: 45

Allotted Time: 10 minutes

Item 6: May 2024 Operations Report

Presented By: K.Distefano

Item Type: report

Packet Page: 56

Allotted Time: 10 minutes

Item 7: Executive Directors Report

Presented By: D.Averill

Item Type: report

Packet Page: -

Allotted Time: 10 minutes

Item 8: Executive Session pursuant to C.R.S. 24-6-402 4(a) and 4(e) (I), (Open Meetings Law) and Sections 6.09 (a) (1) and (a) (5) of the SMART Bylaws for the purpose of: determining positions that may be subject to negotiations, developing strategy for negotiations and instructing negotiators.

Item 9: Round Table Updates and Reports

GLOSSARY

5304	FTA program funding for multimodal transportation planning (jointly administered with FHWA) in metropolitan areas and States
5311	FTA program funding for rural and small Urban Areas (Non-Urbanized Areas)
5339	FTA program funding for buses and bus facilities
AAC	SMART Administrative Advisory Committee
ADA	Americans with Disabilities Act of 1990
AIS	Agenda Item Summary
CAAA	Clean Air Act Amendments of 1990 (federal)
CAC	SMART Community Advisory Committee
CDOT	Colorado Department of Transportation
CMAQ	Congestion Mitigation and Air Quality (a FHWA funding program)
DBE	Disadvantaged Business Enterprise
DOT	(United States) Department of Transportation
DTR	CDOT Division of Transit & Rail
FAST ACT	Fixing America's Surface Transportation Act (federal legislation, December 2015)
FASTER	Funding Advancements for Surface Transportation and Economic Recovery (Colorado's S.B. 09-108)
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
FY	Fiscal Year (October – September for federal funds; July to June for state funds; January to December for local funds)
FFY	Federal Fiscal Year
HOV	High Occupancy Vehicle
HUTF	Highway Users Tax Fund (the State's primary funding source for highways)
IGA	Inter-Governmental Agreement
ITS	Intelligent Transportation Systems
LRP or LRTP	Long Range Plan or Long Range Transportation Plan
MOA	Memorandum of Agreement
MOU	Memorandum of Understanding
NAA	Non-Attainment Area (for certain air pollutants)
NAAQS	National Ambient Air Quality Standards
NEPA	National Environmental Policy Act
PPP (also P3)	Public Private Partnership
R3 or R5	Region 3 or Region 5 of the Colorado Department of Transportation
RPP	Regional Priority Program (a funding program of the Colorado Transportation Commission)
RSH	Revenue Service Hour
RSM	Revenue Service Mile
RTP	Regional Transportation Plan
SOV	Single Occupant Vehicle
STAC	State Transportation Advisory Committee
STIP	Statewide Transportation Improvement Program
TA (previously TAP)	Transportation Alternatives program (a FHWA funding program)
TC	Transportation Commission of Colorado
TIP	Transportation Improvement Program
Title VI	U.S. Civil Rights Act of 1964, prohibiting discrimination in connection with programs and activities receiving federal financial assistance
TPR	Transportation Planning Region (state-designated)
TRAC	Transit & Rail Advisory Committee (for CDOT)
VMT	Vehicle Miles Traveled



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Item 9: Round Table Updates and Reports

**San Miguel Authority for Regional Transportation
Board of Directors Meeting April 11th, 2024 Regular Meeting
Virtual meeting minutes**

Member Directors Present: San Miguel County - Kris Holstrom. Town of Telluride – Ashley Story Von Sprecken, Town of Mountain Village – Harvey Mogensen, Tucker Magid.

Staff Present: David Averill, Kari Distefano, (SMART). Kelly Kronenberg (Telluride Express), Paul Wisor, Michelle Haynes (Town of Mountain Village), Anton Benitez (TMVOA).

The meeting was called to order at 3:01 p.m.

Item 1: Public Comment

No public comment was offered.

Item 2: Resolution 2024-6, Part 1a, regarding the Review and Approval of the April 11th, 2024 Agenda and Consent Items and Part 1b, regarding the Review and Approval of March 14th, 2024 Meeting Minutes.

Kris Holstrom moved to adopt Resolution 2024-6, parts 1a and 1b
Tucker Magid seconded the motion.

A unanimous vote approved the motion.

Item 3: Resolution 2024-7: Gondola IGA amendment

Averill gave a brief presentation on the item. No substantive questions or concerns were expressed by the Board so the item went to a vote.

Ashley Story Von Sprecken moved to adopt Resolution 2024-7
Tucker Magid seconded the motion.

A unanimous vote approved the motion.

Item 4: Update on SMART Governing IGA amendment process

Averill gave a quick update on the status of the SMART Governing IGA amendment that is being considered by local governments.

Item 5: Update on Gondola Planning Activities

Averill gave an update on gondola planning activities, including an update on the campaign timeline, status of discussions around revenue scenarios, the emerging contours of what stakeholders would like to see in potential ballot language, and a legislative update.

Item 6: April 2024 Operations Report

Distefano presented the April '24 Operations Report.

Item 7: Executive Directors Report

Averill gave an update on rolling stock, grants, outside meetings/appointments, and the pending CASTA conference in Fort Collins.

Item 8: Round Table Updates and Reports

No updates or reports were offered.

The meeting was adjourned at 3:56 p.m.

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE SAN MIGUEL AUTHORITY FOR REGIONAL TRANSPORTATION EVIDENCING ACTIONS TAKEN AT ITS MAY 9TH, 2024 REGULAR MEETING

RESOLUTION NO. 2024-8

RECITALS:

WHEREAS, the San Miguel Authority for Regional Transportation (“SMART”) was approved by the registered electors of the Town of Telluride, Town of Mountain Village, Town of Rico and that portion of the SMART combination that are within that part of the SMART boundaries located within unincorporated San Miguel County, pursuant to the Colorado Regional Transportation Authority Law, C.R.S. Title 43, Article 4, Part 6; and

WHEREAS, SMART is governed by the Colorado Regional Transportation Authority Law and SMART Intergovernmental Agreement (“SMART IGA”) conditionally approved by each of the governing bodies of the Town of Telluride, Town of Mountain Village, San Miguel County and the Town of Rico, and with the approval of the registered electors of those jurisdictions; and

WHEREAS, the Board held a regular meeting on May 9th, 2024; and

WHEREAS, Section 3.09 of the SMART IGA requires all actions of the Board to be taken by written resolution; and

WHEREAS, the Board desires to take action on certain items set forth below in accordance with the SMART IGA.

NOW, THEREFORE BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE SAN MIGUEL AUTHORITY FOR REGIONAL TRANSPORTATION AS FOLLOWS:

- 1. At its May 9th, 2024 regular meeting the Board took action on the following:
 - a. Approval of the May 9th, 2024 meeting agenda (Exhibit A)
 - b. Approval of the Board meeting minutes for the April 11th, 2024 regular meeting (Exhibit B)

ADOPTED AND APPROVED BY THE BOARD OF DIRECTORS OF THE SAN MIGUEL AUTHORITY FOR REGIONAL TRANSPORTATION AT A REGULAR PUBLIC MEETING THIS MAY 9TH, 2024.

Joe Dillsworth, Board Chair

ATTEST:

David Averill, Executive Director

AGENDA ITEM SUMMARY (AIS)

San Miguel Authority for Regional Transportation



MEETING DATE: May 8th, 2024
 AGENDA ITEM: 4
 ACTION REQUESTED: Report
 SUBMITTED BY: K. Distefano and Sydney Provan of Fehr and Peers

BACKGROUND INFORMATION/KEY POINTS:

Based on input from a community survey conducted between December 18th, 2023 and February 3rd 2024 Fehr and Peers has generated a draft project list for SMART transit service improvements and expansions. Draft recommendations have been given to the Community Advisory Committee and presented to attendees at public open houses held in Mountain Village and Telluride. These recommendations will continue to be presented to and vetted by stakeholders, transit riders and community members to create a priority list based on operating cost, passenger ease of use, capital costs and impacts to travel time and potential to increase ridership.

Potential improvements have been evaluated for each individual route as well as potential combinations of routes, Lawson Hill/Mountain Village/Offseason and Down Valley/Norwood/Nucla/Naturita. The list of potential projects examines opportunities to expand services and/or to combine routes for elimination of redundancies and ease of use for existing and future passengers. Suggestions also include recommendations concerning new routes, capital projects and marketing and dissemination of information.

COMMITTEE DISCUSSION:

The initial recommendations were presented to the Citizens Advisory Committee on April 4th. Feedback at that meeting included support for more Norwood service, later service to Lawson Hill and Down Valley, additional trips between the Mountain Village and Lawson and service to the Telluride Airport. The Citizens Advisory Committee will be asked to meet again to assist in prioritizing projects.

SUPPORTING INFORMATION:

A technical memo describing the recommendations is attached to this item.

FISCAL IMPACT:

Preliminary cost estimates of the improvements are listed in tables included in the memo attached to this packet. Current operating costs are also included as a basis for comparison.

ADVANTAGES:

The memo also includes the advantages and disadvantages of each proposal.

DISADVANTAGES:

NA

ANALYSIS/RECOMMENDATION:

None at this time. Final recommendations will be offered when the Strategic Operating Plan process is completed later this year.

ATTACHMENTS:

Included in this packet is a copy of the PowerPoint that discusses proposed projects that will be presented by Sydney Provan of Fehr and Peers for the Board's review and comment at the meeting. Also included in this packet is a copy of the memo describing the draft improvements in more detail with estimated costs and advantages and disadvantages for each proposal.



SMART STRATEGIC OPERATING PLAN UPDATE

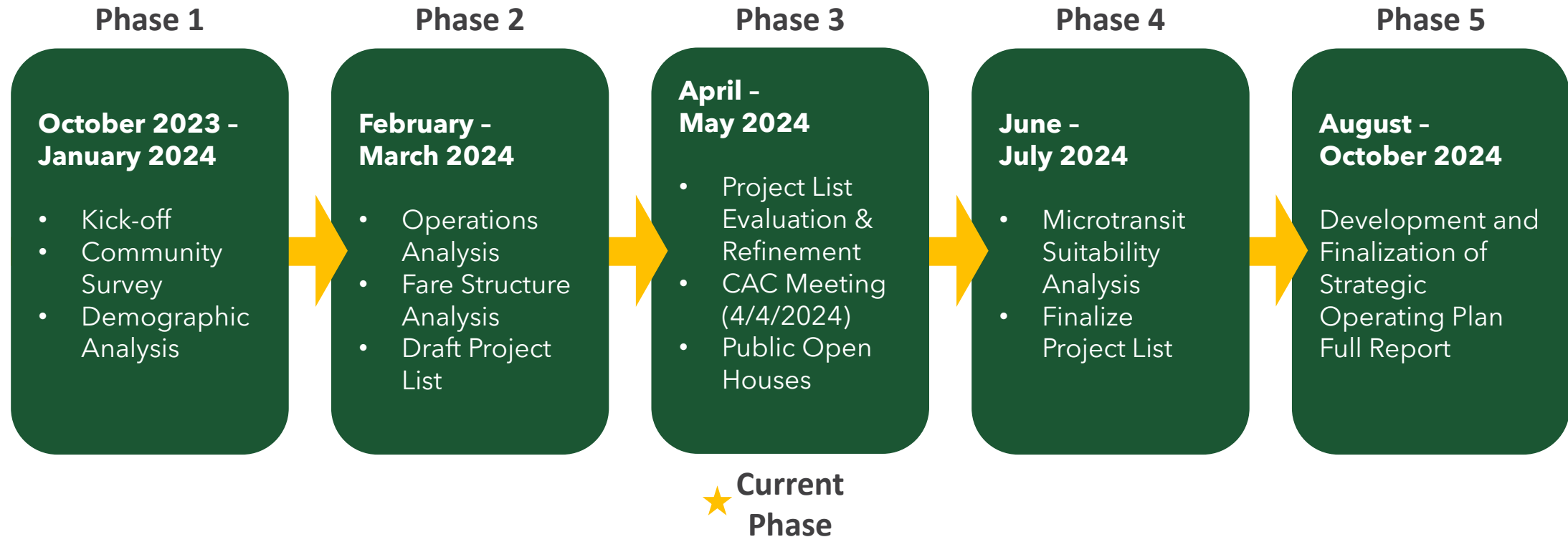
SMART Community Advisory
Committee Meeting - April 2024

Agenda

- Project Process
- Community Survey
- Operations Analysis
- Draft Recommendations
- Next Steps
- Discussion

Project Process Overview

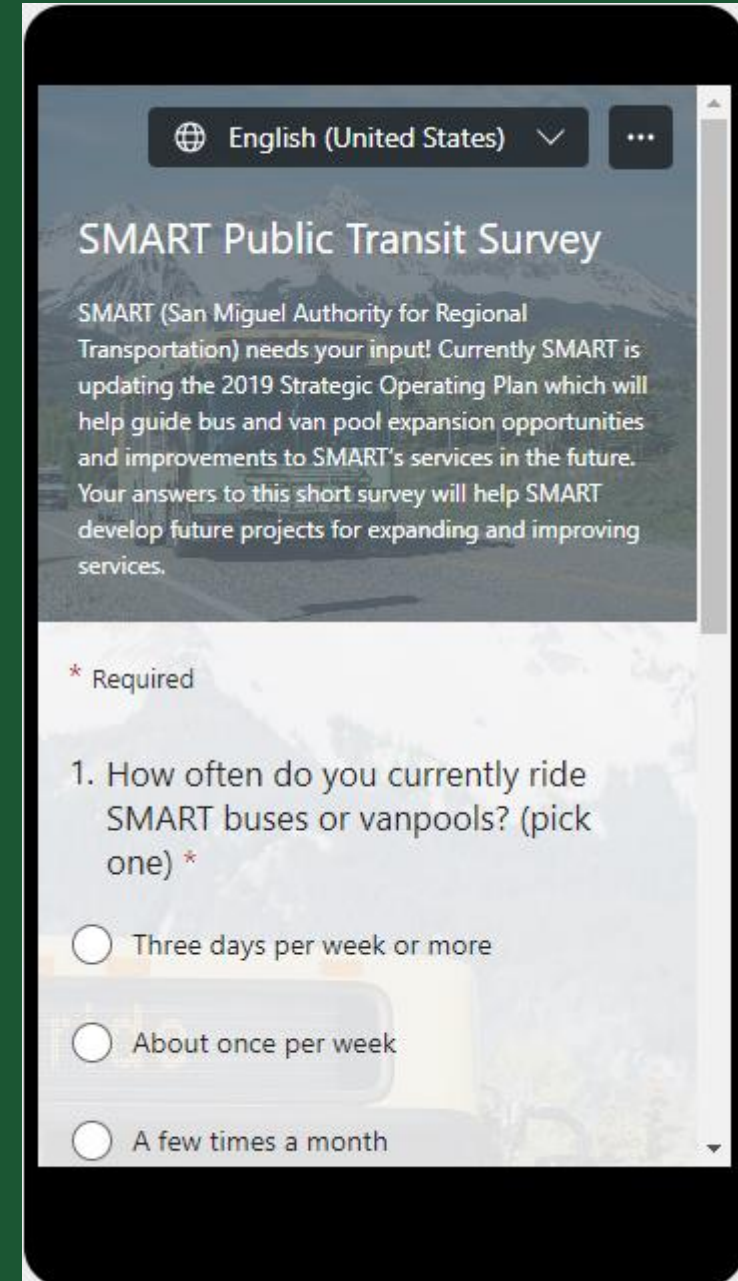
PROJECT PROCESS



Community Survey

COMMUNITY SURVEY OVERVIEW

- Online Survey
- **193 Survey Responses**
- Available in both English & Spanish
- December 18, 2023 – February 3, 2024
- Additional responses gathered from an interactive activity set up in the Telluride Public Library



The image shows a mobile device screen displaying the SMART Public Transit Survey. At the top, there is a language selection dropdown set to "English (United States)". The survey title is "SMART Public Transit Survey". Below the title, there is a paragraph of text explaining the purpose of the survey: "SMART (San Miguel Authority for Regional Transportation) needs your input! Currently SMART is updating the 2019 Strategic Operating Plan which will help guide bus and van pool expansion opportunities and improvements to SMART's services in the future. Your answers to this short survey will help SMART develop future projects for expanding and improving services." Below the text, there is a section labeled "* Required" followed by question 1: "1. How often do you currently ride SMART buses or vanpools? (pick one) *". There are three radio button options: "Three days per week or more", "About once per week", and "A few times a month".

English (United States) ▾

SMART Public Transit Survey

SMART (San Miguel Authority for Regional Transportation) needs your input! Currently SMART is updating the 2019 Strategic Operating Plan which will help guide bus and van pool expansion opportunities and improvements to SMART's services in the future. Your answers to this short survey will help SMART develop future projects for expanding and improving services.

* Required

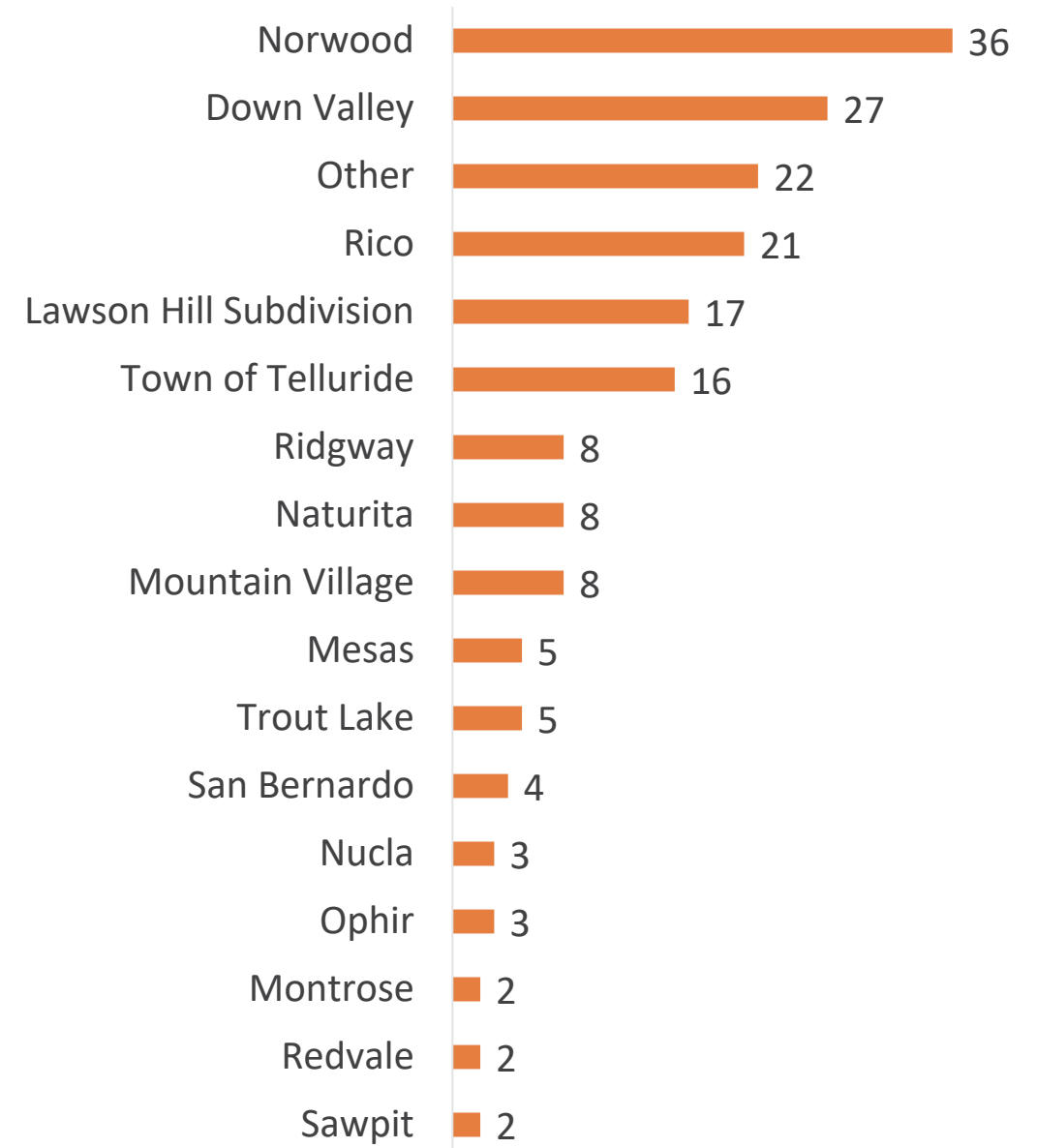
1. How often do you currently ride SMART buses or vanpools? (pick one) *

Three days per week or more

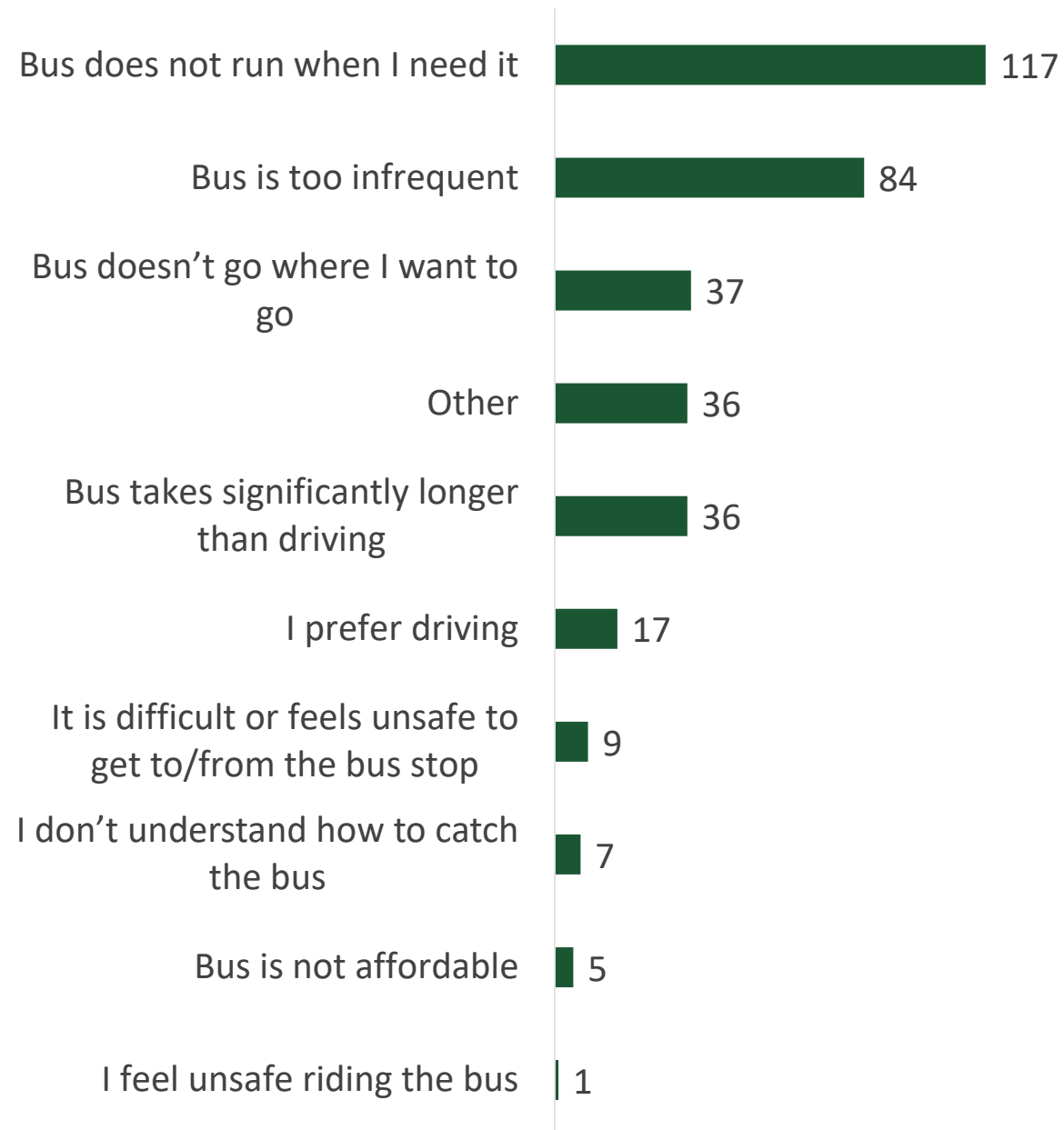
About once per week

A few times a month

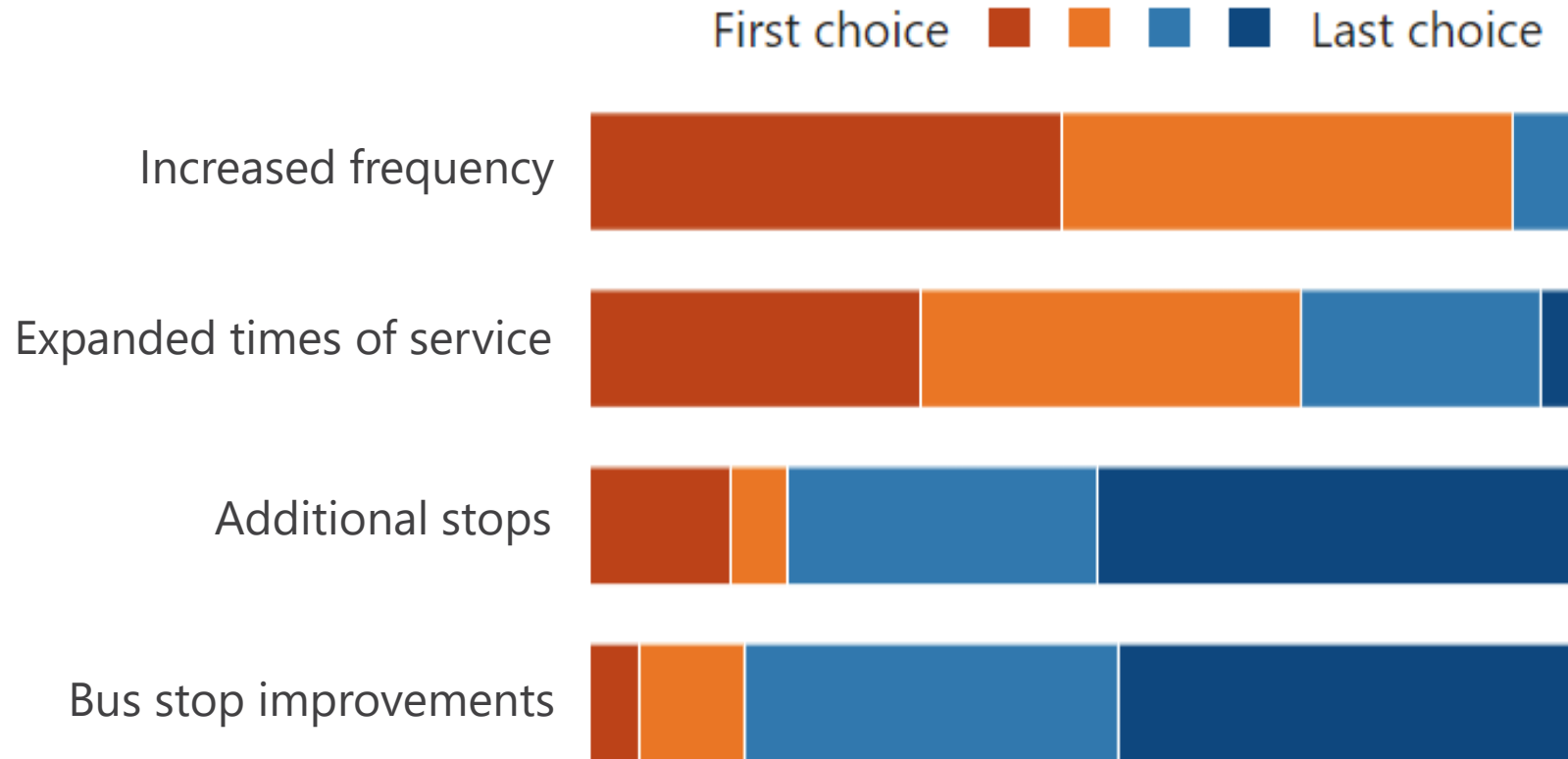
Where do you live?



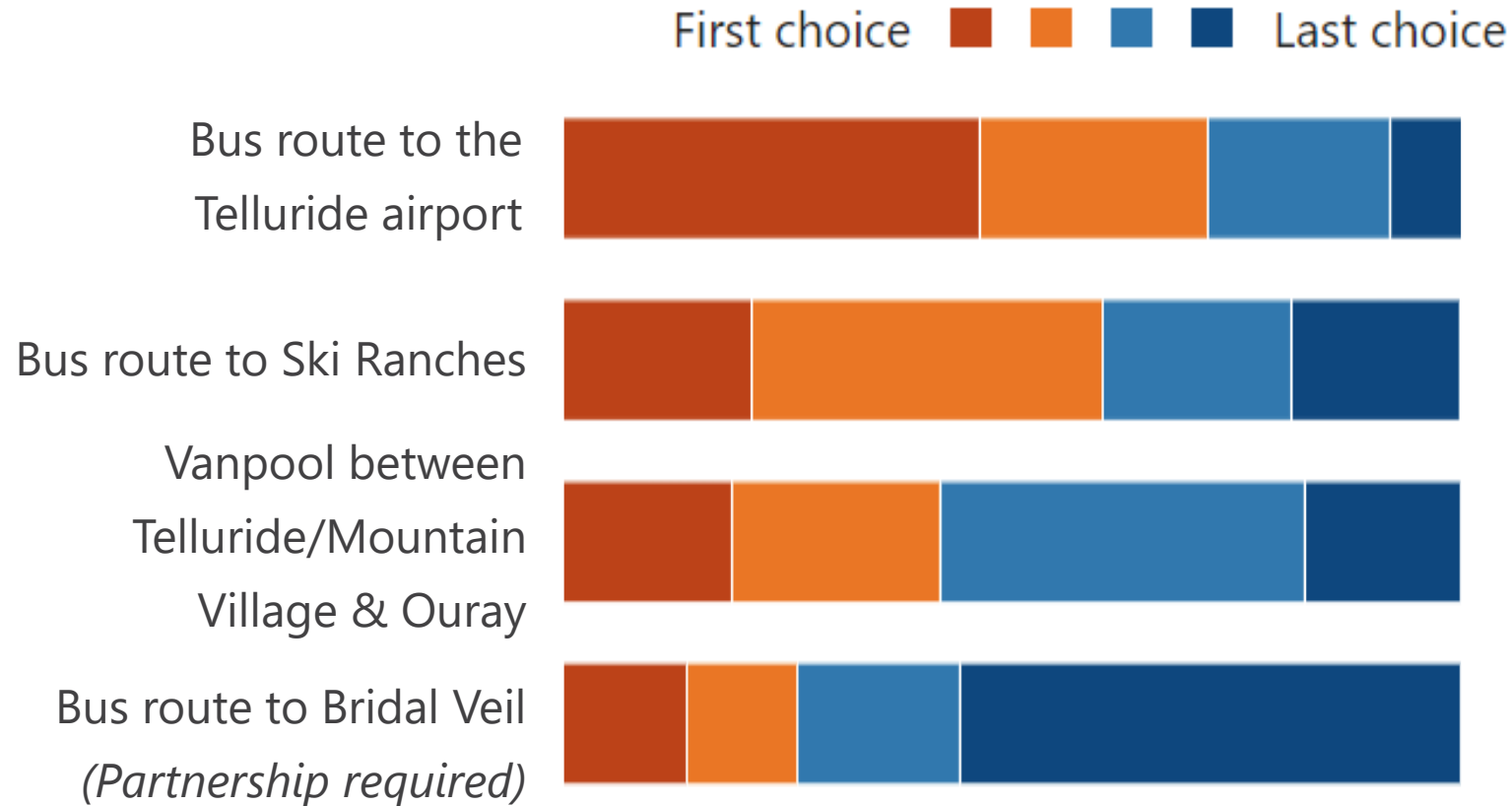
What are the barriers that stop you from riding the bus more often (or at all)?



Rank your priorities for the following potential improvements to SMART's existing bus routes



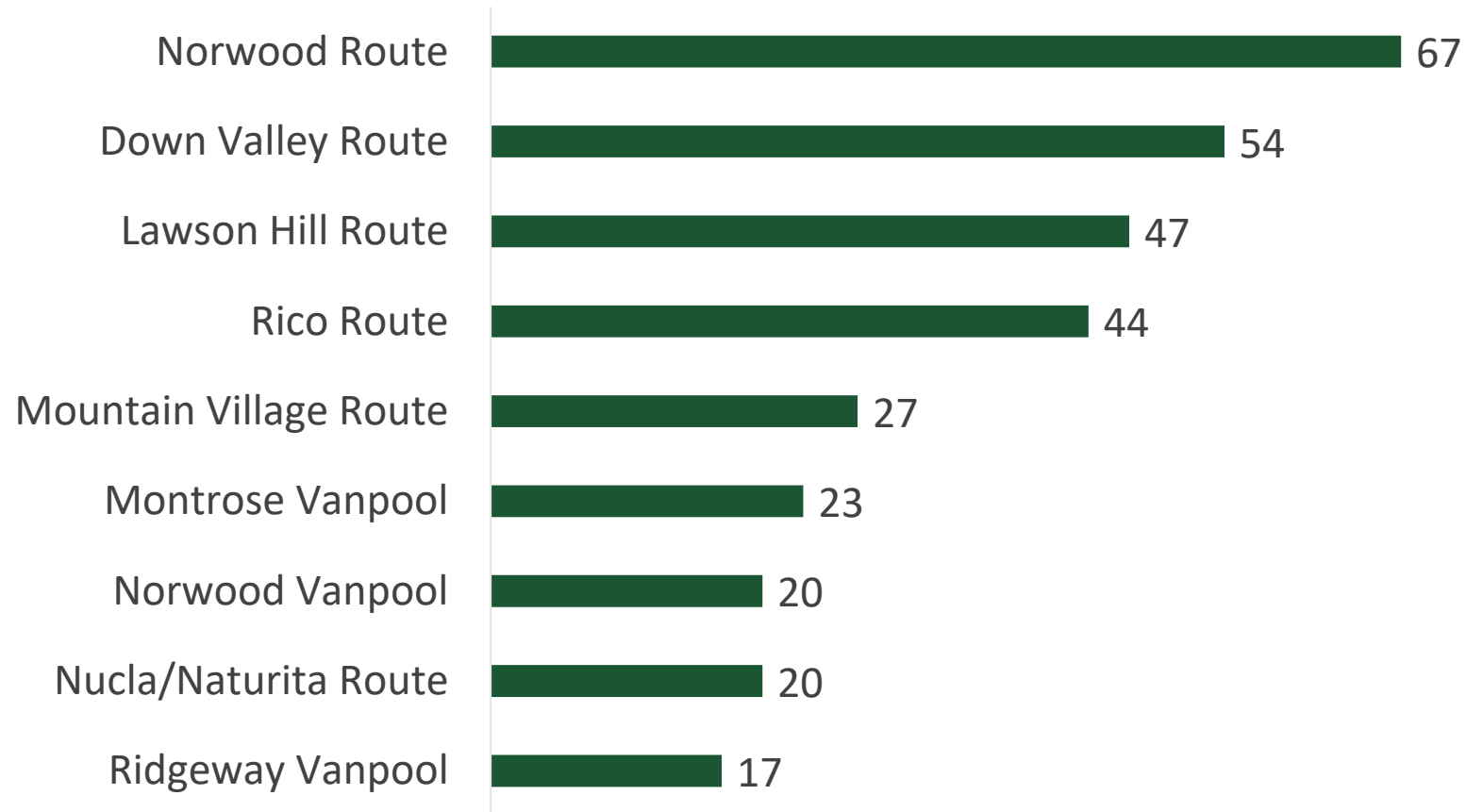
Rank your priorities for potential new services for SMART to operate



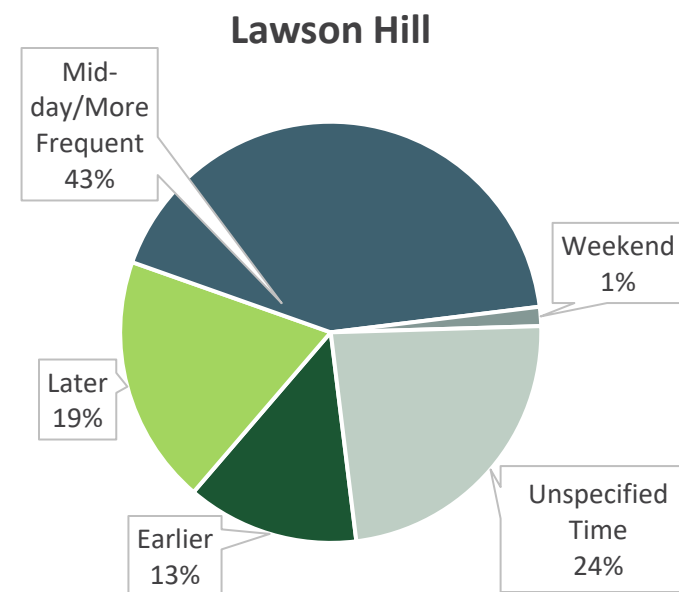
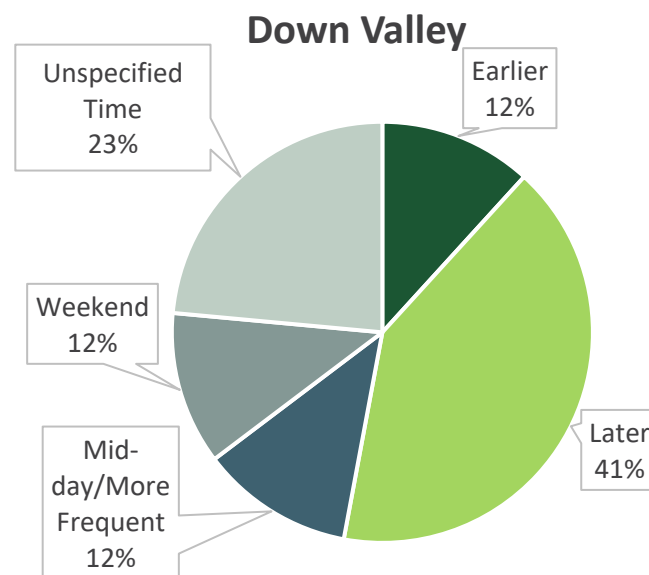
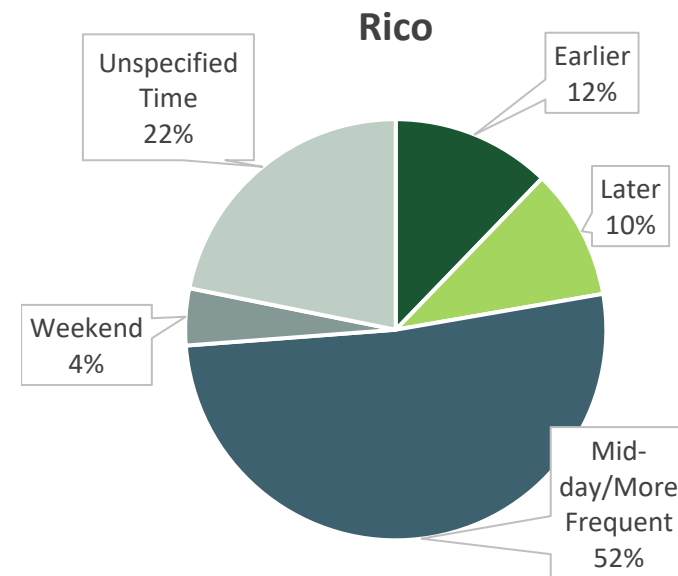
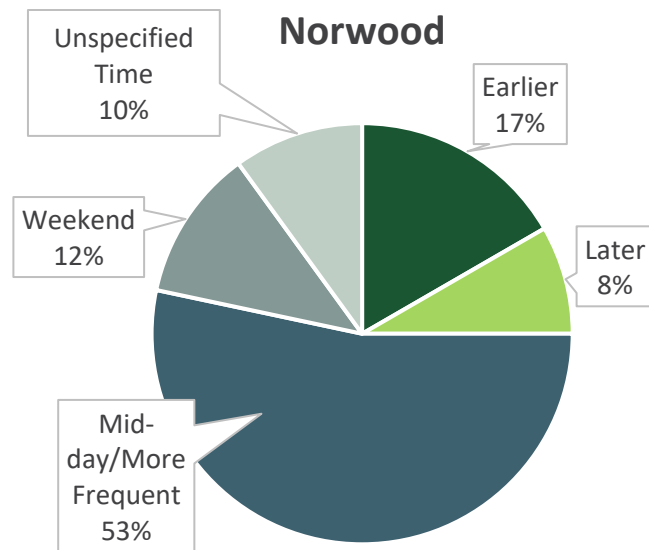
Other suggested new routes:

- Ridgeway (7)
- Montrose (6)
- Ilium (3)

Which routes are your top priority for greater frequency of service?



Which routes do you wish had expanded times of service?



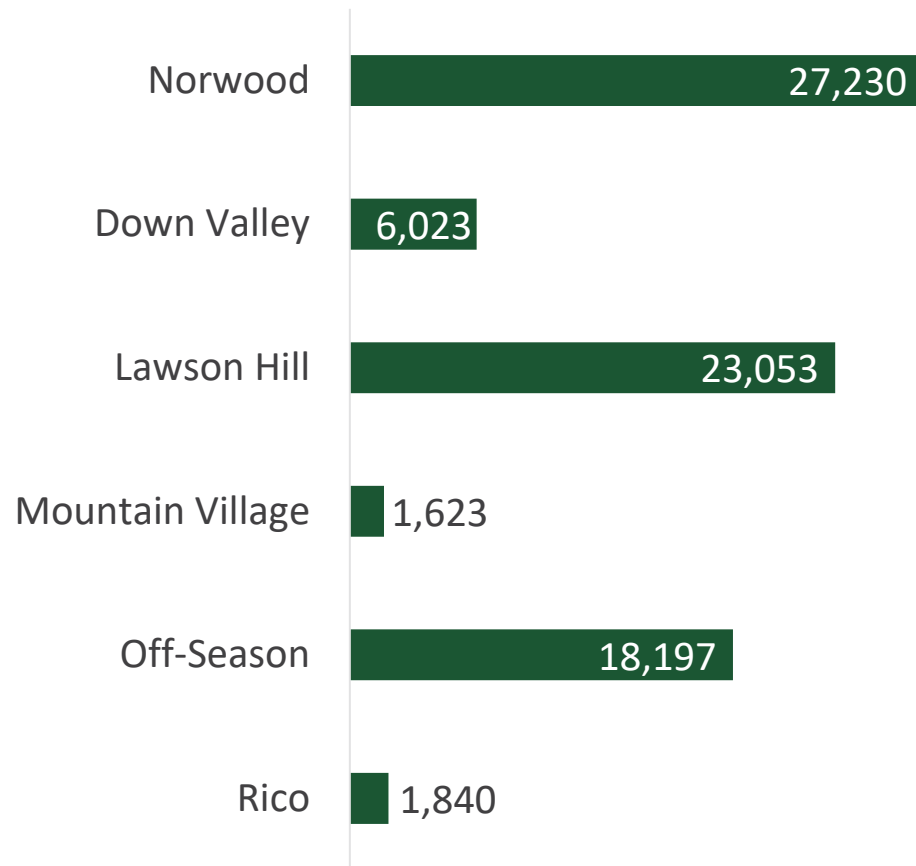
Additional Comments

- GPS tracking app to improve convenience
(Some comments noted needed improvements to the existing app, but many did not realize there is an existing app at all)
- Wi-Fi on the buses
- Improved buses (bigger and/or zero-emission vehicles)

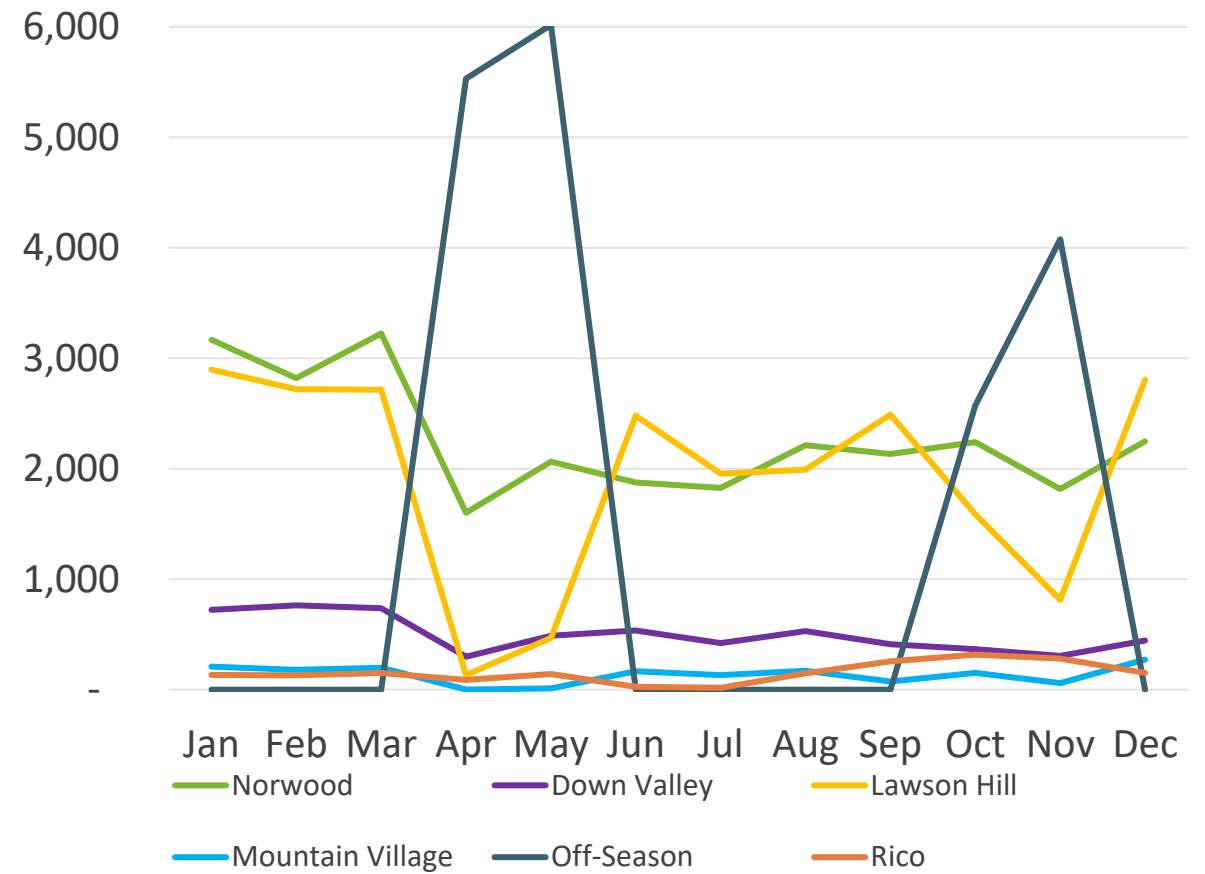
Operations Analysis

Annual Ridership by Route

Total Annual Ridership by Route

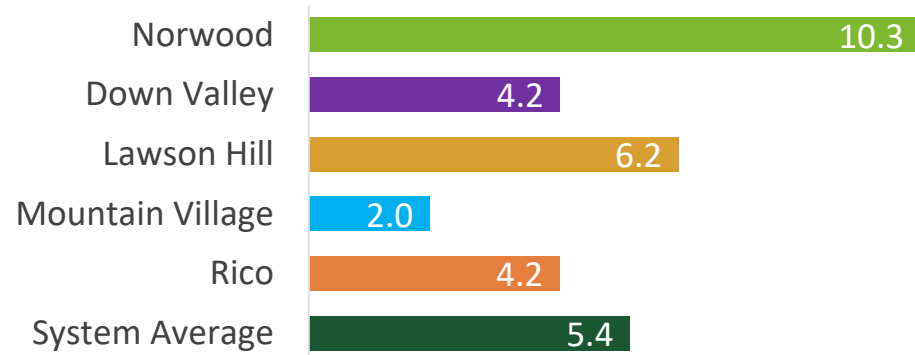


Monthly Ridership by Route

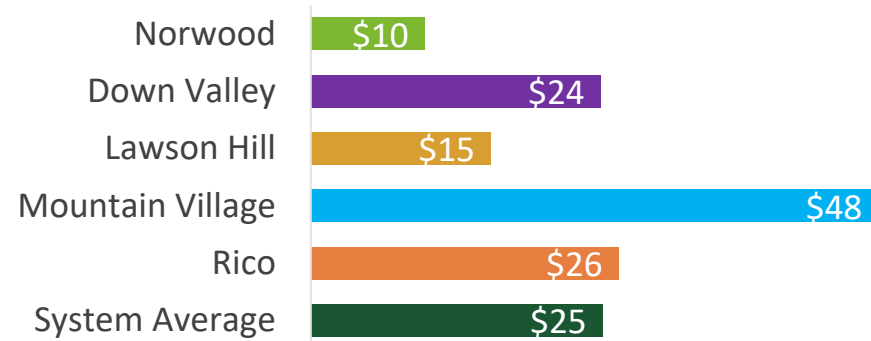


Route Performance Comparison

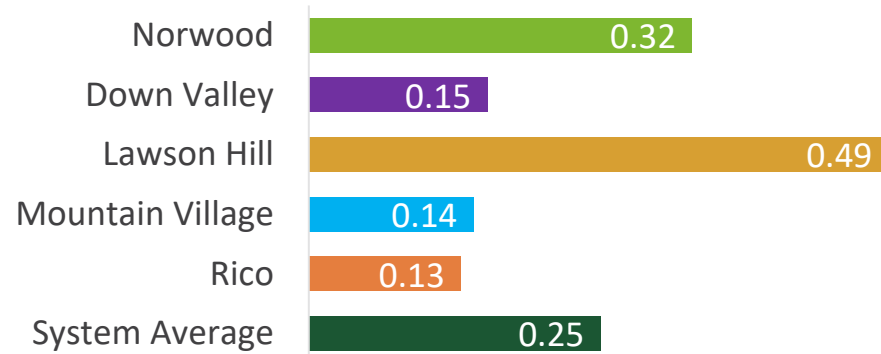
Passenger Trips per Operating Hour



Cost per Passenger Trip



Passenger Trips per Vehicle Mile



Cost per Vehicle Mile



Draft Recommendations



Lawson Hill, Mountain Village, & Off-season Routes

Combination of Lawson Hill & Mountain Village Routes

Make the “off-season” route year-round by combining the existing Lawson Hill and Mountain Village Routes (requires 2 busses)

Lawson Hill Route

Increase to 45-minute Frequency All Day

Increase to 30-minute Frequency

Route to Stop at Gondola instead of Court House

Add an additional run at night to expand the service hours from 6:25 AM-10:40 PM to 6:25 AM-11:25 PM

Extend Lawson Hill Route on the weekend Bridal Veil Trailhead in the summer

Mountain Village Route

Provide Weekend Service (Improvement already covered if routes are combined.)

Add Two Midday Runs (Improvement already covered if routes are combined.)



Rico Route

Rico Route

Route to Stop at Gondola instead of Court House

Add an additional run from Telluride (3:30 PM) to Rico (4:15 PM) and from Rico (4:30 PM) to Telluride (5:15 PM)

Add Stop at Lawson Hill Park n' Ride for and align with Mountain Village Route for a timed transfer

Provide Weekend Service

Add two stops at Ski Ranches



Down Valley & Norwood/ Nucla/Naturita Routes

Combination of Down Valley & Norwood Routes

Combine Down Valley & Norwood Routes

Increase combined Down Valley & Norwood Route to 10 Round Trips/Day

Down Valley Route

Add One Round Trip of Down Valley Weekend Service

(If routes are combined, increase weekend service of combined route from 1 trip [existing] to 2 trips per day.)

Norwood Route

Extend one round trip of Down Valley Route to Norwood (Improvement already covered if routes are combined.)

Norwood (7:50 AM) to Telluride (9:10 AM) and Telluride (6:30 PM) to Norwood (7:40 PM)

Add a from Norwood (6:35 AM) to Telluride (7:45 AM)

(Improvement already covered if routes are combined.)

Additional Evening Run

Telluride (9:00 PM) to Norwood (10:10 PM) and Norwood (10:10 PM) to Telluride (11:25 PM)



Down Valley & Norwood/ Nucla/Naturita Routes

Norwood Route (continued)

Additional Afternoon Run

Telluride (4:00 PM) to Norwood (5:10 PM) and Norwood (5:10 PM) to Telluride (6:20 PM)

Adjust 5:15 PM Run to Leave Telluride Town Park at 6:00 PM instead

Extend one round trip of Down Valley Route to Norwood (Improvement already covered if routes are combined.)
Norwood (7:50 AM) to Telluride (9:10 AM) and Telluride (6:30 PM) to Norwood (7:40 PM)

Add Two Rivers Stop on Weekend Norwood Runs

Add a Midday Run to Weekend Service

Nucla/Naturita Route

Additional Weekday Roundtrip

Extend Weekend Norwood Service to Nucla/Naturita

Add Stop on Nucla/Naturita Runs at the Pioneer Village Subdivision

Other Operational Changes

Potential New Routes

All routes to Terminate at Gondola instead of Court House

New Vanpool Service to Ophir

New bus route between Norwood and Mountain Village

New Route to Telluride Airport and Aldasoro Ranches

Additional Stop to Existing Routes

Add Stop at Future Medical Center at Society Turn

Next Steps

Next Steps

- Continue to get feedback on draft project list at public open houses
- Refine project list based on community feedback and board input
- Perform microtransit suitability analysis (Summer 2024)
- Final Strategic Operating Plan Report (Fall 2024)

Discussion

Discussion Questions

- Questions or concerns on these draft improvements?
- Modifications you suggest to these improvements?
- What improvements are we missing?
- Is there additional information you need to evaluate these improvements?

MEMORANDUM

Date: May 7, 2024
 To: Kari Distefano & David Averill, San Miguel Authority for Regional Transportation
 From: Sydney Provan AICP, Jason Miller, & Maggie Ostwald - Fehr & Peers
 Subject: **SMART Strategic Operating Plan – Draft Project List Evaluation**

DN23-0791

This technical memorandum provides an evaluation of the draft list of projects for SMART's 2024 Strategic Operating Plan. Draft projects were developed from public input from a community survey and direct community communication with SMART as well as from findings from an analysis of SMART's current operations. This memorandum will later be integrated as a chapter in the final Strategic Operating Plan report.

Project Evaluation Criteria

Draft projects were evaluated based on the following 5 criteria:

- **Estimated Operating Cost**
 For applicable projects, the additional annual operating cost for a new service or improvement of an existing service were calculated based on additional hours and days of operation based on the specific improvement and an assumption of \$100.75/hour operating cost for fixed-route buses and \$20/hour operating cost for vanpool.
- **Improvements to Passenger Ease of Use**
 Passenger ease of use serves as a qualitative measure, indicating whether a project enhances a service to be more intuitive for riders, minimizes the need for transfers during a trip, responds to common requests from the community, or provides other qualitative enhancements to the rider experience.
- **Estimated Capital Costs**
 For applicable projects, planning level capital cost estimates were developed for needed additional buses, stop and bus turn around improvements, and other eventual capital costs.
- **Potential Impacts to Ridership**
 Potential impacts to ridership is a high-level assessment of the likelihood that a particular project will increase ridership based on increased frequency of buses, new connections
- **Impacts to Transit Travel Times**
 For applicable projects, the estimated impact to travel times of the relevant transit trips were calculated.



Operations Recommendations

This section includes tables of improvements to operations, their associated operating and capital costs and likely impacts to the evaluation criteria described above. The tables are separated by routes.

Lawson Hill, Mountain Village, and Off-Season Routes

ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
Combination of Lawson Hill & Mountain Village Routes												
1	Make the “off-season” route year-round by combining the existing Lawson Hill and Mountain Village Routes (requires 2 busses)	<ul style="list-style-type: none"> • Provide a more intuitive experience for riders • Streamline operations • The Off-season Express route would still operate during Gondola closures to provide additional replacement service 	<ul style="list-style-type: none"> • Requires additional tax revenue 	\$306,000	\$529,000	\$835,000	Streamlining of schedules and services Major increase in frequency	2-8			High	
Lawson Hill Route												
2	Increase to 45-minute Frequency All Day	<ul style="list-style-type: none"> • Provide a higher level of service for riders all day • Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> • Requires additional tax revenue 	\$400,000	\$113,000	\$513,000	Major increase in frequency	1, 3			High	
3	Increase to 30-minute Frequency	<ul style="list-style-type: none"> • Provide a higher level of service for riders all day • Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> • Requires additional tax revenue 	\$400,000	\$491,000	\$891,000	Major increase in frequency	1, 2	1		High	



ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
Lawson Hill Route (continued)												
4	Route to Stop at Gondola instead of Court House	<ul style="list-style-type: none"> Provides a direct connection to transfer at the Gondola Reduces congestion at the Court House bus stop 	<ul style="list-style-type: none"> Adds up to 4 minutes to route in the eastbound direction and 7 minutes in the westbound direction Would require two buses to operate Would require rebuild of the Gondola Station area if route switches to running large busses 	\$400,000	\$128,000	\$528,000	Creates direct transfer to Gondola	1, 27	1	\$15-20K	Medium	11 additional minutes/round trip
5	Add an additional run at night to expand the service hours from 6:25 AM-10:40 PM to 6:25 AM-11:25 PM	<ul style="list-style-type: none"> Provide an additional late-night service 	<ul style="list-style-type: none"> Requires additional tax revenue 	\$400,000	\$28,000	\$428,000	Minor increase in frequency	1			Low	
6	Extend Lawson Hill Route on the weekend Bridal Veil Trailhead in the summer	<ul style="list-style-type: none"> Provide service to the popular trailheads on summer weekends Alleviate some of the parking demand at the trailheads 	<ul style="list-style-type: none"> Requires significant infrastructure investments for bus stops and bus turnarounds before this bus connection is feasible Requires significant financial partnerships with the forest service and others to be feasible 	\$400,000	\$6,000	\$406,000	New stop	1		\$1 million+	Low	
Mountain Village Route												
7	Provide Weekend Service (Improvement already covered if routes are combined.)	<ul style="list-style-type: none"> Provide new weekend service to accommodate shift and service worker schedules and non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	\$89,000	\$42,000	\$131,000	New weekend service	1			Medium	
8	Add Two Midday Runs (Improvement already covered if routes are combined.)	<ul style="list-style-type: none"> Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	\$89,000	\$49,000	\$138,000	Major increase in frequency	1			Medium	



Rico Route

ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
9	Route to Stop at Gondola instead of Court House	<ul style="list-style-type: none"> Provides a direct connection to transfer at the Gondola Reduces congestion at the Court House bus stop 	<ul style="list-style-type: none"> Adds up to 4 minutes to route in the eastbound direction and 7 minutes in the westbound direction Would require two buses to operate 	\$53,000	\$2,000	\$55,000	Creates direct transfer to Gondola	27		\$15-20K	Medium	5 additional minutes/round trip
10	Add an additional run from Telluride (3:30 PM) to Rico (4:15 PM) and from Rico (4:30 PM) to Telluride (5:15 PM)	<ul style="list-style-type: none"> Provide and earlier service back to Rico to accommodate teachers, staff, and students 	<ul style="list-style-type: none"> Requires additional tax revenue 	\$53,000	\$39,000	\$92,000	Major increase in frequency				Medium	
11	Add Stop at Lawson Hill Park n' Ride for and align with Mountain Village Route for a timed transfer	<ul style="list-style-type: none"> Provides a more direct route to for Rico riders to Mountain Village 	<ul style="list-style-type: none"> May not be a significantly shorter trip than taking the bus to Telluride and riding the Gondola 	\$53,000	\$9,000	\$62,000	New stop				Low	20 additional minutes/round trip
12	Provide Weekend Service	<ul style="list-style-type: none"> Would provide for non-traditional commutes and other non-work trips between Rico and Telluride. 	<ul style="list-style-type: none"> Requires additional tax revenue 	\$53,000	\$16,000	\$69,000	New weekend service				Low	
13	Add two stops at Ski Ranches	<ul style="list-style-type: none"> Provides service from Ski Ranches to Telluride 	<ul style="list-style-type: none"> Adds up to 15 minutes to the route in each direction Creates longer trip for Rico riders 	\$53,000	\$13,000	\$66,000	New stops			\$50-100K	Low	30 additional minutes/round trip



Down Valley & Norwood Routes

ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
Combination of Down Valley & Norwood Routes												
14	Combine Down Valley & Norwood Routes	<ul style="list-style-type: none"> • Make route planning more intuitive for rides of both routes • Double the frequency of buses to Norwood • Simplify operations by eliminating coordinating the two routes separately • Adjust timing of trips to provide more options for all riders 	<ul style="list-style-type: none"> • Could require a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	\$382,000	\$118,000	\$500,000	Streamlining of schedules and services Major increase in frequency	16 - 23			High	
15	Increase combined Down Valley & Norwood Route to 10 Round Trips/Day	<ul style="list-style-type: none"> • Increase the number of round trips from 7 (existing runs of Down Valley & Norwood Routes combined) • Provide additional midday and evening service requested through community input 	<ul style="list-style-type: none"> • Requires additional tax revenue • Could require a financial partnership with the Town of Norwood. 	\$382,000	\$196,000	\$578,000	Major increase in frequency	16 - 23			High	
Down Valley Route												
16	Add One Round Trip of Down Valley Weekend Service (If routes are combined, increase weekend service of combined route from 1 trip [existing] to 2 trips per day.)	<ul style="list-style-type: none"> • Accommodate shift and service work commute trips • Accommodate non-work trips on weekends 	<ul style="list-style-type: none"> • Requires additional tax revenue 	\$166,000	\$14,000	\$180,000	Minor increase in frequency	14, 15			Low	



ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
Norwood Route												
17	Extend one round trip of Down Valley Route to Norwood (Improvement already covered if routes are combined.) Norwood (7:50 AM) to Telluride (9:10 AM) and Telluride (6:30 PM) to Norwood (7:40 PM)	<ul style="list-style-type: none"> Provide an additional trip between Telluride and Norwood 	<ul style="list-style-type: none"> Could require a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	\$216,000	\$31,000	\$247,000	Minor increase in frequency	14, 15	1		High	
18	Add a from Norwood (6:35 AM) to Telluride (7:45 AM) (Improvement already covered if routes are combined.)	<ul style="list-style-type: none"> Provide an option for riders with earlier work schedules 	<ul style="list-style-type: none"> Requires additional tax revenue Could require a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	\$216,000	\$15,000	\$231,000	Minor increase in frequency	14, 15	1		Medium	
19	Additional Evening Run Telluride (9:00 PM) to Norwood (10:10 PM) and Norwood (10:10 PM) to Telluride (11:25 PM)	<ul style="list-style-type: none"> Accommodate commute trips for those with later work schedules Accommodate staying in town later for events or dinner 	<ul style="list-style-type: none"> Requires additional tax revenue Could require a financial partnership with the Town of Norwood. 	\$216,000	\$65,000	\$281,000	Minor increase in frequency	14, 15			Medium	
20	Additional Afternoon Run Telluride (4:00 PM) to Norwood (5:10 PM) and Norwood (5:10 PM) to Telluride (6:20 PM)	<ul style="list-style-type: none"> Provide and earlier service back to Rico to accommodate teachers, staff, and students 	<ul style="list-style-type: none"> Requires additional tax revenue Could require a financial partnership with the Town of Norwood 	\$216,000	\$65,000	\$281,000	Minor increase in frequency	14, 15			Medium	
21	Adjust 5:15 PM Run to Leave Telluride Town Park at 6:00 PM instead	<ul style="list-style-type: none"> Provide additional timing for those who cannot make the earlier bus Eliminate the overlap that occurs with the earlier run Reduce congestion at the Courthouse bus stop 	<ul style="list-style-type: none"> Changes timing for those already used to catching the 5:15 PM bus 	216000	N/A	\$216,000	Greater spacing in time between similar trips				Low	



ID	Potential Improvement	Benefits	Challenges	Current Annual Operating Cost	Additional Annual Operating Cost	Total Annual Operating Cost	Improvements to Passenger Ease of Use	Redundant Recommendations (only one or the other of these recommendations will be carried forward)	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership	Impacts to Transit Travel Times
Norwood Route (continued)												
22	Add Two Rivers Stop on Weekend Norwood Runs	<ul style="list-style-type: none"> • Provide new weekend service to Two Rivers area • Serve new planned developments in this area better once they are constructed 	<ul style="list-style-type: none"> • Adds an additional 10 minutes to the Norwood trip • Potential ridership in this area is likely very low until new developments are constructed 	\$216,000	\$3,000	\$219,000	New weekend service				Low	10 additional minutes/round trip
23	Add a Midday Run to Weekend Service	<ul style="list-style-type: none"> • Accommodate shift and service work commute trips • Accommodate non-work trips on weekends 	<ul style="list-style-type: none"> • Requires additional tax revenue • Could require a financial partnership with the Town of Norwood. 	\$216,000	\$26,000	\$242,000	Minor increase in frequency				Low	
Nucla/Naturita Route												
24	Additional Weekday Roundtrip	<ul style="list-style-type: none"> • Provide additional trip options for riders coming from Nucla & Naturita 	<ul style="list-style-type: none"> • Could require a financial partnership Montrose County. 	\$107,000	\$35,000	\$142,000	Major increase in frequency				Medium	
25	Extend Weekend Norwood Service to Nucla/Naturita	<ul style="list-style-type: none"> • Provide additional trip options for riders coming from Nucla & Naturita 	<ul style="list-style-type: none"> • Could require a financial partnership Montrose County. 	\$107,000	\$14,000	\$121,000	New weekend service				Low	
26	Add Stop on Nucla/Naturita Runs at the Pioneer Village Subdivision	<ul style="list-style-type: none"> • Provide better transit access to this subdivision 	<ul style="list-style-type: none"> • Requires significant infrastructure improvements for bus pull outs and pedestrian crossings before a stop at this location would be viable 	\$107,000	\$9,000	\$116,000	New stop			\$1 million+	Low	20 additional minutes/round trip



Other Operating Improvements

These other operating improvements include new routes and a new stop that impacts multiple routes.

ID	Potential Improvement	Benefits	Challenges	Estimated Annual Operating Cost	Improvements to Passenger Ease of Use	Additional Buses Required	Estimated Capital Costs	Potential Increase to Ridership
Potential New Routes								
27	All routes to Terminate at Gondola instead of Court House	<ul style="list-style-type: none"> Provides a direct connection to transfer at the Gondola Reduces congestion at the Court House bus stop 	<ul style="list-style-type: none"> Adds up to 5 minutes to the route time 	Long-term - Evaluate operating cost closer to implementation of necessary capital improvements	Creates direct transfer to Gondola		\$300k-400k	Medium
28	New Vanpool Service to Ophir	<ul style="list-style-type: none"> Provide a service for commuters into Telluride or Mountain Village from Ophir 	<ul style="list-style-type: none"> Identify volunteer drivers and adequate number of riders committed to the vanpool 	\$ 5,000	New service	1 van		Low
29	New bus route between Norwood and Mountain Village	<ul style="list-style-type: none"> Single seat ride between Norwood, Down Valley, and Mountain Village 	<ul style="list-style-type: none"> Requires additional tax revenue Could require a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita) May not provide significant travel time increases over connecting to Mountain Village via the Gondola or the Mountain Village route at the Lawson Hill Park N' Ride Duplicates a lot of existing service on Norwood & Down Valley Routes 	\$ 61,000	New service	1		Low
30	New Route to Telluride Airport and Aldasoro Ranches	<ul style="list-style-type: none"> 3 round trips per day between Telluride and the Telluride Airport aligning with some flight times 	<ul style="list-style-type: none"> Likely infeasible due to variability in flight schedules and frequency required to serve these trips Requires additional tax revenue Already served by local shuttle company 	\$ 74,000	New service	1		Low
Additional Stop to Existing Routes								
31	Add Stop at Future Medical Center at Society Turn	<ul style="list-style-type: none"> Connect nearby existing bus routes directly with the medical center to provide convenient access to medical services 	<ul style="list-style-type: none"> Will require some adjustments to existing bus schedules May require additional infrastructure investments in the bus stop and bus turn around at the medical center 	Long-term - Evaluate operating cost closer to implementation of necessary capital improvements	New stop		35-50k	Medium



Other Recommendations

This section provides recommended capital improvements and improvements to SMART's current marketing and information efforts.

Capital Improvements

Route	Potential Improvement	Notes	Estimated Implementation Cost
All	Bus stop improvements program	Begin implementation of a bus stop improvement program	\$2 million - \$2.5 million
Norwood/Nucla/Naturita	Partner to expand bus barn in Norwood	Partner with different agencies to expand the existing bus barn in Norwood to create greater capacity and improved amenities for bus storage	\$2 million - \$2.5 million
Rico	Bus barn in Rico	SMART plans to contribute money to the construction of a Rico new a bus barn in Rico as part of a larger city project	\$200,000
All	Improved Maintenance & Operations Facilities	<ul style="list-style-type: none"> • Renovations of Lawson Hill property: 5 year timeline • Construction of a new facility on property in Ilium: >5 year timeline 	Lawson Hill Facility: \$3 million - \$5 million Ilium Facility: \$15 million - \$20 million



Marketing & Information Improvements

Route	Potential Improvement	Notes	Estimated Implementation Cost
All	Improve & Standardize Bus Schedules	Simplifying and standardizing route schedules can make riding the bus more intuitive , especially for new or infrequent riders.	\$10,000
All	Improve & Advertise Trip Planning App	Many survey responses commented on the trip planning app. Either respondents did not know there was an app, or they were commenting on the limited functionality of the existing app. Improvements and greater marketing of the app will help riders plan their trips and feel confident riding the bus.	\$20,000

[Click here to return to Agenda](#)

SMART Quarterly Report

1st Quarter	Cost Allocation						Trips			Service Measures				
	Operational Cost by Transit Function					Total Allocated Cost	Revenue Hours Miles per Passenger Trip			Service Effectiveness Measures		Cost Efficiency Measures		Cost Effectiveness Measure
	Revenue Hours SMART Vehicles	Revenue Hours TEX Vehicles	Extra Costs (bus washing, storage, towing, admin)	Maintenance	Fuel		Revenue Hours	Revenue Miles	Pass. Trips	Pass. per Revenue Hour	Pass. per Revenue Mile	Cost per Revenue Service Hour	Cost per Revenue Service Mile	Cost per Pass. Trip
Route / Service Name														
<u>Down Valley Route</u>	\$35,955	\$949	\$202	\$0	\$3,612	\$40,718	363	10,010	1,353	3.73	0.14	\$112.20	\$4.07	\$30.09
<u>Lawson Hill Route</u>	\$120,728	\$0	\$0	\$0	\$11,900	\$132,628	1,198	14,970	9,240	7.71	0.62	\$110.69	\$8.86	\$14.35
<u>Lawson Hill/Mountain Village Route</u>	\$26,198	\$0	\$0	\$0	\$2,576	\$28,773	260	3,744	962	3.70	0.26	\$110.67	\$7.69	\$29.91
<u>Norwood Route</u>	\$42,327	\$2,298	\$242	\$0	\$4,298	\$49,165	433	13,447	4,405	10.17	0.33	\$113.46	\$3.66	\$11.16
<u>Nucla/Naturita Route</u>	\$20,983	\$3,610	\$127	\$0	\$2,254	\$26,974	228	7,618	3,412	15.00	0.45	\$118.57	\$3.54	\$7.91
<u>Rico Route</u>	\$10,520	\$612	\$60	\$0	\$1,073	\$12,266	108	3,588	1,035	9.55	0.29	\$113.23	\$3.42	\$11.85
<u>Offseason</u>	\$0	\$0	\$0	\$0	\$0	\$0	0	0	0	0.00	0.00	\$0.00	\$0.00	\$0.00
<u>Offseason Express</u>	\$0	\$0	\$0	\$0	\$0	\$0	0	0	0	0.00	0.00	\$0.00	\$0.00	\$0.00
<u>Montrose</u>	\$0	\$0	\$0	\$0	\$0	\$0	0	0	0	0.00	0.00	\$0.00	\$0.00	\$0.00
<u>Montrose/Telluride 1</u>	\$0	\$0	\$0	\$2,639	\$1,964	\$4,603	146	0	714	4.88	0.00	\$31.46	\$0.00	\$6.45
<u>Montrose/Telluride 2</u>	\$0	\$0	\$0	\$1,322	\$396	\$1,718	149	0	476	3.20	0.00	\$11.53	\$0.00	\$3.61
<u>Montrose/Mountain Village</u>	\$0	\$0	\$0	\$0	\$502	\$502	218	0	172	0.79	0.00	\$2.30	\$0.00	\$2.92
<u>Norwood/Mountain Village 1</u>	\$0	\$0	\$0	\$1,348	\$502	\$1,850	102	0	233	2.28	0.00	\$18.14	\$0.00	\$7.94
<u>Norwood/Mountain Village 2</u>	\$0	\$0	\$0	\$0	\$502	\$502	117	0	293	2.50	0.00	\$4.29	\$0.00	\$1.71
<u>Norwood/Mountain Village 3</u>	\$0	\$0	\$0	\$50	\$614	\$664	81	0	197	2.43	0.00	\$8.20	\$0.00	\$3.37
<u>Telluride/Ridgway</u>	\$0	\$0	\$0	\$0	\$642	\$642	75	0	227	3.04	0.00	\$8.60	\$0.00	\$2.83
Total	\$256,711	\$7,469	\$631	\$5,359	\$30,836	\$301,006	3,478	53,377	22,719	6.53	0.43	\$86.54	\$5.64	\$13.25

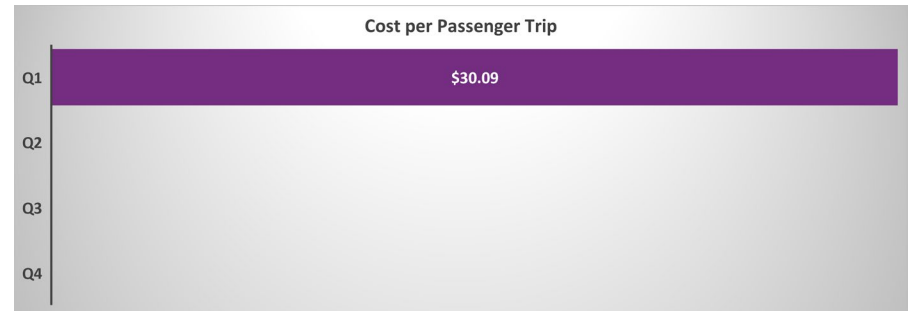
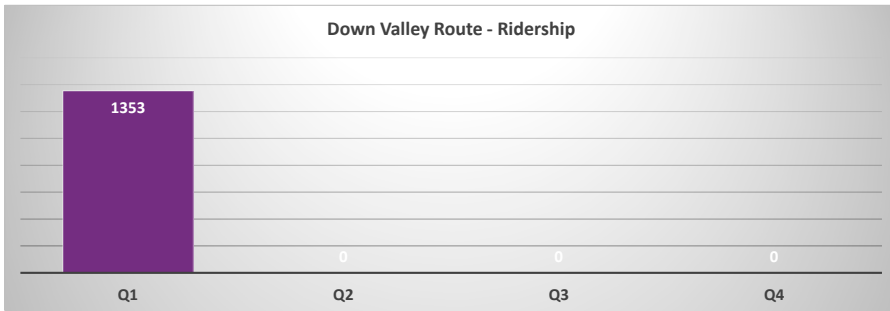
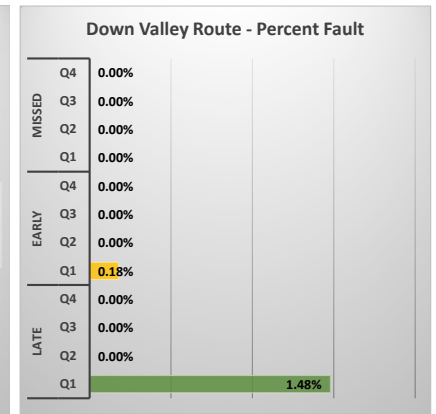
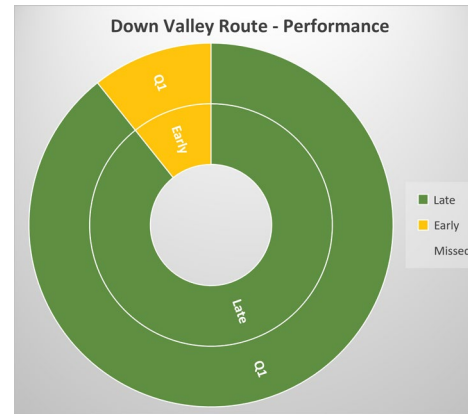
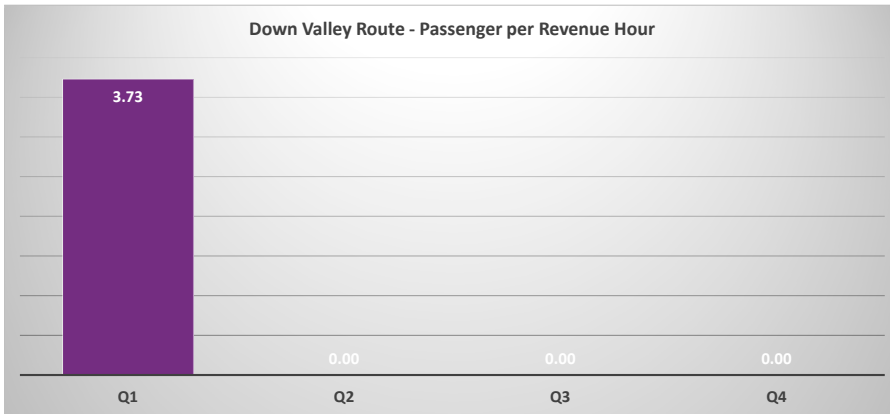
Route / Service Name	Fare Capture		Safety and Comfort			Performance						
	Fare Recovery	Operating Farebox Ratio	Accidents	Incidents	Complaints	Route	Total Scheduled Stops	Late	Early	Missed	Total Faults	Percent Faults
<u>Down Valley Route</u>	\$729	1.79%	0	1	1	<u>Down Valley Route</u>	1690	25	3	0	28	1.66%
<u>Lawson Hill Route</u>	\$0	0.00%	1	0	1	<u>Lawson Hill Route</u>	4914	58	4	0	62	1.26%
<u>Lawson Hill/Mountain Village Route</u>	\$0	0.00%	0	1	0	<u>Lawson Hill/Mountain Village Route</u>	1560	5	3	1	9	0.58%
<u>Norwood Route</u>	\$7,151	14.54%	0	4	0	<u>Norwood Route</u>	1339	5	13	1	19	1.42%
<u>Nucla/Naturita Route</u>	\$7,226	26.79%	0	1	0	<u>Nucla/Naturita Route</u>	845	8	3	0	11	1.30%
<u>Rico Route</u>	\$2,388	19.47%	0	1	0	<u>Rico Route</u>	130	1	0	0	1	0.77%
<u>Offseason</u>	\$0	0.00%	0	0	0	<u>Offseason</u>	0	0	0	0	0	0.00%
<u>Offseason Express</u>	\$0	0.00%	0	0	0	<u>Offseason Express</u>	0	0	0	0	0	0.00%
<u>Montrose</u>	\$0	0.00%	0	0	0	<u>Montrose</u>	0	0	0	0	0	0.00%
<u>Montrose/Telluride 1</u>	\$1,760	38.24%	0	0	0							
<u>Montrose/Telluride 2</u>	\$1,320	76.84%	0	0	0							
<u>Montrose/Mountain Village</u>	\$360	71.67%	0	0	0							
<u>Norwood/Mountain Village 1</u>	\$600	32.43%	0	1	0							
<u>Norwood/Mountain Village 2</u>	\$560	111.49%	0	0	0							
<u>Norwood/Mountain Village 3</u>	\$640	96.33%	0	0	0							
<u>Telluride/Ridgway</u>	\$840	130.75%	0	0	0							
Total	\$23,574		1	9	2							

Down Valley Route - Service Delivery												
Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	363	0	0	0	1353	0	0	0	3.73	0.00	0.00	0.00
Down Valley AM	135	0	0	0	664	0	0	0	4.90	0.00	0.00	0.00
Down Valley Midday	98	0	0	0	331	0	0	0	3.39	0.00	0.00	0.00
Down Valley PM	130	0	0	0	358	0	0	0	2.75	0.00	0.00	0.00

Down Valley Route - Performance												
Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	1.48%	0.00%	0.00%	0.00%	0.18%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	25	0	0	0	3	0	0	0	0	0	0	0
Down Valley AM	3	0	0	0	2	0	0	0	0	0	0	0
Down Valley Midday	1	0	0	0	1	0	0	0	0	0	0	0
Down Valley PM	21	0	0	0	0	0	0	0	0	0	0	0

Down Valley Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	0	0	0	0	1	0	0	0	1	0	0	0

Down Valley Route - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio (fares/expenditures)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$30.09				\$729				1.79%			

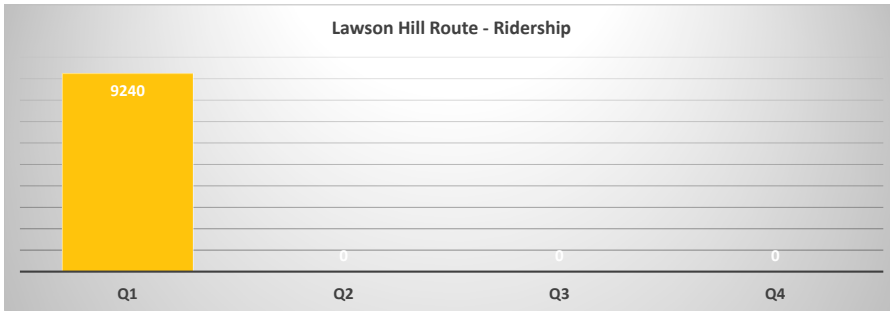
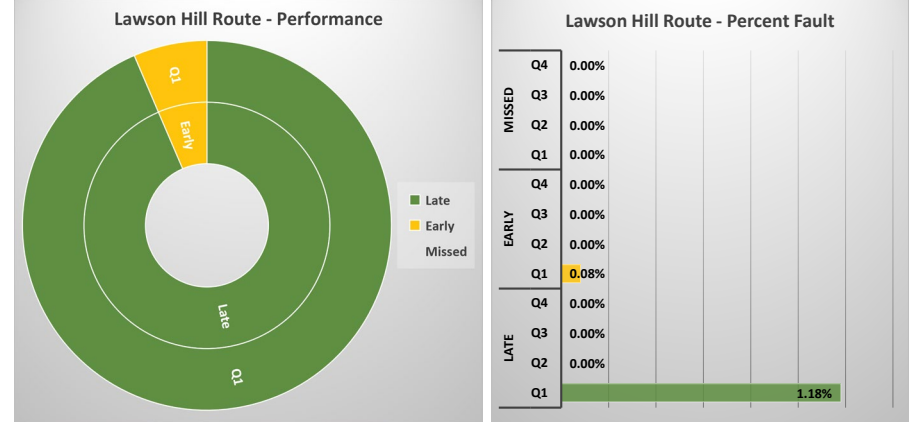
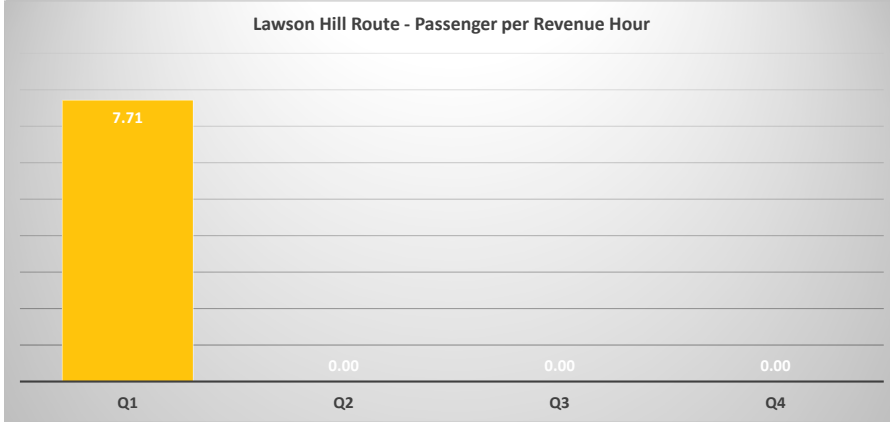


Lawson Hill Route - Service Delivery												
Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	1198	0	0	0	9240	0	0	0	7.71	0.00	0.00	0.00
Lawson Hill AM	447	0	0	0	2823	0	0	0	6.31	0.00	0.00	0.00
Lawson Hill Midday	546	0	0	0	5478	0	0	0	10.03	0.00	0.00	0.00
Lawson Hill PM	205	0	0	0	939	0	0	0	4.59	0.00	0.00	0.00

Lawson Hill Route - Performance												
Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	1.18%	0.00%	0.00%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	58	0	0	0	4	0	0	0	0	0	0	0
Lawson Hill AM	21	0	0	0	1	0	0	0	0	0	0	0
Lawson Hill Midday	27	0	0	0	1	0	0	0	0	0	0	0
Lawson Hill PM	10	0	0	0	2	0	0	0	0	0	0	0

Lawson Hill Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	1	0	0	0	0	0	0	0	1	0	0	0

Lawson Hill Route - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$14.35				\$0				0.00%			

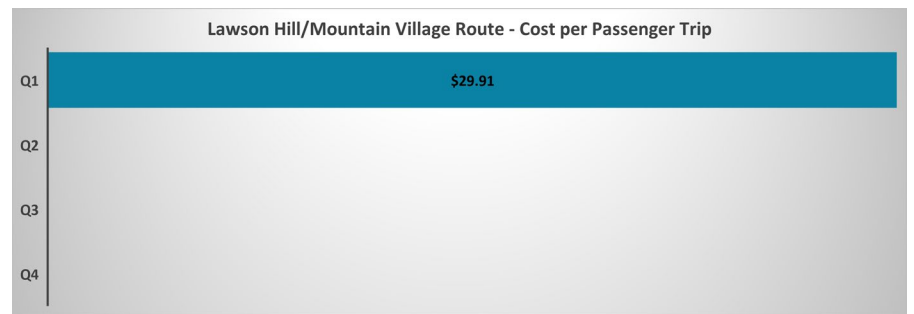
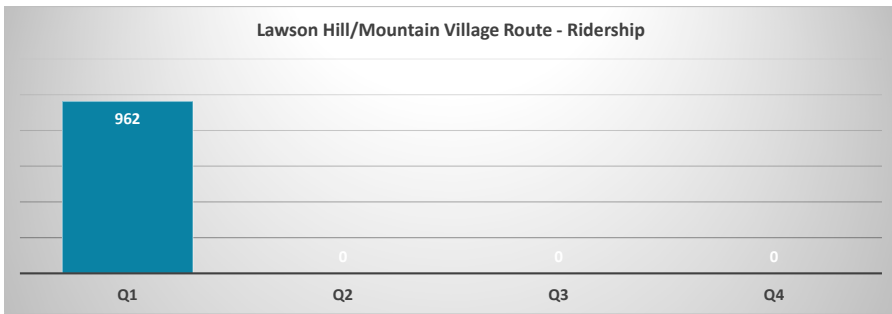
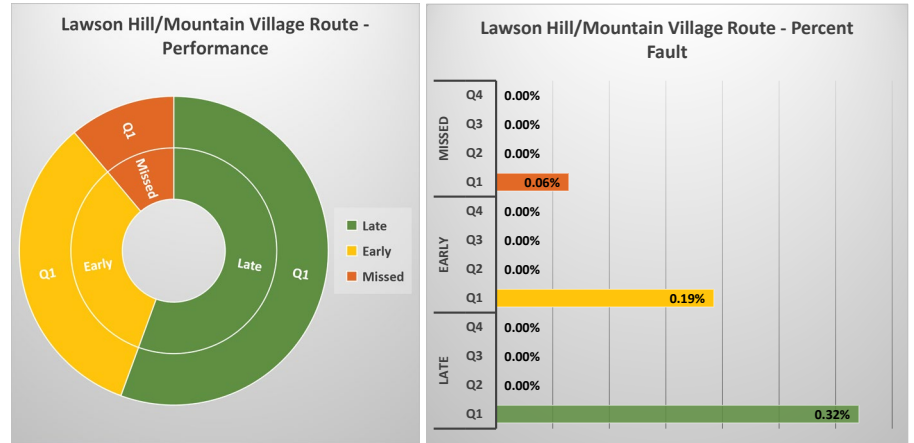
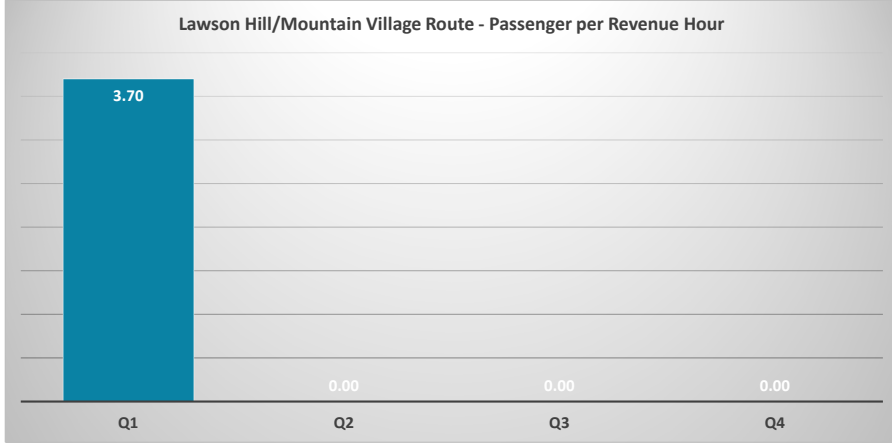


Lawson Hill/Mountain Village Route- Service Delivery												
Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	260	0	0	0	962	0	0	0	3.70	0.00	0.00	0.00
Lawson Hill/Mountain Villag	130	0	0	0	649	0	0	0	4.99	0.00	0.00	0.00
Lawson Hill/Mountain Villag	130	0	0	0	313	0	0	0	2.41	0.00	0.00	0.00

Lawson Hill/Mountain Village Route - Performance												
Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	0.32%	0.00%	0.00%	0.00%	0.19%	0.00%	0.00%	0.00%	0.06%	0.00%	0.00%	0.00%
Total	5	0	0	0	3	0	0	0	1	0	0	0
Lawson Hill/Mountain Villag	4	0	0	0	2	0	0	0	1	0	0	0
Lawson Hill/Mountain Villag	1	0	0	0	1	0	0	0	0	0	0	0

Lawson Hill/Mountain Village Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	0	0	0	0	1	0	0	0	0	0	0	0

Lawson Hill/Mountain Village Route - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$29.91	\$0	\$0	\$0	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%	0.00%

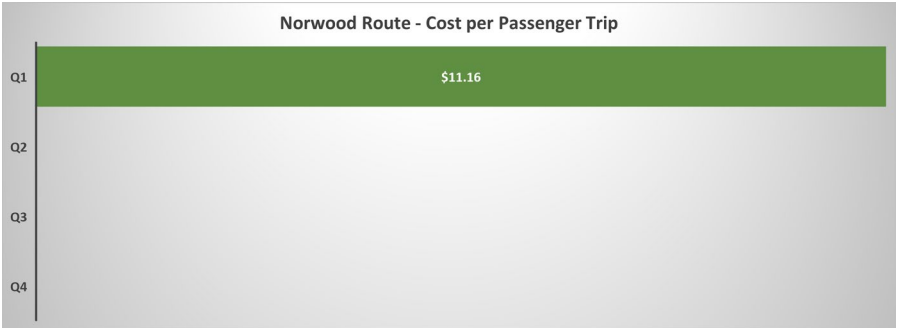
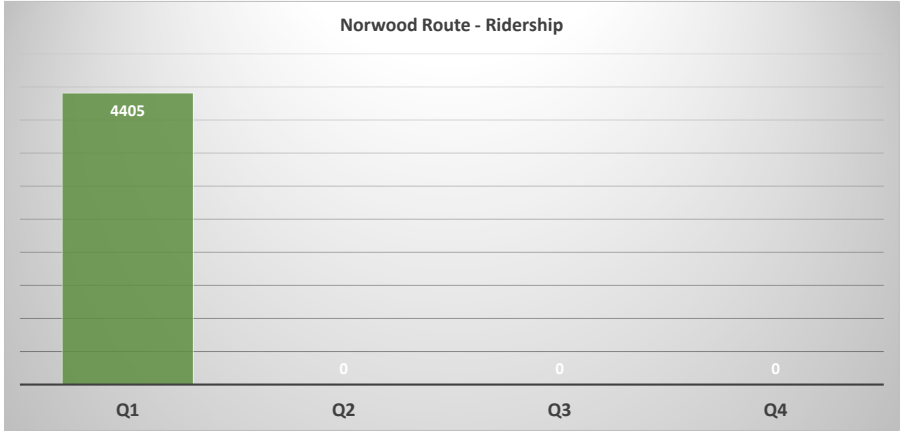
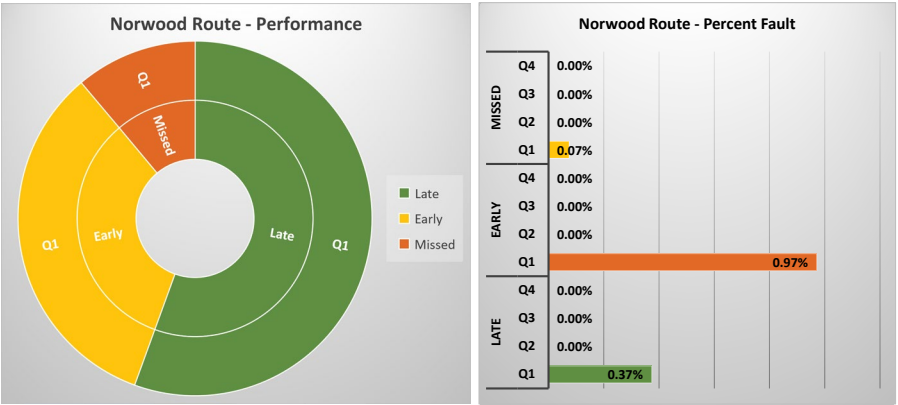
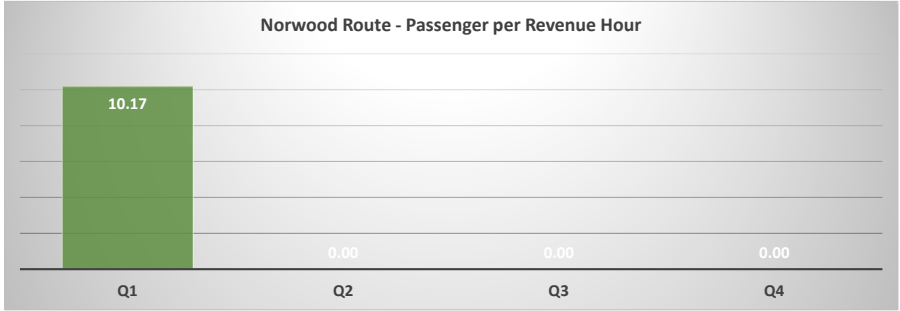


Norwood Route- Service Delivery												
Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	433	0	0	0	4405	0	0	0	10.17	0.00	0.00	0.00
Norwood AM M-F	76	0	0	0	1606	0	0	0	21.13	0.00	0.00	0.00
Norwood PM M-F	57	0	0	0	914	0	0	0	16.03	0.00	0.00	0.00
Norwood Middy M-F	165	0	0	0	531	0	0	0	3.21	0.00	0.00	0.00
Norwood Late M-F	83	0	0	0	218	0	0	0	2.64	0.00	0.00	0.00
Norwood AM S-S	26	0	0	0	560	0	0	0	21.15	0.00	0.00	0.00
Norwood PM S-S	26	0	0	0	576	0	0	0	22.49	0.00	0.00	0.00

Norwood Route - Performance												
Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	0.37%	0.00%	0.00%	0.00%	0.97%	0.00%	0.00%	0.00%	0.07%	0.00%	0.00%	0.00%
Total	5	0	0	0	3	0	0	0	1	0	0	0
Norwood AM M-F	0	0	0	0	0	0	0	0	0	0	0	0
Norwood PM M-F	1	0	0	0	2	0	0	0	1	0	0	0
Norwood Middy M-F	2	0	0	0	1	0	0	0	0	0	0	0
Norwood Late M-F	0	0	0	0	0	0	0	0	0	0	0	0
Norwood AM S-S	2	0	0	0	0	0	0	0	0	0	0	0
Norwood PM S-S	0	0	0	0	0	0	0	0	0	0	0	0

Norwood Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	0	0	0	0	4	0	0	0	0	0	0	0

Norwood Route - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$11.16				\$7,151				14.54%			



Nucla/Naturita Route- Service Delivery

Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	228	0	0	0	3412	0	0	0	15.00	0.00	0.00	0.00
Nucla/Naturita AM M-F	114	0	0	0	1475	0	0	0	12.97	0.00	0.00	0.00
Nucla/Naturita PM M-F	114	0	0	0	1937	0	0	0	17.03	0.00	0.00	0.00

Nucla/Naturita Route - Performance

Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	0.95%	0.00%	0.00%	0.00%	0.36%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	8	0	0	0	3	0	0	0	0	0	0	0
Nucla/Naturita AM M-F	6	0	0	0	3	0	0	0	0	0	0	0
Nucla/Naturita PM M-F	2	0	0	0	0	0	0	0	0	0	0	0

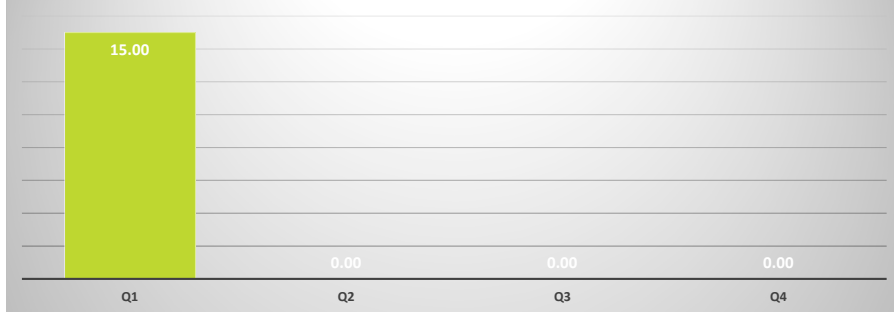
Nucla/Naturita - Safety, Security and Passenger Comfort

Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	0	0	0	0	1	0	0	0	0	0	0	0

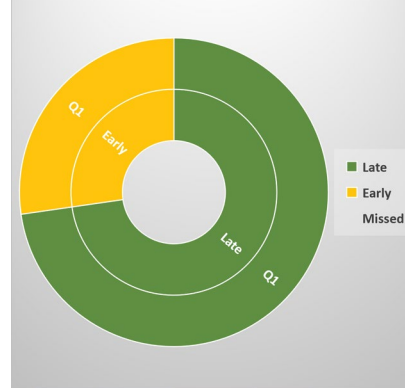
Nucla/Naturita Route - Economic

Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$7.91				\$7,226				26.79%			

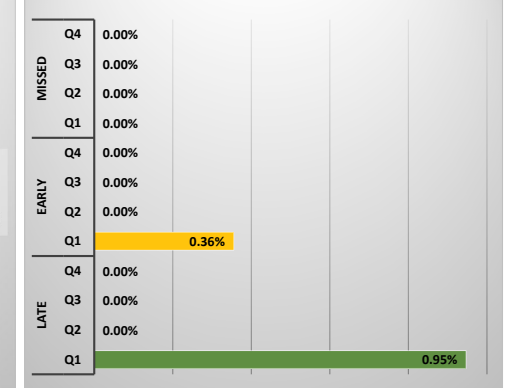
Nucla/Naturita - Passenger per Revenue Hour



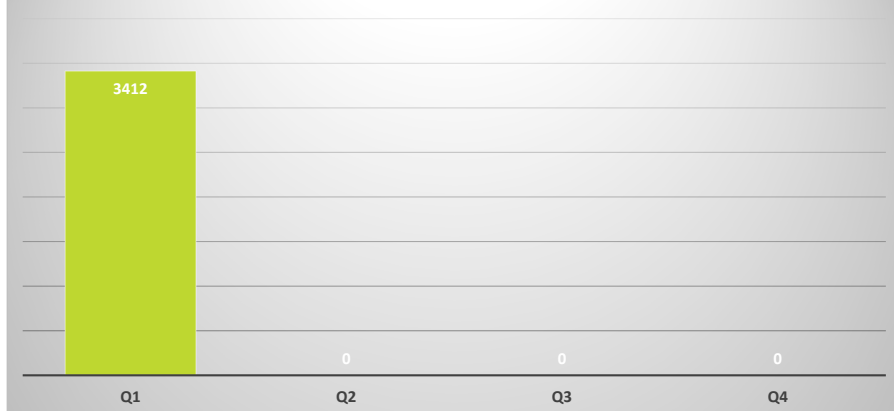
Nucla/Naturita - Performance



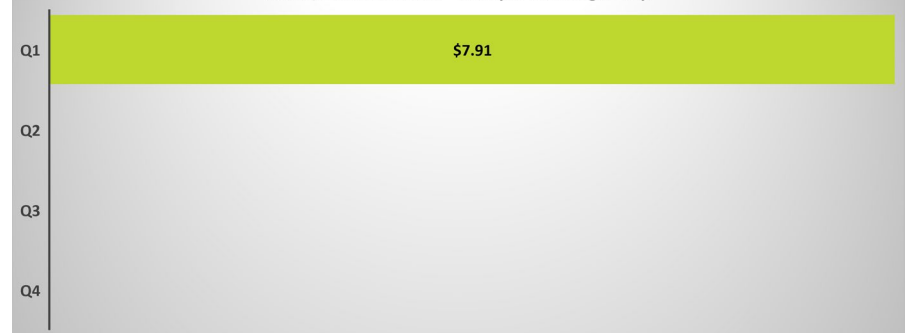
Nucla/Naturita Route - Percent Fault



Nucla/Naturita - Ridership



Nucla/Naturita Route - Cost per Passenger Trip

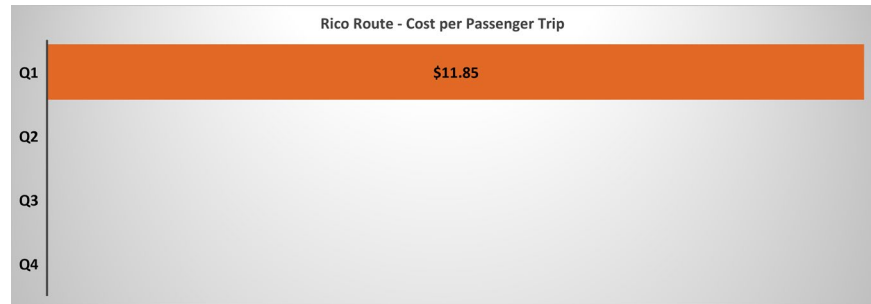
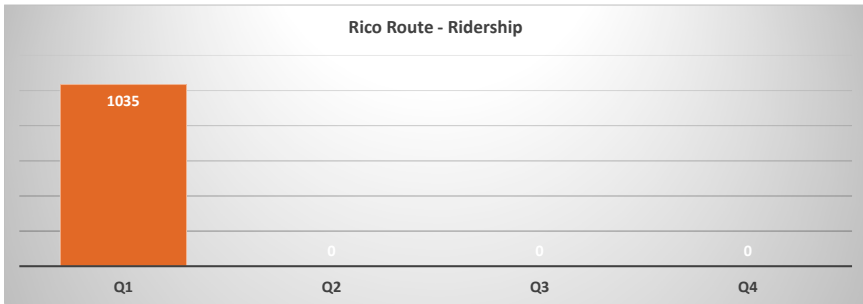
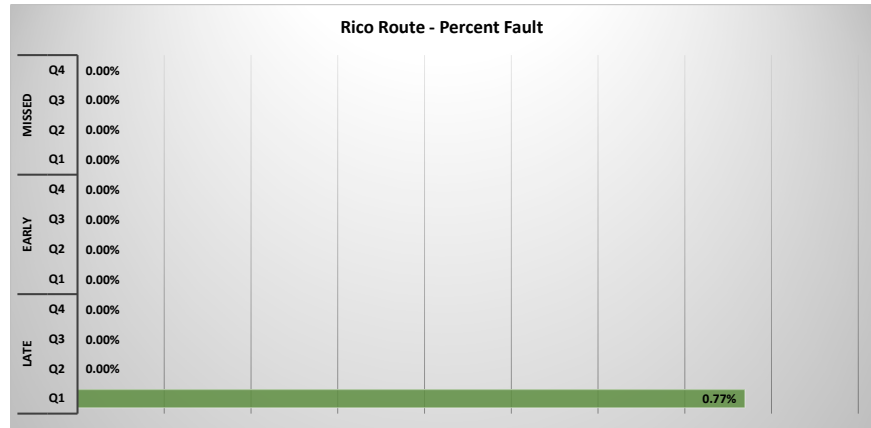
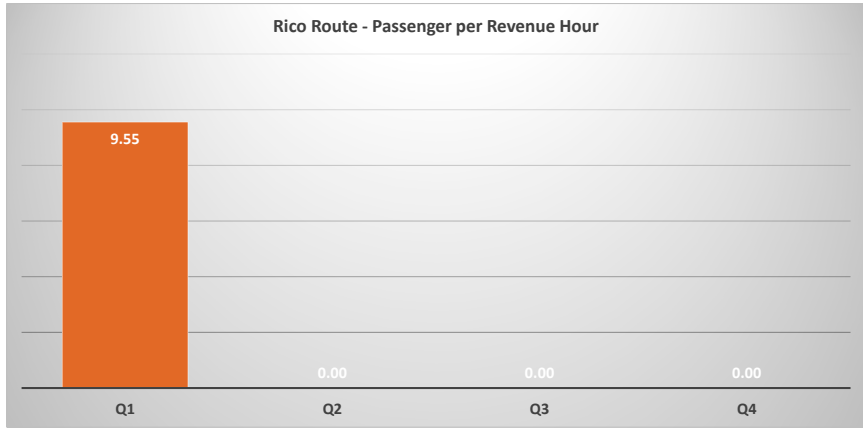


Rico Route - Service Delivery												
Quarter	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	108	0	0	0	1035	0	0	0	9.55	0.00	0.00	0.00
Rico AM M-F	49	0	0	0	649	0	0	0	13.31	0.00	0.00	0.00
Rico PM M-F	60	0	0	0	386	0	0	0	6.48	0.00	0.00	0.00

Rico Route - Performance												
Quarter	Late				Early				Missed			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Percent Fault	0.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Total	1	0	0	0	0	0	0	0	0	0	0	0
Rico AM M-F	1	0	0	0	0	0	0	0	0	0	0	0
Rico PM M-F	0	0	0	0	0	0	0	0	0	0	0	0

Rico Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	0	0	0	0	1	0	0	0	0	0	0	0

Rico Route - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total	\$11.85				\$2,388				19.47%			

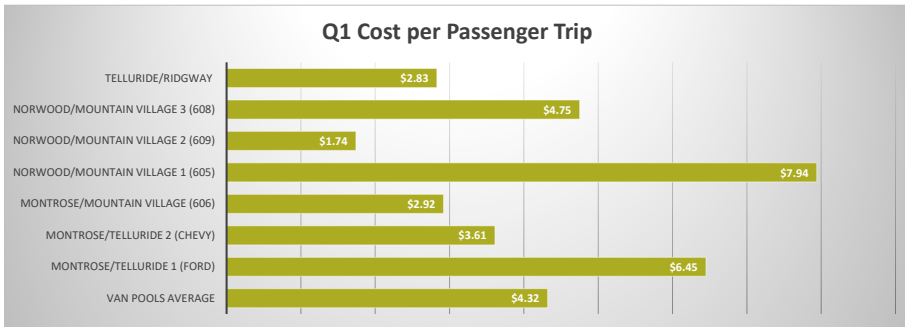
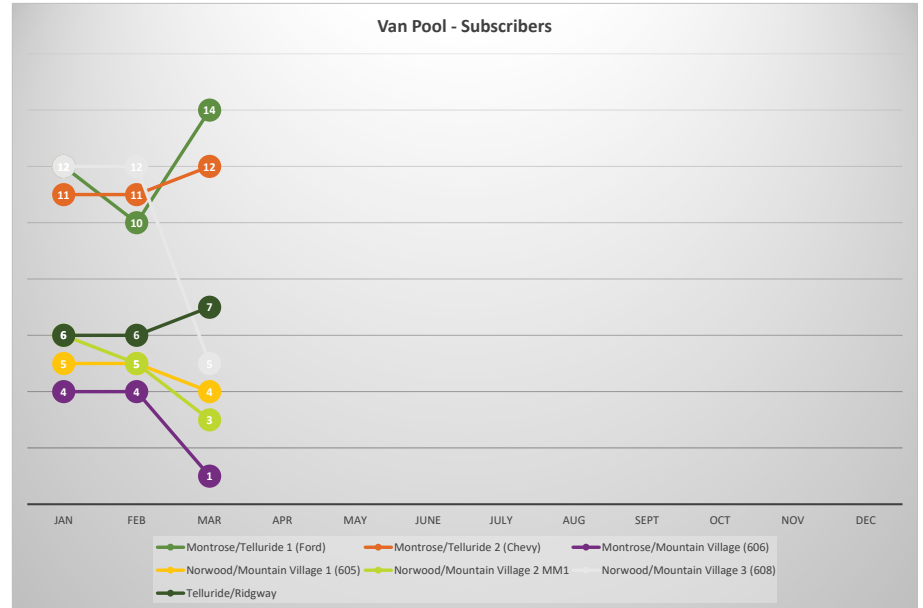


Vanpools- Service Delivery												
Vanpool Total	Revenue Hours				Ridership				Passenger per Revenue Hour			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	888	0	0	0	2312	0	0	0	2.60	0.00	0.00	0.00
Montrose/Telluride 1 (Ford)	146	0	0	0	714	0	0	0	4.88	0.00	0.00	0.00
Montrose/Telluride 2 (Chevy)	149	0	0	0	476	0	0	0	3.20	0.00	0.00	0.00
Montrose/Mountain Village (606)	218	0	0	0	172	0	0	0	0.79	0.00	0.00	0.00
Norwood/Mountain Village 1 (605)	102	0	0	0	233	0	0	0	2.28	0.00	0.00	0.00
Norwood/Mountain Village 2 MM1	117	0	0	0	293	0	0	0	2.50	0.00	0.00	0.00
Norwood/Mountain Village 3 (608)	81	0	0	0	197	0	0	0	2.43	0.00	0.00	0.00
Telluride/Ridgway	75	0	0	0	227	0	0	0	3.04	0.00	0.00	0.00

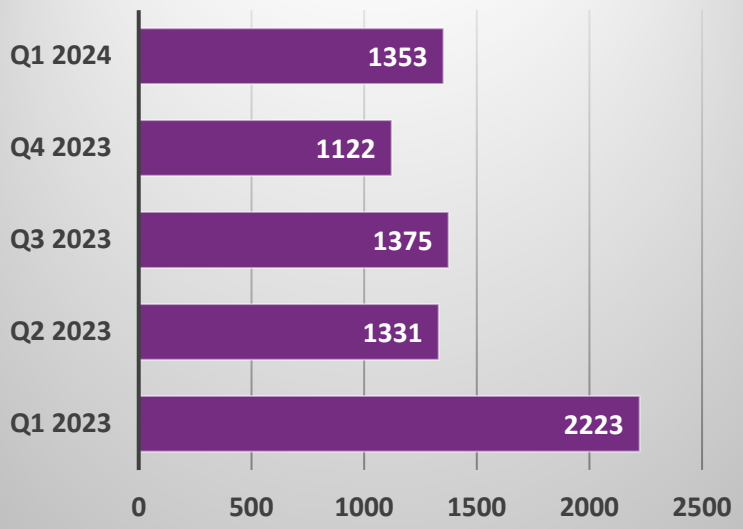
Active Subscribers												
Quarter	Q1			Q2			Q3			Q4		
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec
	Month											
Montrose/Telluride 1 (Ford)	12	10	14									
Montrose/Telluride 2 (Chevy)	11	11	12									
Montrose/Mountain Village (606)	4	4	1									
Norwood/Mountain Village 1 (605)	5	5	4									
Norwood/Mountain Village 2 MM1	6	5	3									
Norwood/Mountain Village 3 (608)	12	12	5									
Telluride/Ridgway	6	6	7									

Norwood Route - Safety, Security and Passenger Comfort												
Quarter	Accidents				Incidents				Complaints			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Montrose/Telluride 1 (Ford)	0	0	0	0	0	0	0	0	0	0	0
Montrose/Telluride 2 (Chevy)	0	0	0	0	0	0	0	0	0	0	0	0
Montrose/Mountain Village (606)	0	0	0	0	0	0	0	0	0	0	0	0
Norwood/Mountain Village 1 (605)	0	0	0	0	1	0	0	0	0	0	0	0
Norwood/Mountain Village 2 (609)	0	0	0	0	0	0	0	0	0	0	0	0
Norwood/Mountain Village 3 (608)	0	0	0	0	0	0	0	0	0	0	0	0
Telluride/Ridgway	0	0	0	0	0	0	0	0	0	0	0	0

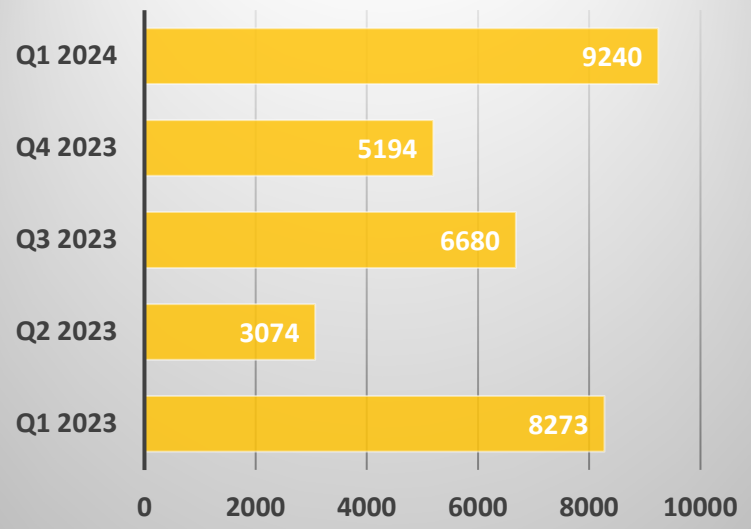
Vanpool - Economic												
Quarter	Cost per Passenger Trip				Fare Recovery				Operating Farebox Ratio (fares/expenditures)			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	Van Pools Average	\$4.32	\$0.00	\$0.00	\$0.00	\$6,080				79.68%		
Montrose/Telluride 1 (Ford)	\$6.45	\$0.00	\$0.00	\$0.00	\$1,760				38.24%			
Montrose/Telluride 2 (Chevy)	\$3.61	\$0.00	\$0.00	\$0.00	\$1,320				76.84%			
Montrose/Mountain Village (606)	\$2.92	\$0.00	\$0.00	\$0.00	\$360				71.67%			
Norwood/Mountain Village 1 (605)	\$7.94	\$0.00	\$0.00	\$0.00	\$600				32.43%			
Norwood/Mountain Village 2 (609)	\$1.74	\$0.00	\$0.00	\$0.00	\$560				111.49%			
Norwood/Mountain Village 3 (608)	\$4.75	\$0.00	\$0.00	\$0.00	\$640				96.33%			
Telluride/Ridgway	\$2.83	\$0.00	\$0.00	\$0.00	\$840				130.75%			



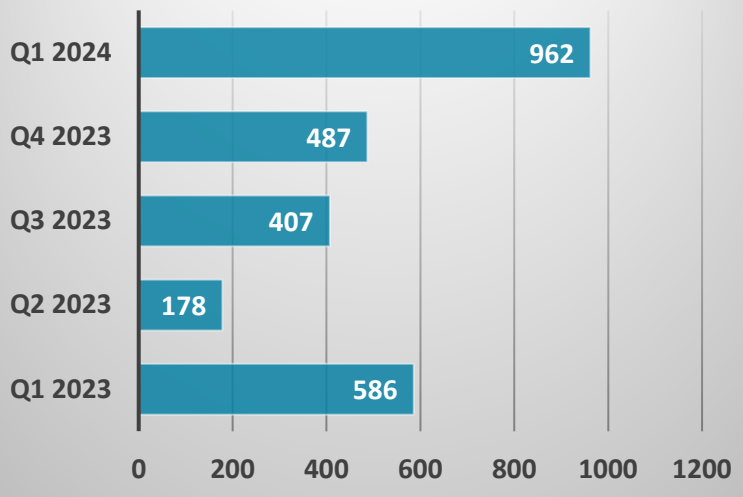
Down Valley Route – Passengers per Quarter



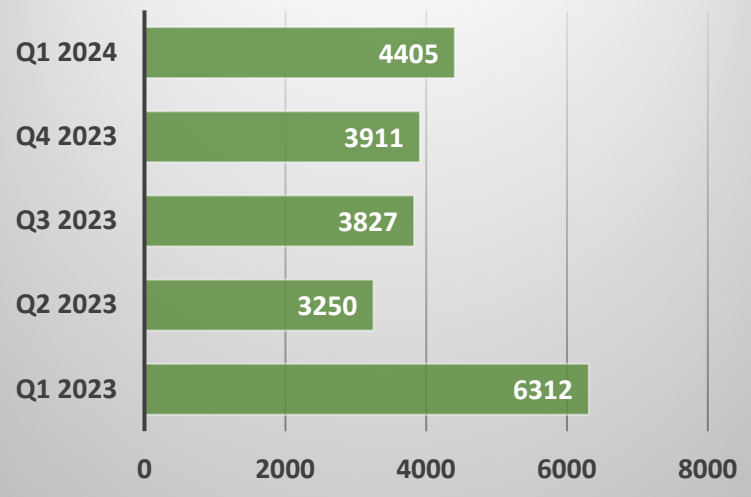
Lawson Hill Route – Passengers per Quarter



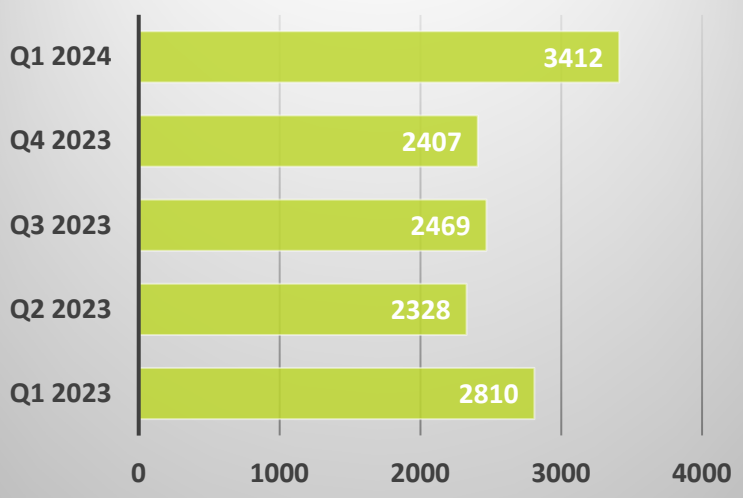
Lawson Hill/Mountain Village Route – Passengers per Quarter



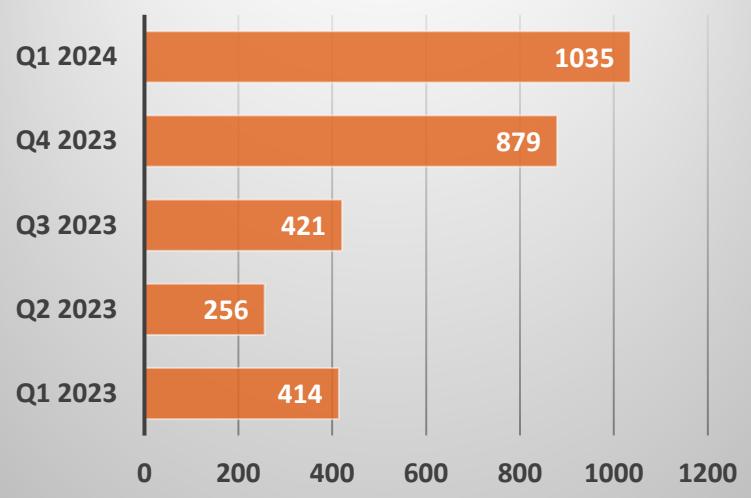
Norwood Route – Passengers per Quarter



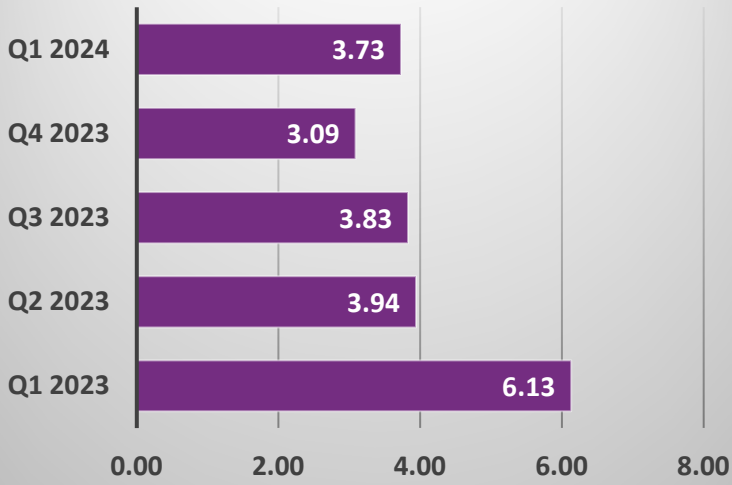
Nucla/Naturita Route – Passengers per Quarter



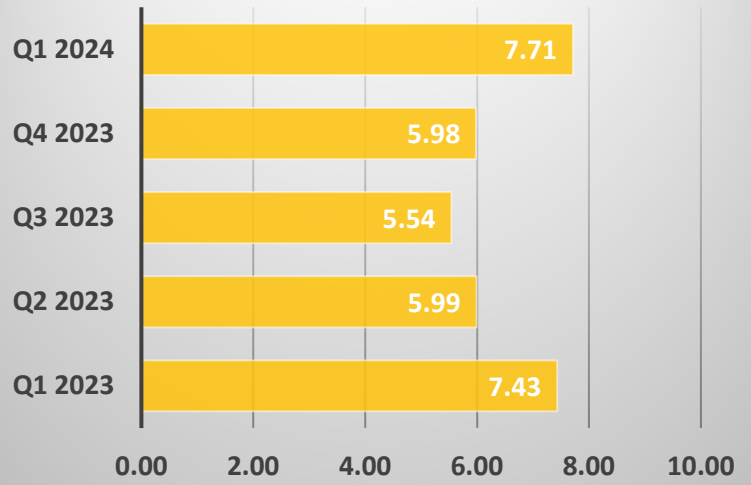
Rico Route – Passengers per Quarter



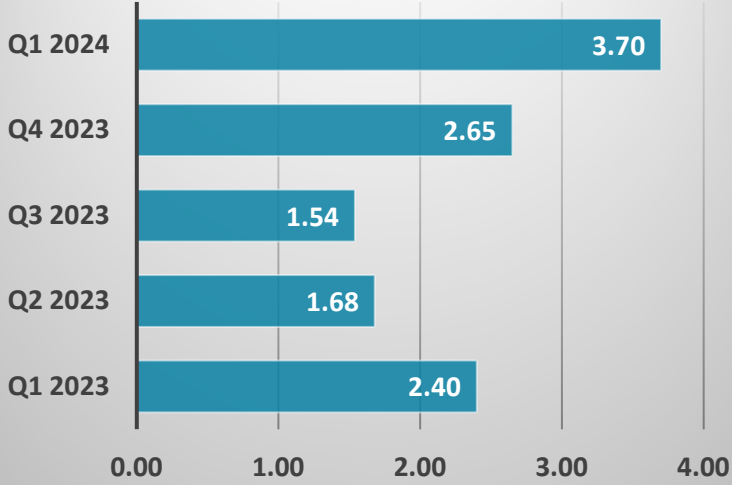
Down Valley Route – Passenger per Revenue Hour



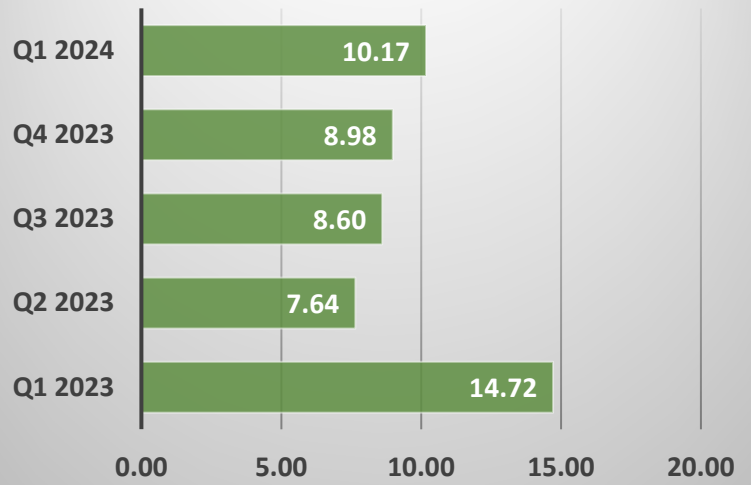
Lawson Hill Route – Passenger per Revenue Hour



Lawson Hill/Mountain Village Route – Passenger per Revenue Hour



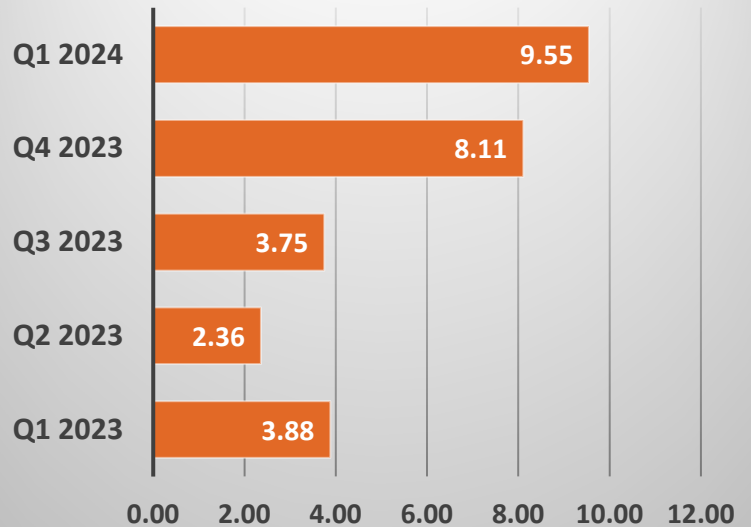
Norwood Route – Passenger per Revenue Hour



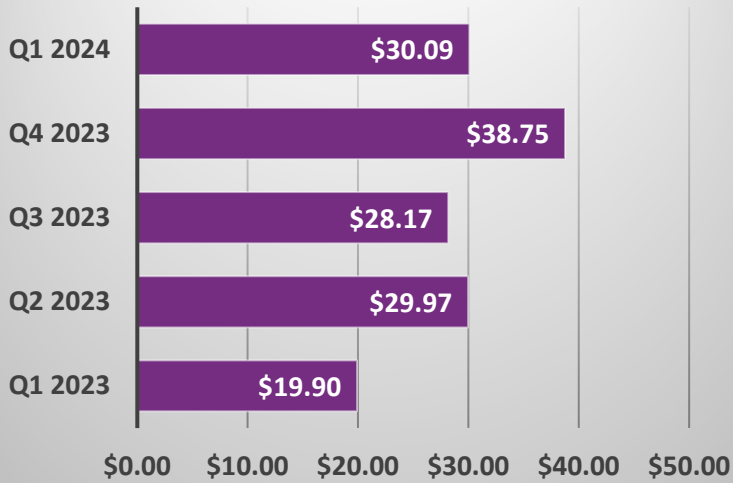
Nucla/Naturita Route – Passenger per Revenue Hour



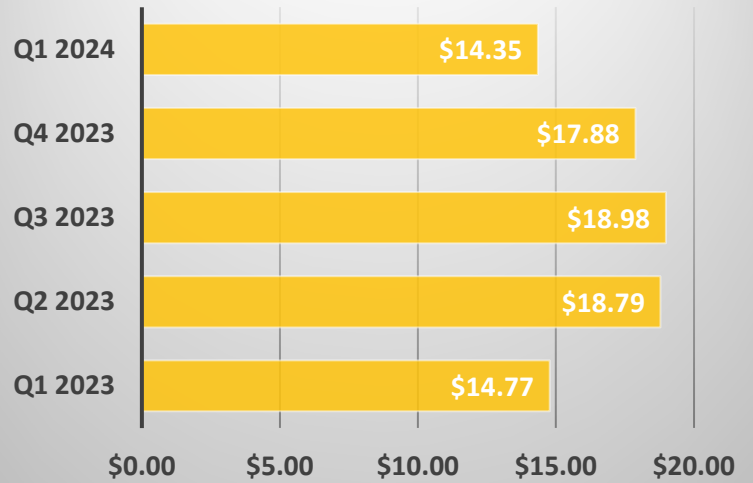
Rico Route – Passenger per Revenue Hour



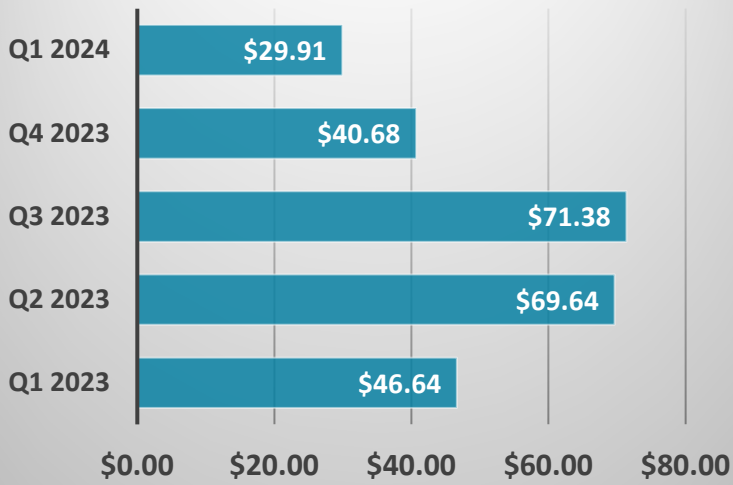
Down Valley Route – Cost per Passenger Trip



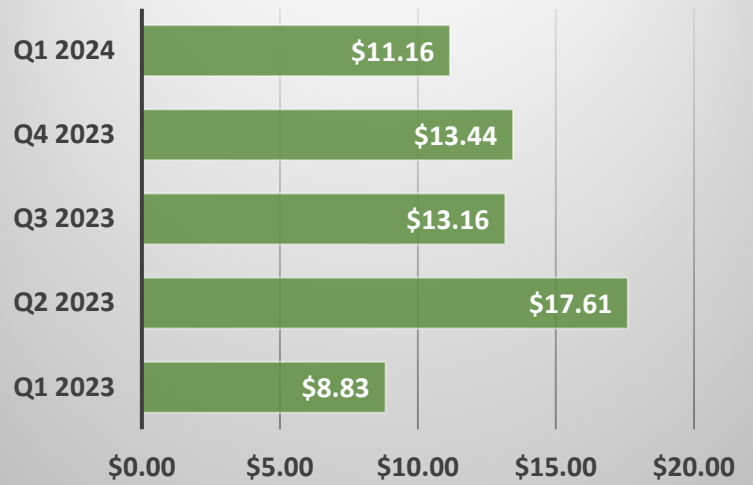
Lawson Hill Route – Cost per Passenger Trip



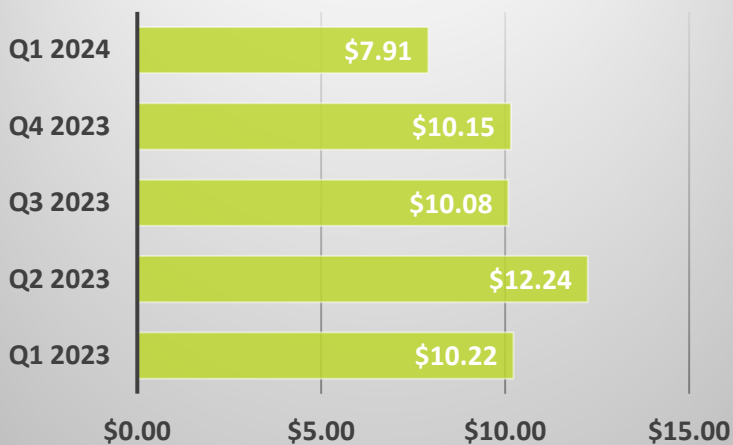
Lawson Hill/Mountain Village Route – Cost per Passenger Trip



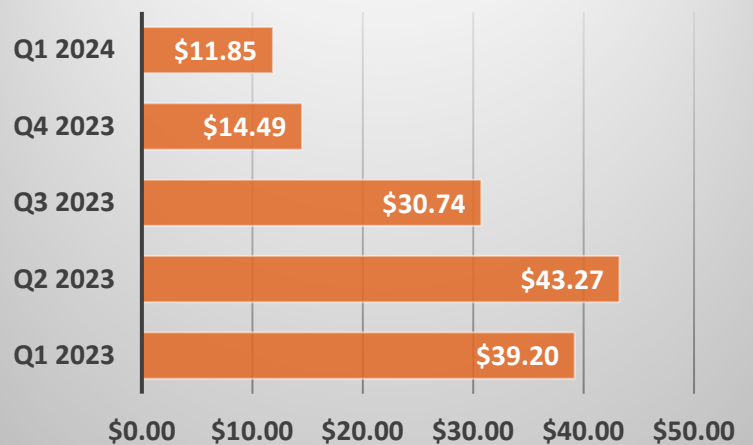
Norwood Route – Cost per Passenger Trip



Nucla/Naturita Route – Cost per Passenger Trip



Rico Route – Cost per Passenger Trip



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- **Conference in Spokane**

Last month I had an opportunity to attend the 2024 Rural & Tribal Transit Capital Projects Training Workshop in Spokane. The conference covered:

- Project Initiation & Scoping including NEPA
- Project Funding
- Capital Improvement Program Planning
- Project Management Plans
- Project Delivery Methods
- Solicitation Writing
- Construction Project Management

The day that covered project planning and delivery was especially valuable since in addition to the Gondola project, SMART will be embarking on improvements to our existing building as well as the future construction of a shop facility on the Ilium property.

The conference was also valuable in that it gave me an opportunity to talk to other people from rural communities that are working on facility construction projects.

I have started working on preliminary cost estimates for outfitting a shop and doing driveway improvements to the 137 Society Drive facility so that when the lease for the tenants expires we will be ready to proceed with doing the work necessary to turn the building into a working shop.

- **Strategic Operating Plan Update**

We have started a series of Open Houses to continue our solicitation of comments from the public regarding the Strategic Operating Plan Update. We had an open house at the Mountain Village on Tuesday and an open house in the Wilkinson Library on Wednesday. I have attached a copy of the poster boards Fehr and Peers developed for the open houses to this report. The poster boards have suggestions for improvements. We asked open house attendees to put stickers in columns to indicate whether or not they liked the suggestions.

In general, the take home lesson from the open houses was that more service is better. There was support for filling the midday gap in the Lawson Hill service and adding a late night trip. There was strong support among Mountain Village attendees for making the Offseason Route year around. Included in the comments was a request for a direct route from the Meadows area to Telluride. This is worth noting because Mountain Village staff estimates that roughly 554 people live in the Meadows area currently with another 29 coming this fall. Using the gondola to the gondola is the most direct route but the gondola is only available during ski season. The rest of the year, if residents want to go from the Meadows to Telluride during the summer, they have to either walk to the gondola, which takes the average person 25 minutes in addition to the gondola ride (13 minutes) for a total of almost 40 minutes or take the Mountain Village bus to the gondola, which takes approximately 25 minutes. A direct bus would take approximately 20 minutes.

We have also begun one on one interviews with stakeholders. While the open houses were sparsely attended, between the open houses and the first two one on one interviews, we have gained some valuable insights. Attached to this report is a copy of the interview questions that we are posing to the stakeholders. I conducted two interviews at the end of last week. What I felt was a particularly insightful comment came from Sarah Landeryou at the library. She said that while it was easy to use the bus to get to work, leaving work on the bus forced a hard stop at the end of the day and did not allow for flexibility if a passenger needed to finish something at work, run errands or socialize with friends. Another important comment offered by both Sarah Landeryou and April Montgomery of the Telluride Foundation, was that they felt that availability of parking for their colleagues facilitated car travel to work.

Discussion Questions for 1-on-1 Meetings

- Where do most of your employees or people that you have contact with live?
- What are your business hours?
- Do your employees/customers/constituents/contacts currently ride SMART buses or vanpools?
 - If not, do you know why not?
 - If so what routes or vanpools do they currently use?
- Do have or would you consider, as an employer, subsidizing your employees' use of public transit as a method to combat congestion and decrease carbon footprints?
- The following is a list of recommended improvements based on the online survey that ran for six weeks after Christmas. This is a list of all potential projects; the final project list will be a subset of this list that work well together. Refinements to the final project list will be determined based on community input, project costs, and how the different improvements coalesce:

Down Valley

- Combine with Norwood to make the route more efficient and intuitive for riders and avoid redundancy.
- Add weekend service to Down Valley.

Norwood Route

- Add an evening trip.
- Add a midday trip to weekends that could be combined with Down Valley Route.
- Adjust the timing of the Norwood buses that leave the Courthouse at 5:05 PM and 5:20 PM so that there are two definitive choices (earlier or later). Right now, the 5:20 bus sometimes catches the 5:05 bus.
- Extend first and last Down Valley trip to Norwood.
- Add Two Rivers Stop on Weekend Norwood Runs
- Add an afternoon trip.

Nucla/Naturita Route

- Additional weekday round trip of Norwood route to Nucla/Naturita.
- Add a weekend trip (this would be an extension of the weekend Norwood Route).
- Add a stop at Pioneer Village.

Offseason Route

- Run the Offseason Service year around instead of the separate Lawson Hill and Mountain Village Services.

Lawson Hill

- Fill in the midday gap on the Lawson Route.
- Add a later trip.
- Add second bus so that service could be every 30 minutes.
- Extend Lawson Hill Route to the Bridal Veil Trailhead in the summer.
- Add Gondola stop to route.
- Expand service later to 11:25 PM

Lawson Hill/Mountain Village

- Add midday service.
- Add weekend service.

Rico Route

- Revisit afternoon trip time. We are seeing many fewer riders in the evening.
- Add weekend service.
- Add stop at the Lawson Hill Stop and Ride.

New Service

- Ski Ranches
 - Aldasoro/Telluride Airport
 - Ophir Vanpool
 - Norwood to Mountain Village
 - Add a stop at the future medical center at Society Turn on relevant routes once it is constructed
- Of the recommended improvements, which improvements would have the greatest benefits to your employees/customers/constituents?
 - Which improvements would be likely to incentivize people to ride the bus more or at all?
 - Are there any improvements or new services missing from our list of recommendations that you believe your employees/customers/constituents would use?
 - What other challenges to using SMART's services do you hear about from your employees/customers/constituents?

STRATEGIC OPERATING PLAN PROCESS OVERVIEW

In the fall of 2023, SMART kicked off the process to update the 2019 Strategic Operating Plan in order to identify improvements and expansions to SMART's service over the next 5 years and beyond. The project team is currently in the process of evaluating and refining a draft list of projects that were developed from public input and an analysis of SMART's current operations. Your feedback today will help the project team refine and prioritize this list of projects for the final plan.

Phase 1

October 2023 -
January 2024

- Kick-Off
- Community Survey
- Demographic Analysis

Phase 2

February - March
2024

- Operations Analysis
- Fare structure Analysis
- Draft Project List

Phase 3

April - May 2024

- Project List Evaluation & Refinement
- Public Open Houses

Phase 4

June - July 2024

- Microtransit Suitability Analysis
- Finalize Project List

Phase 5

August - October
2024

- Development and Finalization of Strategic Operating Plan Full Report

CURRENT PHASE

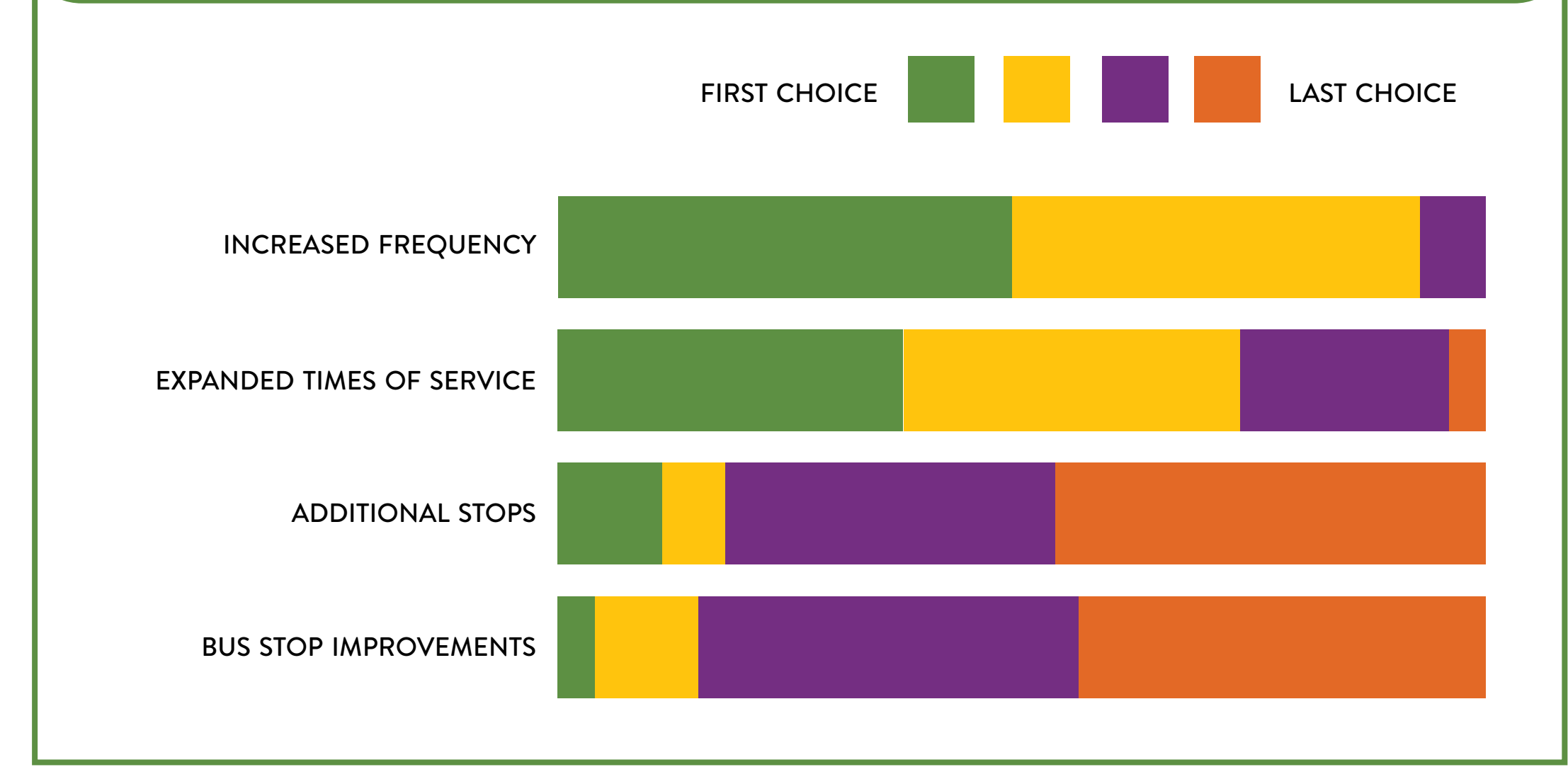
EXISTING CONDITIONS & COMMUNITY SURVEY

In the winter of 2023/2024, SMART conducted a community survey to understand what is working well about service today and what improvements community members would like to see to SMART's services. In addition to a community survey the project team also conducted an analysis of SMART's current operations to understand opportunities to improve level of service for riders and efficiency of operations. Below are some of the key takeaways from both the survey results and the operations analysis.

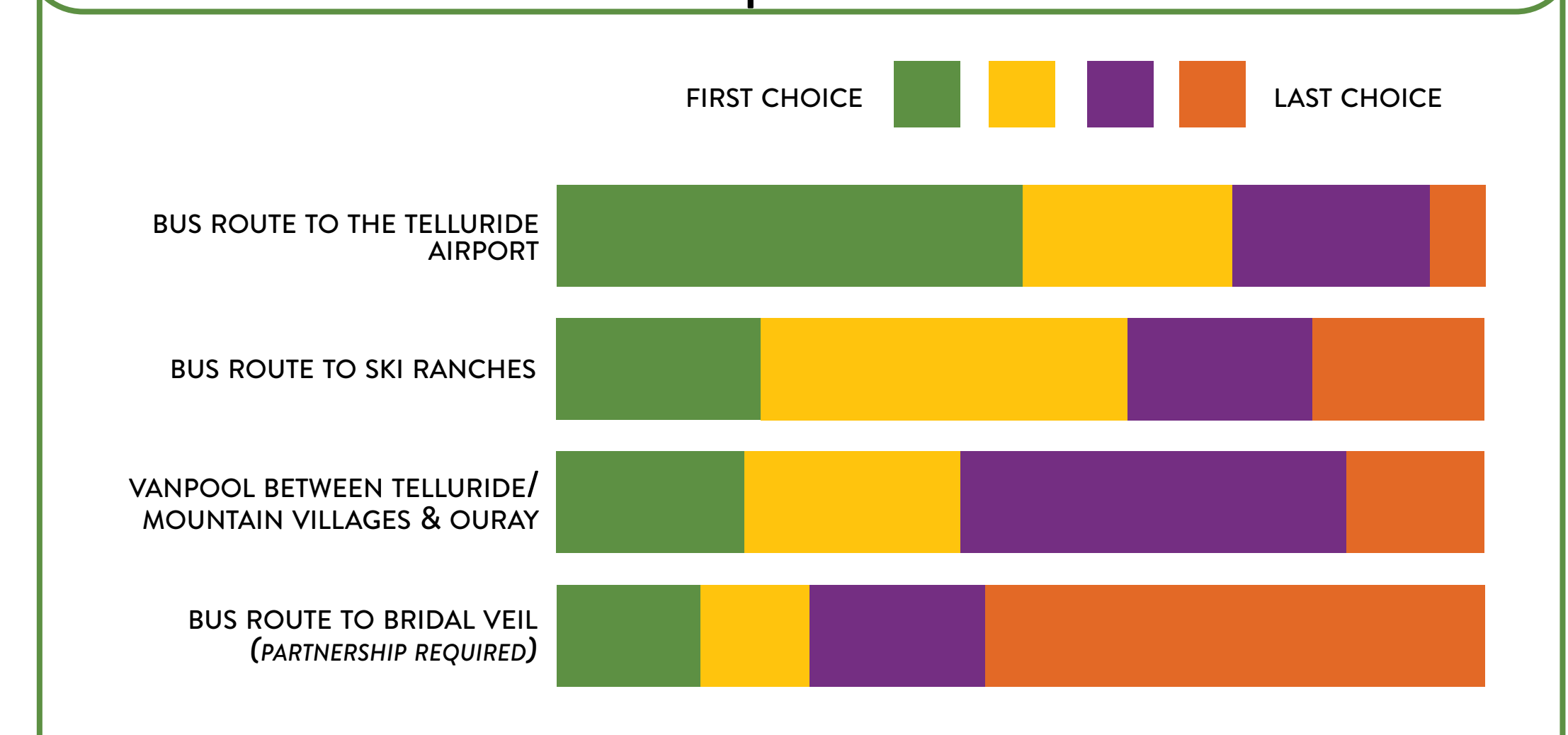
Community Survey Overview

- Online Survey
- 193 Survey Responses
- Available in both English & Spanish
- December 18, 2023 - February 3, 2024
- Additional responses gathered from an interactive activity set up in the Telluride Public Library

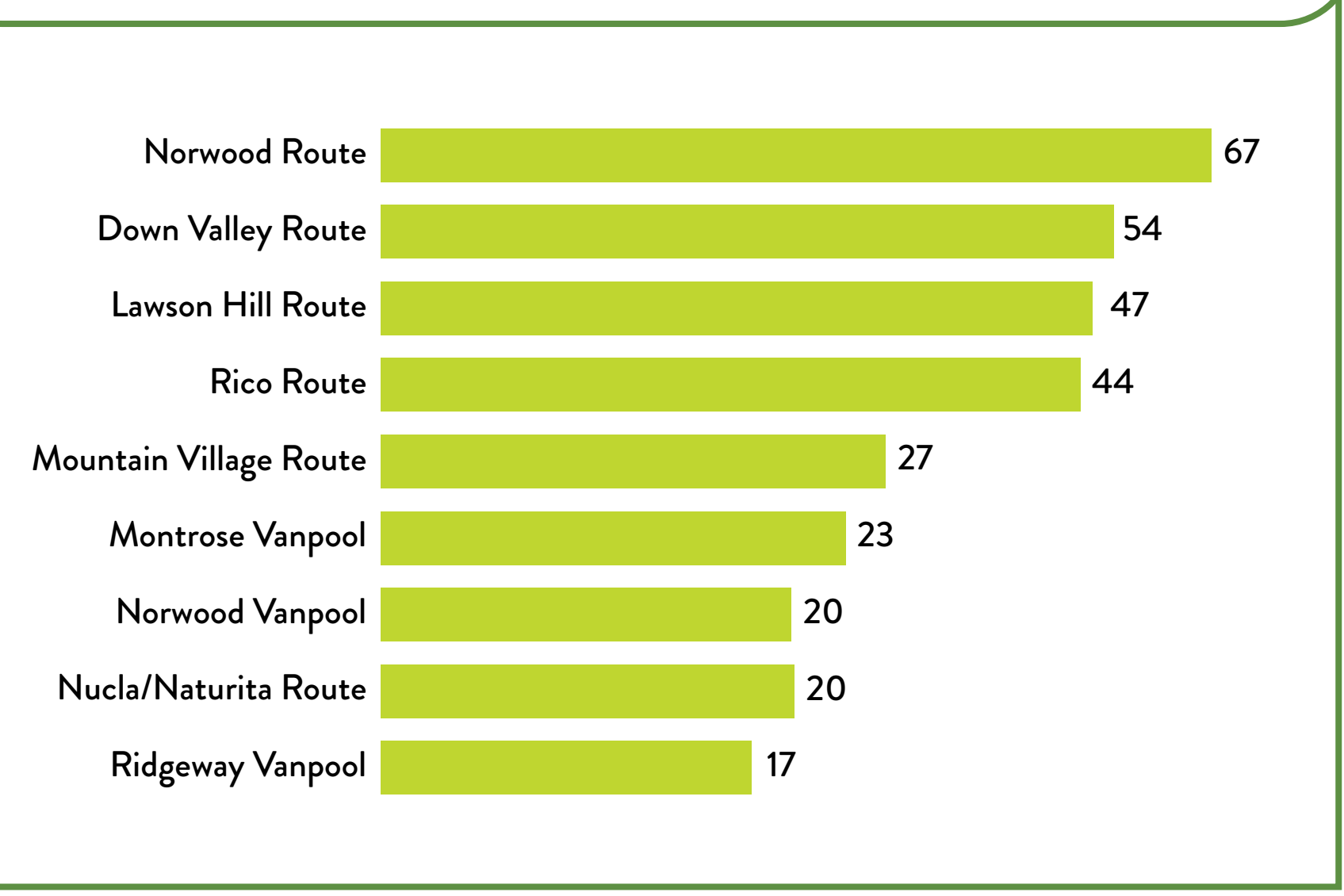
Rank your priorities for the following potential improvements to SMART's existing bus routes



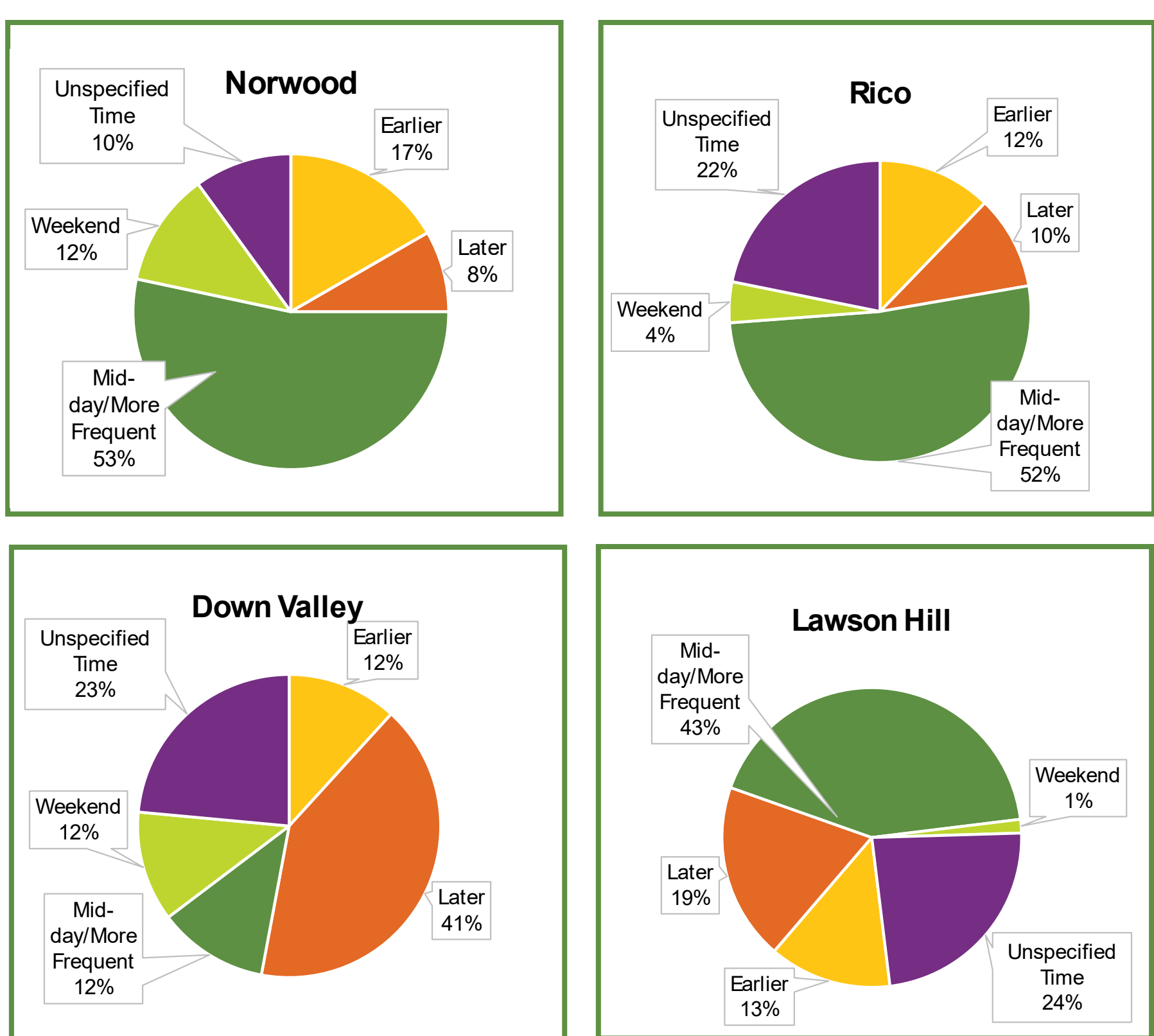
Rank your priorities for the following potential new services for SMART to operate



Which routes are your top priority for greater frequency of service?

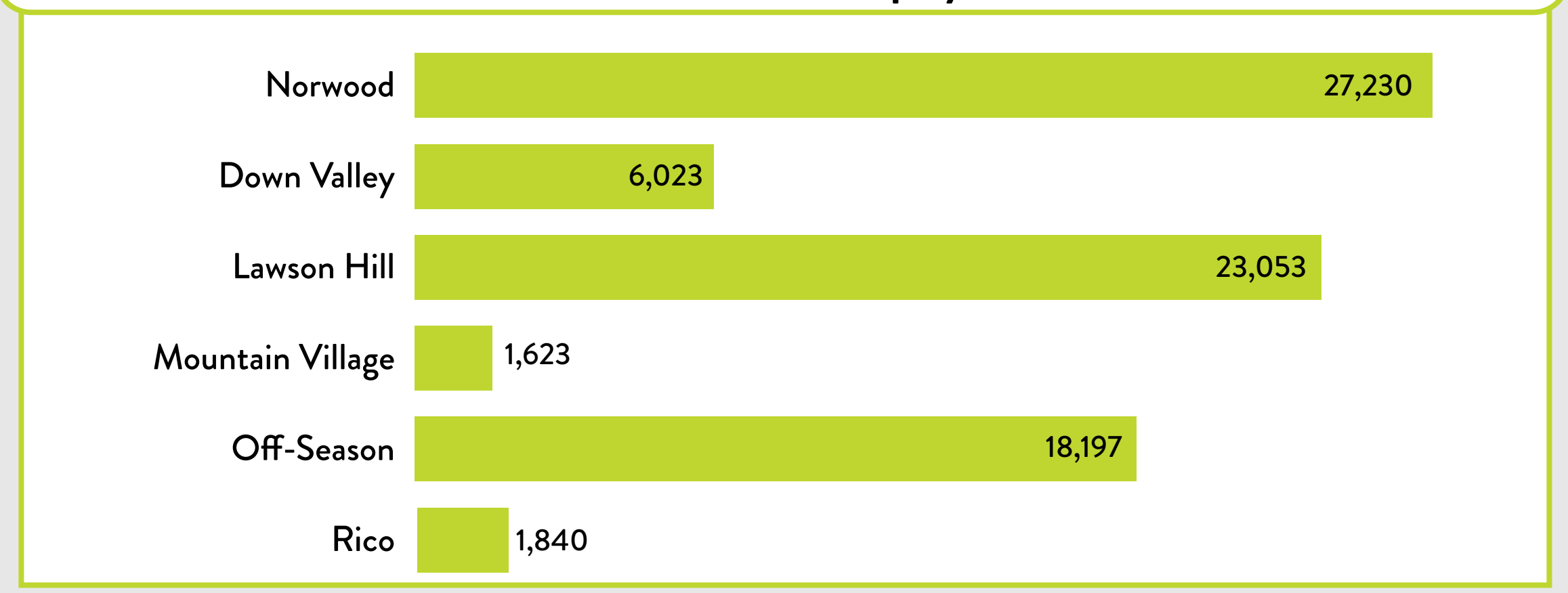


Which routes do you wish had expanded times of service?

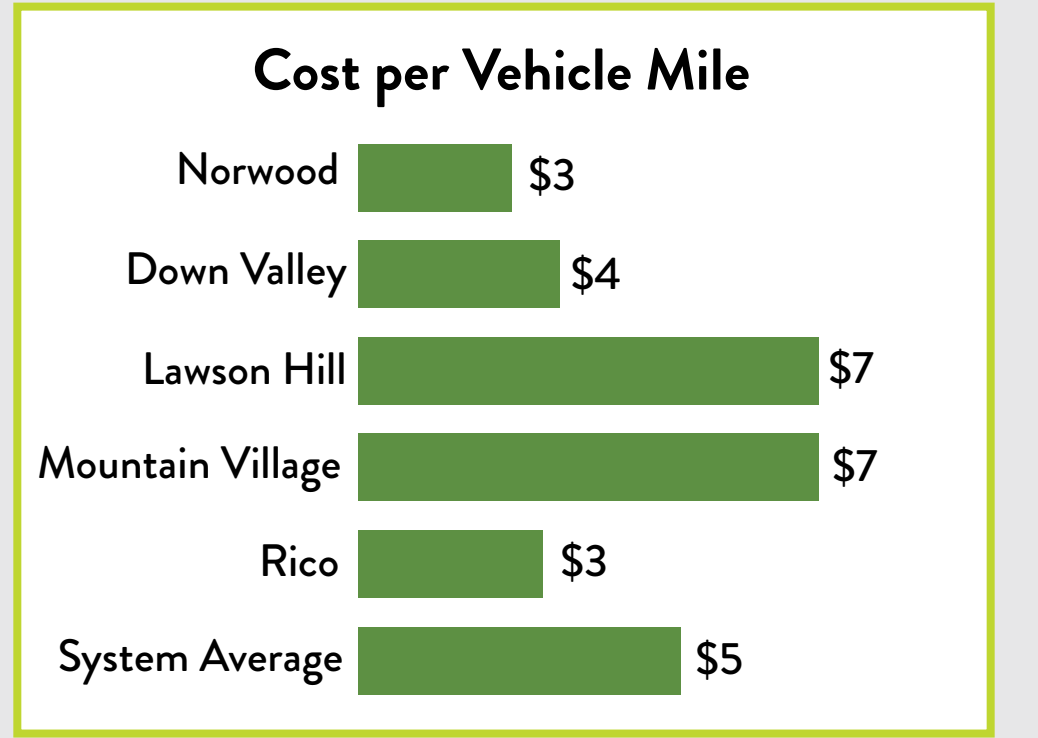
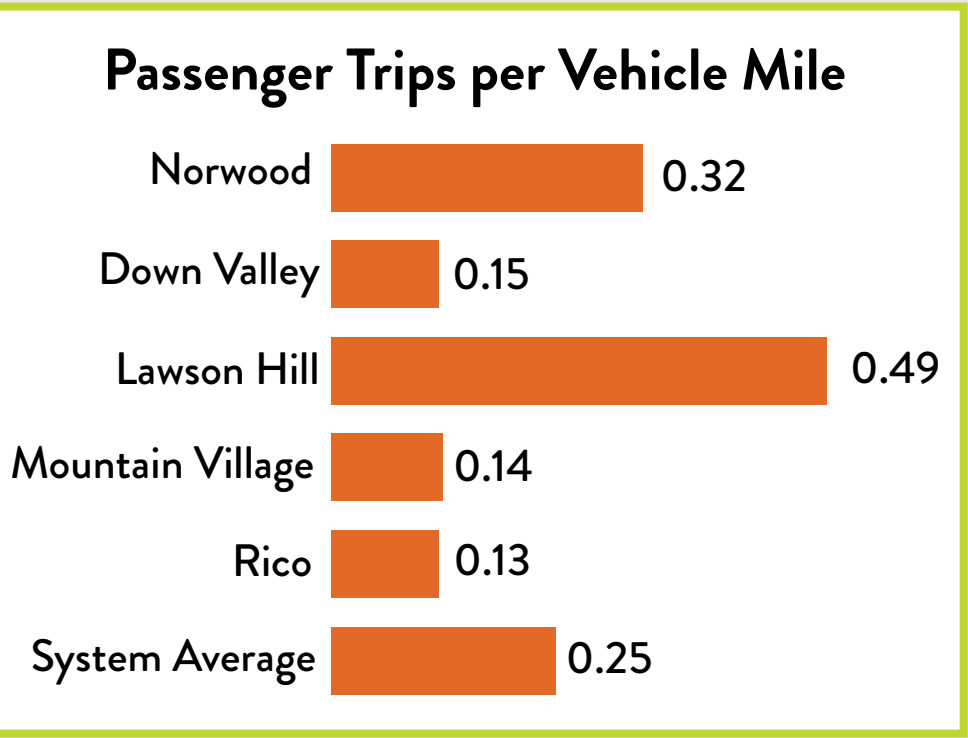
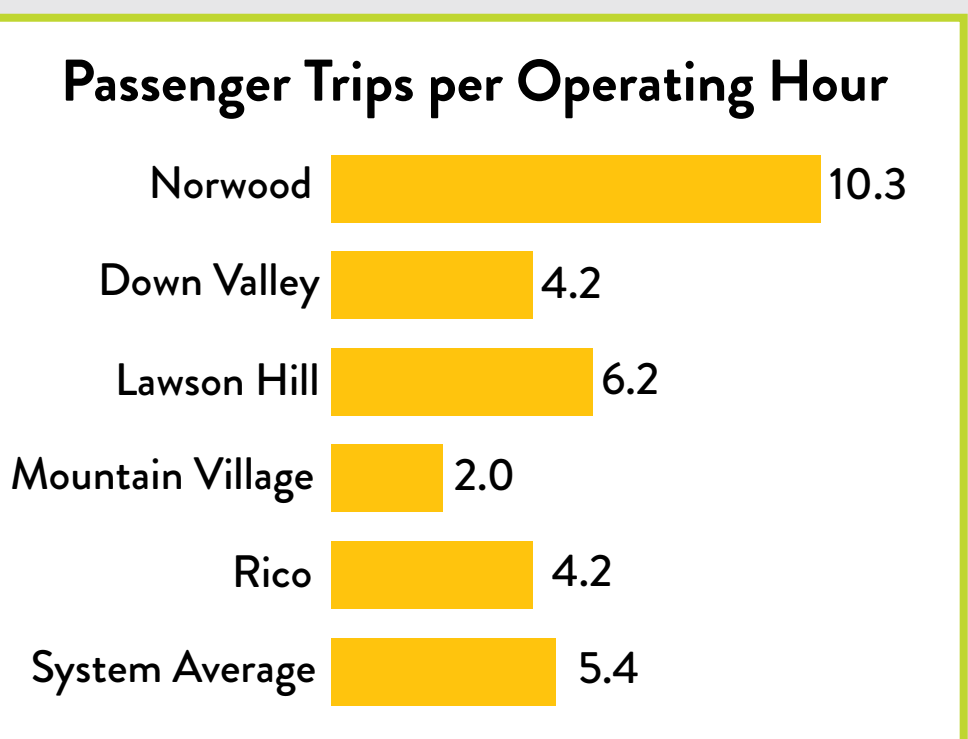


OPERATIONS ANALYSIS HIGHLIGHTS

Total Annual Ridership by Route



Route Comparison





Down Valley & Norwood/Nucla/Naturita Routes



Route	Potential Improvement	Benefits	Challenges	Required Partnerships	Like	Neutral	Dislike	Other Comments
Combination of Down Valley & Norwood Routes into One								
Down Valley & Norwood	Combine Down Valley & Norwood Routes	<ul style="list-style-type: none"> • Make route planning more intuitive for rides of both routes • Double the frequency of buses to Norwood • Simplify operations by eliminating coordinating the two routes separately • Adjust timing of trips to provide more options for all riders 	<ul style="list-style-type: none"> • Requires a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	Town of Norwood & Montrose County				
	Increase combined Down Valley & Norwood Route to 10 Round Trips/Day	<ul style="list-style-type: none"> • Increase the number of round trips from 7 (existing runs of Down Valley & Norwood Routes combined) • Provide additional midday and evening service requested through community input 	<ul style="list-style-type: none"> • Requires additional tax revenue • Requires a financial partnership with the Town of Norwood. 	Town of Norwood				
Individual Route Improvements if Routes are Not Combined (Improvements are still applicable if routes are combined.)								
Down Valley	Add One Round Trip of Down Valley Weekend Service (If routes are combined, increase weekend service of combined route from 1 trip [existing] to 2 trips per day.)	<ul style="list-style-type: none"> • Accommodate shift and service work commute trips • Accommodate non-work trips on weekends 	<ul style="list-style-type: none"> • Requires additional tax revenue 	None				
Norwood	Additional Evening Run Telluride (9:00 PM) to Norwood (10:10 PM) and Norwood (10:10 PM) to Telluride (11:25 PM)	<ul style="list-style-type: none"> • Accommodate commute trips for those with later work schedules • Accommodate staying in town later for events or dinner 	<ul style="list-style-type: none"> • Requires additional tax revenue • Requires a financial partnership with the Town of Norwood. 	Town of Norwood				
	Extend one additional round trip of Down Valley Route to Norwood (Improvement already covered if routes are combined.) Norwood (7:50 AM) to Telluride (9:10 AM) and Telluride (6:30 PM) to Norwood (7:40 PM)	<ul style="list-style-type: none"> • Provide an additional trip between Telluride and Norwood 	<ul style="list-style-type: none"> • Requires a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	Town of Norwood				
	Add a Midday Run to Weekend Service	<ul style="list-style-type: none"> • Accommodate shift and service work commute trips • Accommodate non-work trips on weekends 	<ul style="list-style-type: none"> • Requires additional tax revenue • Requires a financial partnership with the Town of Norwood. 	Town of Norwood				
	Adjust 5:15 Run to Leave Telluride Town Park at 5:30 instead	<ul style="list-style-type: none"> • Provide additional timing for those who cannot make the earlier bus • Eliminate the overlap that occurs with the earlier run • Reduce congestion at the Courthouse bus stop 	<ul style="list-style-type: none"> • Changes timing for those already used to catching the 5:15 PM bus 	None				
	Extend first trip of Down Valley Route to Norwood (Improvement already covered if routes are combined.) Norwood (6:35 AM) to Telluride (7:45 AM)	<ul style="list-style-type: none"> • Provide an option for riders with earlier work schedules 	<ul style="list-style-type: none"> • Requires additional tax revenue • Requires a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita). 	Town of Norwood				
	Add Two Rivers Stop on Weekend Norwood Runs	<ul style="list-style-type: none"> • Provide new weekend service to Two Rivers area • Serve new planned developments in this area better once they are constructed 	<ul style="list-style-type: none"> • Adds an additional 10 minutes to the Norwood trip • Potential ridership in this area is likely very low until new developments are constructed 	None				
	Additional Afternoon Run Telluride (4:00 PM) to Norwood (5:10 PM) and Norwood (5:10 PM) to Telluride (6:20) PM	<ul style="list-style-type: none"> • Provide an earlier service from Telluride to Norwood to accommodate earlier schedule 	<ul style="list-style-type: none"> • Requires additional tax revenue • Requires a financial partnership with the Town of Norwood 	Town of Norwood				
Nucla/Nurita	Additional Weekday Roundtrip	<ul style="list-style-type: none"> • Provide additional trip options for riders coming from Nucla & Naturita 	<ul style="list-style-type: none"> • Requires a financial partnership Montrose County. 	Montrose County				
	Extend Weekend Norwood Service to Nucla/Naturita	<ul style="list-style-type: none"> • Provide new weekend service for riders coming from Nucla & Naturita 	<ul style="list-style-type: none"> • Requires a financial partnership Montrose County. 	Montrose County				
	Add Stop on Nucla/Naturita Runs at the Pioneer Village Subdivision	<ul style="list-style-type: none"> • Provide better transit access to this subdivision 	<ul style="list-style-type: none"> • Requires significant infrastructure improvements for bus pull outs and pedestrian crossings before a stop at this location would be viable 	Montrose County				



Lawson Hill & Mountain Village Routes

Route	Potential Improvement	Benefits	Challenges	Required Partnerships	Like	Neutral	Dislike	Other Comments
Combination of Lawson Hill & Mountain Village Routes into One								
Lawson Hill & Mountain Village	Make the “off-season” route year-round by combining the existing Lawson Hill and Mountain Village Routes	<ul style="list-style-type: none"> Provide a more intuitive experience for riders Streamline operations The Off-season Express route would still operate during Gondola closures to provide additional replacement service 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
Individual Route Improvements if Routes are Not Combined (Improvements are still applicable if routes are combined.)								
Lawson Hill	Add an additional run at night to expand the service hours from 6:25 AM-10:40 PM to 6:25 AM-11:25 PM	<ul style="list-style-type: none"> Provide an additional late-night service 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Extend Lawson Hill Route on the weekend Bridal Veil Trailhead in the summer	<ul style="list-style-type: none"> Provide service to the popular trailheads on summer weekends Alleviate some of the parking demand at the trailheads 	<ul style="list-style-type: none"> Requires significant infrastructure investments for bus stops and bus turnarounds before this bus connection is feasible Requires significant financial partnerships with the forest service and others to be feasible 	National Forest Service & Other Financial Partners				
	Increase to 45-minute Frequency All Day	<ul style="list-style-type: none"> Provide a higher level of service for riders all day Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Increase to 30-minute Frequency	<ul style="list-style-type: none"> Provide a higher level of service for riders all day Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Route to Terminate at Gondola instead of Court House	<ul style="list-style-type: none"> Provides a direct connection to transfer at the Gondola Reduces congestion at the Court House bus stop 	<ul style="list-style-type: none"> Adds up to 4 minutes to route in the eastbound direction and 7 minutes in the westbound direction Would require two buses to operate 	None				
Mountain Village	Add Two Midday Runs (Improvement already covered if routes are combined.)	<ul style="list-style-type: none"> Provide missing midday service to make the route function better as a local circulator for non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Provide Weekend Service (Improvement already covered if routes are combined.)	<ul style="list-style-type: none"> Provide new weekend service to accommodate shift and service worker schedules and non-commute type trips 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				



Rico Route

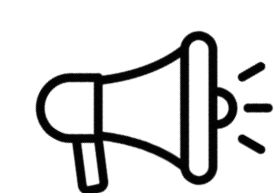
Route	Potential Improvement	Benefits	Challenges	Required Partnerships	Like	Neutral	Dislike	Other Comments
Rico	Add an additional run from Telluride (3:30 PM) to Rico (4:15 PM) and from Rico (4:30 PM) to Telluride (5:15 PM)	<ul style="list-style-type: none"> Provide an earlier service back to Rico to accommodate teachers, staff, and students 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Provide Weekend Service	<ul style="list-style-type: none"> Would provide for non-traditional commutes and other non-works trips between Rico and Telluride. 	<ul style="list-style-type: none"> Requires additional tax revenue 	None				
	Add Stop at Lawson Hill Park n’ Ride for and align with Mountain Village Route for a timed transfer	<ul style="list-style-type: none"> Provides a more direct route to for Rico riders to Mountain Village 	<ul style="list-style-type: none"> May not be a significantly shorter trip than taking the bus to Telluride and riding the Gondola 	None				
	Route to Terminate at Gondola instead of Court House	<ul style="list-style-type: none"> Provides a direct connection to transfer at the Gondola Reduces congestion at the Court House bus stop 	<ul style="list-style-type: none"> Adds up to 5 minutes to the route time 	None				



Other Bus Improvements

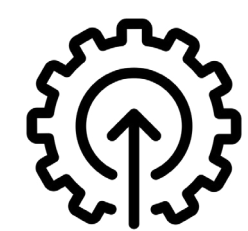


Route	Potential Improvement	Benefits	Challenges	Required Partnerships	Like	Neutral	Dislike	Other Comments
Potential New Routes								
Montrose/Ridgeway <i>(In Progress)</i>	New Bus Route Connecting Montrose & Ridgeway to Telluride	Route Development in Progress - Anticipated service start in May 2024						
Telluride Airport	New Route to Telluride Airport	<ul style="list-style-type: none"> 3 round trips per day between Telluride and the Telluride Airport aligning with some flight times 	<ul style="list-style-type: none"> Likely infeasible due to variability in flight schedules and frequency required to serve these trips Requires additional tax revenue Already served by local shuttle company 	Telluride Airport, Other Partners				
Ophir Vanpool	New Vanpool Service to Ophir	<ul style="list-style-type: none"> Provide a service for commuters into Telluride or Mountain Village from Ophir 	<ul style="list-style-type: none"> Identify volunteer drivers and adequate number of riders committed to the vanpool 	Town of Ophir				
Norwood to Mountain Village	New bus route between Norwood and Mountain Village	<ul style="list-style-type: none"> Single seat ride between Norwood, Down Valley, and Mountain Village 	<ul style="list-style-type: none"> Requires additional tax revenue Requires a financial partnership with the Town of Norwood (and Montrose County for more runs to Nucla/Naturita) May not provide significant travel time increases over connecting to Mountain Village via the Gondola or the Mountain Village route at the Lawson Hill Park N' Ride Duplicates a lot of existing service on Norwood & Down Valley Routes 	Town of Norwood & Montrose County				
Future Additional Steps								
Lawson Hill Route, Mountain Village Route, Norwood Route, Down Valley Route	Add Stop at Future Medical Center at Society Turn	<ul style="list-style-type: none"> Connect nearby existing bus routes directly with the medical center to provide convenient access to medical services 	<ul style="list-style-type: none"> Will require some adjustments to existing bus schedules May require additional infrastructure investments in the bus stop and bus turn around at the medical center 	Future Medical Center Development				



Marketing & Information

Route	Potential Improvement	Notes	Any Notes or Comments
All	Improve & Standardize Bus Schedules	Simplifying and standardizing route schedules can make riding the bus more intuitive, especially for new or infrequent riders.	
All	Improve & Advertise Trip Planning App	Many survey responses commented on the trip planning app. Either respondents did not know there was an app, or they were commenting on the limited functionality of the existing app. Improvements and greater marketing of the app will help riders plan their trips and feel confident riding the bus.	



Capital Improvements

Route	Potential Improvement	Notes	Any Notes or Comments
All	Bus stop improvements program	Begin implementation of a bus stop improvement program	
Norwood/Nucla/Naturita	Partner to expand bus barn in Norwood	Partner with different agencies to expand the existing bus barn in Norwood to create greater capacity and improved amenities for bus storage	
Rico	Bus barn in Rico	SMART plans to contribute money to the construction of a Rico new a bus barn in Rico as part of a larger city project	
All	Improved Maintenance & Operations Facilities	Develop timelines for: <ul style="list-style-type: none"> Renovations of Lawson Hill property (5 years timeline) Construction of a new facility on property in Ilium (>5 year timeline) 	