



## **GALAVAN Five-Year Service Improvement Plan**

prepared for

**GALAVAN**

and the

**Human Resource Development Council**

prepared by

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## **Introduction**

The advisory board of GALAVAN requested that the Western Transportation Institute at Montana State University – Bozeman (WTI) produce a five-year service improvement plan that would provide information to the board, so that it would be able to make informed decisions about immediate and long-term operations. The board was interested in specific recommendations as to possible service improvements including expanding service hours, providing more service to the City of Belgrade, and possible expansion to Three Forks, Manhattan or Four Corners. The board further wanted to ensure that the current service was being delivered in the most effective and efficient manner possible. In addition, the City of Bozeman and Gallatin County have begun preliminary planning for a public transportation system and GALAVAN is interested in how it may interface with such a system.

In order to focus on each of the items highlighted by the Board, the plan is divided into the following sections:

- Current Operations
  - Current Operational Review
  - Census Data Trends
  - Public/Client Survey
  - Staff/Advisory Board Survey
- Service Improvement Options
  - Short-term Recommendations
  - Medium-term Recommendations
  - Long-term Recommendations
- Potential Impacts of a Bozeman Transit System
- Summary and Conclusions

To obtain the data necessary for this project, individuals from the Western Transportation Institute rode on GALAVAN's vehicles, interviewed the director, surveyed the advisory board and GALAVAN staff, and surveyed a targeted group of individuals. Data was also obtained from the United States Census, and from GALAVAN's operational and financial reports.

The Western Transportation Institute acknowledges and appreciates the support and assistance of the GALAVAN advisory board and the staff of GALAVAN, especially the time and effort of the director, Steven Potuzak.