Appendix D April 2020 Policymakers Workshop Summary Memo

MEMORANDUM

To: The Met Council & Regional Policymakers

From: Thomas Wittmann, Nelson\Nygaard

Date: May 13, 2020

Subject: The Met Council Bus Service Allocation Study – Policymakers Workshop Summary

This memo summarizes the approach and findings from the Met Council Bus Service Allocation Study Policymakers Workshop. The workshop was held on April 22, 2020 between 11 a.m. and 2:30 p.m. on the Zoom video conferencing platform and had an estimated 54 participants made up of regional policymakers and their support staff and project staff. Those not able to attend the workshop were given a copy of the presentation and an opportunity to provide feedback via Mentimeter polling software survey also used during the workshop.

Key takeaways from the workshop include:

- Workshop attendees and survey respondents prioritized improving existing routes over adding new routes, service frequency over expanding service span, and funding local and high frequency service over commuter and basic routes.

- Regional transit success looks different for different policymakers. Some themes from small group discussions include increasing ridership, connecting people to destinations, neighborhood coverage, serving high-need communities, and matching service with land use. Providing service to those who need it most was a top priority for measuring success.

- A top value for future service allocation was serving low-income and serving minority neighborhoods. Additional priorities included reverse commuting and providing suburb to suburb job access.

- When evaluating future service expansion scenarios, reaching low-income populations and providing access to jobs and major destinations were the top priorities.

Introduction

Like most metropolitan areas across the country, the Twin Cities region faces challenges in distributing transit dollars in a way that meets all needs. The overall goal of the Met Council Bus Service Allocation Study is to facilitate a discussion about how the region could invest in an expanded transit system. Project recommendations are not meant to replace any agency specific guidelines or supplant the ongoing service provider planning processes (e.g. Network Next), but instead be a regional construct about the opportunities and options available to regional stakeholders and elected officials.

Prior to the April 22, 2020 workshop, an existing conditions analysis looked at how transit resources are currently distributed and performing in the region. This information can help the region understand how the current network balances regional growth goals, existing ridership, social equity, and geographic coverage. The purpose of the workshop was to present existing

conditions findings from the Bus Service Allocation Study and to solicit feedback from regional policymakers on priorities and values for future transit service allocation.

Workshop Approach

Planning

To share study findings and connect with policymakers, an online Zoom workshop was organized in place of in-person workshops due to the Minnesota COVID-19 stay-at-home order. The workshop was planned and hosted by a consultant team from Nelson\Nygaard and SRF Consulting in collaboration with staff from the Met Council.

The workshop invitee list included Council Members and staff from the Met Council, representatives from the Transportation Advisory Board (TAB), regional stakeholders from advocacy, business, educational, and cultural organizations, and support staff from the region's transit agencies and local governments. The invite list was intended to balance geography and unique perspectives on transit (e.g. cultural or business interests). The list of invitees, RSVPs, and attendees can be found in Appendix A. Email invitations were sent out in advance of the meeting with instructions for downloading the Zoom video conferencing application and joining the online workshop. A copy of the presentation and a list of expected attendees were also sent out prior to the meeting.

Prior to the meeting, workshop planning staff consulted with the Technical Advisory Committee (TAC) on the existing conditions analysis and the contents of the workshop. The TAC is made up of members from the region's counties, cities, and transit agencies, as well as the Minnesota Department of Transportation staff. Feedback from the TAC was integrated into the materials presented at the workshop.

Meeting Format

The format of the workshop consisted of a presentation by Thomas Wittmann, Principal at Nelson\Nygaard, and Cole Hiniker, Multimodal Transportation Planning Manager at the Met Council and Study Project Manager, an interactive polling exercise, and small group discussions.

The workshop presentation included a study introduction, project background, and findings from the existing conditions analysis. These findings included proposed family of service classifications for the regional transit network (high frequency, local, basic, and commuter & express), fixed-route productivity (boardings per service hour or trip), and existing fixed-route service distribution across the region measured against a number of population and employment characteristics. During the presentation, attendees could ask questions using the online chat feature, which were addressed and answered, if possible, during breaks in the presentation.

The informational presentation was followed up with a series of questions on Mentimeter that asked meeting attendees to join the website on their smart phone or computer to quantify future investment priorities. Live results were shown as attendees voted.

To further discuss individual priorities and feedback for the study, attendees were divided into small group discussions using the Zoom breakout room feature. The small groups were asked to discuss their thoughts on "What does success look like for area transit". Each small group had a moderator and note taker who were members of the consultant team or the Met Council staff. At the conclusion of the small group discussions, attendees were reconvened into the main workshop

room and each moderator reported out the high-level themes from the discussion. Attendees were asked to rejoin the Mentimeter polling site for a group ranking exercise.

The ranking exercise was followed by an additional presentation on the service expansion evaluation framework. Brief definitions were given for possible considerations for additional services and attendees were asked to rank each option's relative importance on Mentimeter.

The meeting presentation can be seen in Appendix B.

Additional Requests for Feedback

Workshop invitees who were unable to join the scheduled workshop were also given the opportunity to provide feedback that would be integrated into future project work. Following the workshop, Met Council staff emailed the outstanding invitees the presentation slides and the Mentimeter link with the same survey questions asked during the meeting. Any feedback received before May 5, 2020 was integrated into the feedback summary below.

Workshop Feedback

This section summarizes the feedback provided during the workshop presentation, trade-offs exercise, breakout rooms, service expansion framework prioritization, and follow-up survey. The full chat transcript from the meeting can be found in Appendix C. Open-ended comments from the Mentimeter survey can be found in Appendix D.

Presentation Feedback

Feedback provided during the presentation portion of the workshop and in the open-ended comments of the Mentimeter follow-up survey included questions about the information provided, requests for additional information, and comments about existing analysis. Topics included:

- Questions about the 2016 rider survey sample, when the next survey would be taken, and requests for different breakdowns of rider demographic data
- Questions about how non-fixed route transit fits into the study
- Requests for exercises that look at "how much do we need to fund to do what we want" instead of an assumption of funding scarcity
- Comments about how agencies look at social equity and lack of representation among the participating stakeholders
- Question about why we look at ridership and productivity as opposed to need
- Comments about increasing ridership by getting more service to those who need it most
- Request to include other elements into definition of quality service, such as comfort of ride and quality of pedestrian and bike access

Throughout the workshop, there were multiple instances where attendees provided feedback that priority should be given to fares, traffic mitigation, transit access, stop amenities, and rider safety. While these all are important elements of developing a transit system, the focus on this study is future network design.

Network Design Values

In this exercise, attendees were asked to choose high-level service choices by allocating resources, or points, between:

1. Adding new routes vs. improving existing routes
2. More weekday service vs. more weekend service
3. More service frequency vs. earlier/later service
4. High frequency transit, local routes, basic routes, or commuter & express routes

The results of the Mentimeter polling can be seen in the following figures. Respondents to the service choices questions indicated stronger support for future resources being dedicated to improving existing routes over adding new routes (Figure 1). Respondents indicated a slight preference for investing resources in additional weekday service over weekend service (Figure 2). Respondents valued increased frequency twice as much as earlier/later service (Figure 3). Finally, respondents believed a greater proportion of new funding should be allocated to high frequency transit (which includes Bus Rapid Transit service) than current. The desired new funding levels of commuter & express buses and basic service were about the same as current levels (Figure 4). In response to some of the service choices questions, some attendees provided feedback that more context would be useful in order to provide worthwhile feedback.

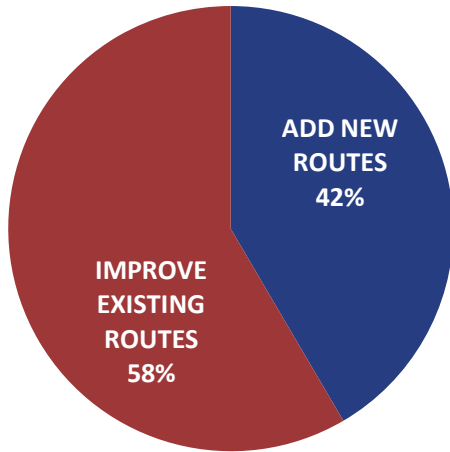**Figure 1**   Add new routes vs. improve existing routes (n = 41)

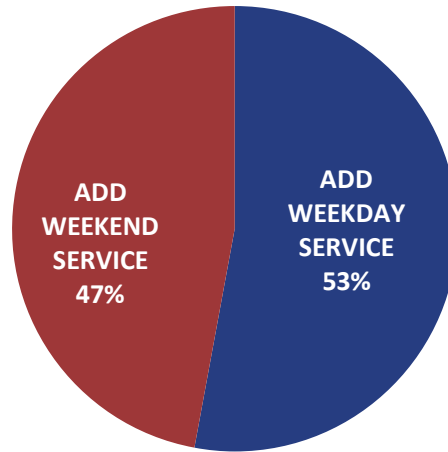**Figure 2**   Add weekday service vs. add weekend service (n = 41)

Figure 3   More frequency vs. earlier/later service (n = 40)
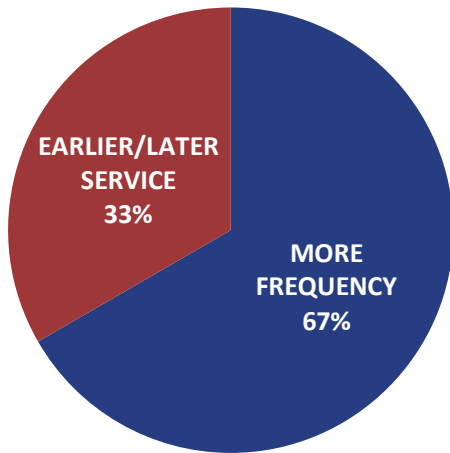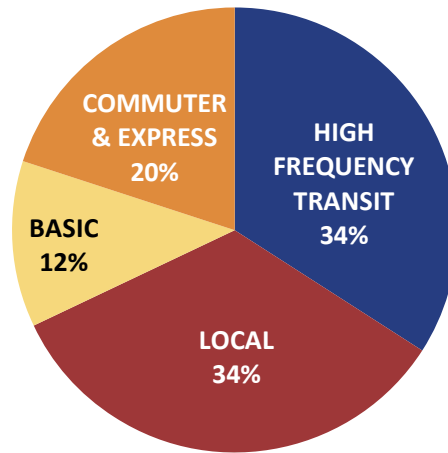

Figure 4   How would you distribute new funding? (n = 42)

What does success look like for area transit?

This question typically elicits multiple faceted responses. In order to understand the nuances of how participants define success, the workshop broke into five different subgroups, or breakout rooms, to discuss.

Breakout Rooms

Overall, success for many of the workshop participants varied depending on the areas and populations which they represent. Some themes that came out of the breakout room conversations include:

- **Increased ridership.** Success is having a transit network that moves people out of their cars. It is important to provide options for those who want to take transit and those who need to take transit. More ridership will lead to less regional congestion.
- **Connectivity.** Successful transit provides access to jobs, healthcare, groceries, etc. It is important to provide service to multiple job types, not just those in downtown. Additionally, a strong transit network provides connection to other forms of transportation, like mobility hubs, especially in areas where traditional transit cannot be supported.
- **Service coverage.** Success is quality transit service spread throughout the region. Interest in more neighborhood coverage over increased frequency in areas with existing service.
- **Service to those who need it.** Success is meeting the needs of multiple population groups, especially "essential" riders, low-income population, and those without access to a vehicle.
- **Service that matches land use.** Success is transit services that encourages appropriate land uses. The region should invest in designated market areas and in communities that match density growth goals.

Ranking Exercise

As a follow-up to the breakout room discussions, attendees were asked to prioritize investment through two separate polls: 1) Rank what success might look like, and 2) rank the different roles of coverage service (more routes). Each question provided options to prioritize and if there were other measures that attendees felt should be considered, attendees were asked to enter them into the meeting chat box.

Results from the exercise can be seen in the figures below. The top-ranking measure of success was more service to equity neighborhoods over more ridership and more lines on the map (Figure 5). This value echoed similar open-ended feedback provided earlier in the meeting. Similarly, when asked to rank the role of coverage service, serving low-income or high-need neighborhoods was at the top, followed by reverse commuting and suburb to suburb job access. Additional priorities shared by attendees included access to recreational destinations, providing options to residents who were prefer not to drive, and reducing vehicle miles traveled. Some attendees were resistant to using productivity as a measure for success.

Figure 5   What does success look like for area transit? (n = 36)
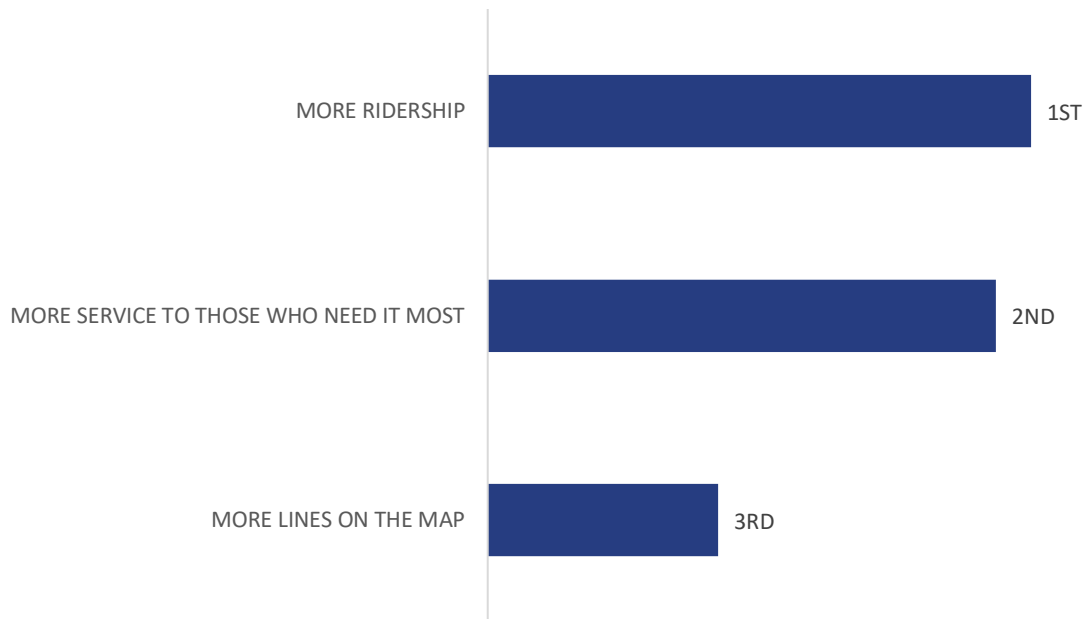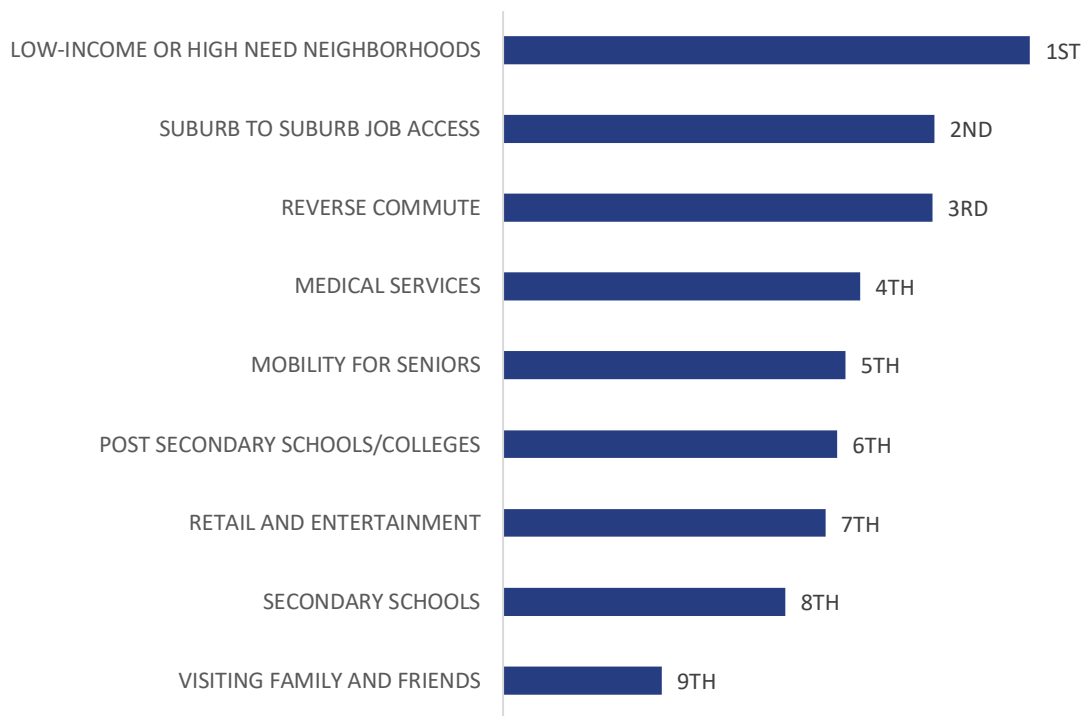

Figure 6   Rank the role of coverage service in order of importance (n = 38)

Service Expansion Framework Prioritization

Serving low-income populations was also a top priority for what should be included in a future service expansion framework. When asked to rank the relative importance of potential evaluation consideration options, social equity among the low-income population ranked highest, followed by access to jobs and major destinations. The lowest priorities included social equity among the senior population and addressing operational issues. One attendee mentioned that the preferred term for social equity in Minnesota is racial equity, due to the high inequities by race in the state.

Figure 7   Rank the relative importance of potential evaluation consideration options (n = 38)
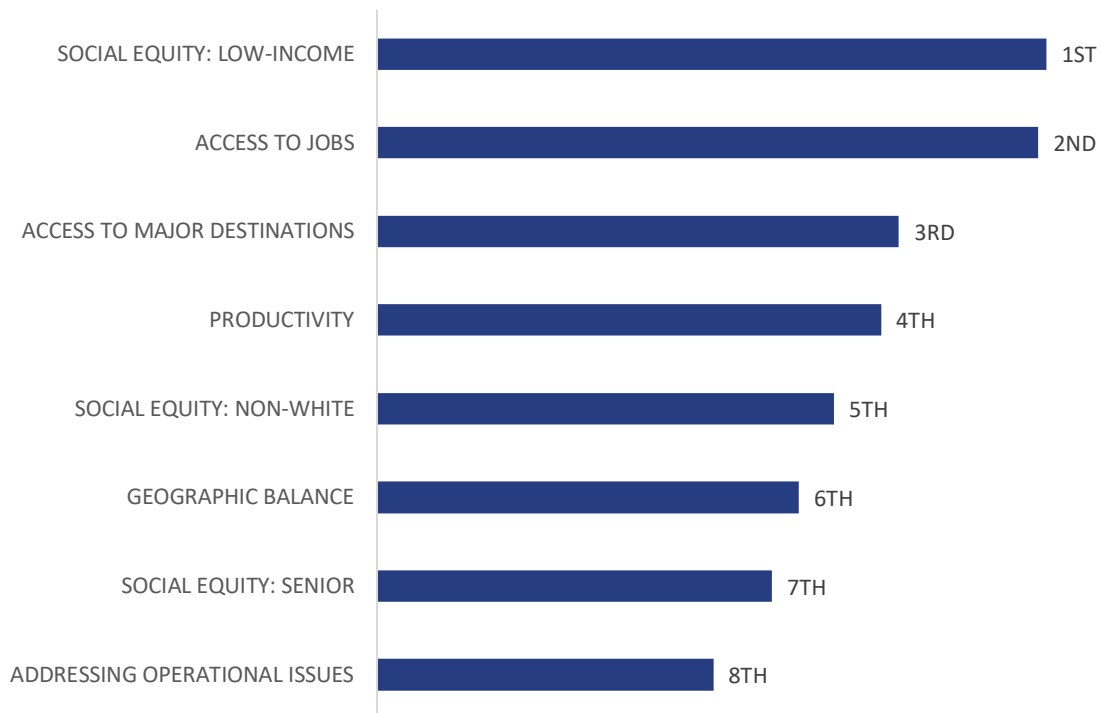
Next Steps

The feedback and attendee values summarized in this memo will be used to develop three service scenarios of future service. Those scenarios will then be evaluated to measure the impact of applying the region's values. Once evaluated, the project team will report back on investment strategies and anticipated results.

Appendix A Invitee and Attendee List

Name (First)	Name (Last)	Organization Name	RSVP'd	Did not attend	Attended
Jim	Erkel	Alliance for Metropolitan Stability			X
Dan	Miller	appointed representative for Kevin Reich			X
Amanda	Koonjbeharry	Citizens League			X
Mary	Hamann-Roland	City of Apple Valley, Mayor; TAB Vice Chair; TAB Metro Cities Representative			X
Mike	Huang	City of Chaska			X
Myron	Bailey	City of Cottage Grove, Also Vice President of Metro Cities			X
Gary	Hansen	City of Eagan			X
Kevin	Reich	City of Minneapolis			X
Kathi	Hemken	City of New Hope			X
Mark	Finken	City of Saint Paul Public Works			X
Steve	Morris	City of Woodbury			X
Mary Liz	Holberg	Dakota County			X
William	Schroeer	East Metro Strong			X
Joe	Gladke	Hennepin County			X
Debbie	Goettel	Hennepin County			X
Joseph	Scala	Hennepin County			X
Steven	Huser	Metro Cities			X
Deb	Barber	Metropolitan Council			X
Molly	Cummings	Metropolitan Council			X
Judy	Johnson	Metropolitan Council			X
Chai	Lee	Metropolitan Council			X
Robert	Lilligren	Metropolitan Council			X
Wendy	Wulff	Metropolitan Council			X
Charlie	Zelle	Metropolitan Council			X
Hannah	Pallmeyer	Metropolitan Council			X
Phillip	Sterner	Metropolitan Council			X
Lynnea	Atlas-Ingebretson	Metropolitan Council and youthprise			X

Name (First)	Name (Last)	Organization Name	RSVP'd	Did not attend	Attended
John	Slade	Metropolitan Interfaith Council on Affordable Housing			X
Jon	Solberg	MnDOT			X
Mary	Morse Marti	Move Minneapolis			X
Trista	Matascastillo	Ramsey County			X
Mary Jo	McGuire	Ramsey County			X
Ethan	Osten	Staff - Ramsey County District 3 Commissioner Trista MatasCastillo			X
Peter	Dugan	TAB			X
Amity	Foster	TAB			X
Stan	Karwoski	TAB			X
Elaine	Koutsoukos	TAB			X
Kyle	Olson	TAB Alternate			X
John	Morast	TAB Citizen Member, District B			X
Ross	Allanson	University of Minnesota			X
Gerald	Bruner				X
Joseph	Dahip				X
Lonetta	Hanson				X
Noah	Keller				X
Brian C	Martinson				X
Rick	Olson				X
Sandra	Cullen				X
Nelima	Sitati Munene	African Career Education and Resources, In. / Equity Advisory Committee	X	X	
Sheri	Riemers	Ain Dah Yung Center	X	X	
Vince	Workman	City of Burnsville – City Council	X	X	
Dan	Roe	City of Roseville	X	X	
Russ	Stark	City of Saint Paul, Mayor's Office	X	X	
Ken	Smith	Ever-Green Energy	X	X	
Peter	Frosch	Greater MSP	X	X	
Phil	Klein	Hugo City Council	X	X	
Brad	Aho	I-494 Corridor Commission	X	X	
Peter	Lindstrom	Met Council	X	X	
Patrick	Boylan	Metropolitan Council	X	X	

Name (First)	Name (Last)	Organization Name	RSVP'd	Did not attend	Attended
Reva	Chamblis	Metropolitan Council	X	X	
Jonathan	Weinhagen	Minneapolis Regional Chamber	X	X	
Bentley	Graves	Minnesota Chamber of Commerce	X	X	
Paul	Shepherd	Minnesota State Colleges and Universities	X	X	
Molly	McCartney	MnDOT	X	X	
Sheila	Kauppi	MnDOT -- Alternate TAB member	X	X	
Frank	Boyles	retired	X	X	
Lisa	Freese	Scott County	X	X	
Glen	Johnson	TAB	X	X	
Mathews	Hollinshead	Transportation Advisory Board	X	X	
Emily	Jorgensen	Washington County Public Works	X	X	
Courtney	Schroeder		X	X	
Jeremy	McFarland	Anoka Area Chamber Commerce		X	
Peter	Turok	Anoka Area Chamber Commerce		X	
Meghan	Mathson	Anoka County Commute Solutions		X	
Shirley	Barnes	Anoka County Workforce Development Board		X	
Linda	Her	Asian American Organizing Project		X	
Dorian	Grilley	Bicycle Alliance of MN		X	
Ekta	Prakash	CAPI		X	
Ruby	Azurdia-Lee	CLUES		X	
Mohamud	Noor	Confederation of Somali Community in Minnesota		X	
Lin	Nelson	Dakota County Chamber of Commerce		X	
Maureen	Yang	Dakota County Chamber of Commerce		X	
Alberto	Monserrate	Great MN Schools		X	
Jonathan	Palmer	Hallie Q Brown		X	
Anne	Kilzer	Hennepin-Carver Workforce Development Board		X	
Doran	Schrantz	ISAIAH		X	
Christopher	Ferguson	Metropolitan Council		X	
Kris	Fredson	Metropolitan Council		X	
Francisco J.	Gonzalez	Metropolitan Council		X	

Name (First)	Name (Last)	Organization Name	RSVP'd	Did not attend	Attended
Abdirahman	Muse	Metropolitan Council		X	
Susan	Vento	Metropolitan Council		X	
Raymond	Zeran	Metropolitan Council		X	
Mary	LaGarde	Minneapolis American Indian Center		X	
Karen	DeVet	Minneapolis Public Schools		X	
Jonathan	Watson	Minnesota Association of Community Health Centers		X	
Kristen	McHenry	Minnesota Hospital Association		X	
Paul	Cerkvenik	Minnesota Private Colleges Council		X	
William	Droste	Minnesota Valley Transit Authority		X	
Sam	Rockwell	Move Minnesota		X	
Ken	Rodgers	Move Minnesota		X	
Tom	Burr	Saint Paul Public Schools		X	
Jackie	Turner	Saint Paul Public Schools		X	
Steve	Albrecht	Shakopee Mdewakanton Sioux Community		X	
Doug	Anderson	TAB		X	
Michael	Barnes	TAB		X	
Michael	Beard	TAB		X	
Lisa	Bender	TAB		X	
Scott	Berger	TAB		X	
Todd	Biewen	TAB		X	
Jan	Callison	TAB		X	
Carl	Crimmins	TAB		X	
Steve	Dennis	TAB		X	
Kathleen	Finnegan	TAB		X	
Nickolas	Fox	TAB		X	
Kathleen	Gaylord	TAB		X	
Christopher	Geisler	TAB		X	
Mary	Giuliani Stephens	TAB		X	
Clint	Hooppaw	TAB		X	
Mitra	Jalali Nelson	TAB		X	
Julie	Jeppson	TAB		X	
Wayne	Johnson	TAB		X	

Name (First)	Name (Last)	Organization Name	RSVP'd	Did not attend	Attended
Phil	Leith	TAB		X	
Andrew	Lewis	TAB		X	
William	Lindeke	TAB		X	
Matt	Look	TAB		X	
Randy	Maluchnik	TAB		X	
Jerry	McDonald	TAB		X	
Craig	McDonnell	TAB		X	
Ashwat	Narayanan	TAB		X	
Becky	Petryk	TAB		X	
Sue	Sanger	TAB		X	
George	Schember	TAB		X	
Scott	Schulte	TAB		X	
Mark	Steffenson	TAB		X	
Dick	Swanson	TAB		X	
Sam	Villella	TAB		X	
Mark	Windschitl	TAB		X	
Jeff	Wosje	TAB		X	
David	Fenley	Transportation Accessibility Advisory Committee		X	
Chelsea	Arbury Prorok	Twin Cities Shared Mobility Collaborative		X	
Jason	Besler	Twin West Chamber		X	
Shannon	Full	Twin West Chamber		X	

Appendix B Workshop Presentation

Met Council Bus Service Allocation Study

Policy-Makers Meeting

Presented by: Thomas Wittmann

April 22, 2020

TECHNOLOGY INTRODUCTION

Please make sure to download the Zoom desktop or mobile application in advance.
Your functionality will be limited if you access the meeting using your web browser.
**If you experience technical difficulties, please use the Zoom chat function
or call (xxx) xxx-xxxx.**

INTRODUCTION
WORKSHOP PARTICIPATION GUIDELINES

- For full functionality use the zoom desktop or mobile applications, not the web client

- Keep yourself muted when you are not speaking

- Use video when speaking and don't forget to unmute yourself

- Type questions or comments into the chat box

- Please do not use the "raise hand" function – it will be hard to see you!

STUDY INTRODUCTION

STUDY PURPOSE

- Facilitate regional discussion with policy makers on transit priorities
- Understand region-wide need for better mobility options
- Develop and evaluate a series of expansion scenarios that reflect regional goals
- Document regional values to inform future service investment

ANTICIPATED PROCESS AND TIMELINE

We are here
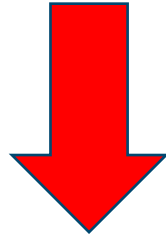
| Existing Conditions / Stakeholder Outreach | Initial Policy Maker Workshop | Develop Three Expansion Scenarios | Second Policy Maker Workshop | Scenario Evaluation & Report |

WORKSHOP DESIRED OUTCOMES

Understand service adjustment values for transit

Show existing service distribution
and documented values/priorities

⬇

Discussion Exercise:
What is important to consider when
adjusting service?

⬇

Discussion Exercise:
Define desired outcomes for transit
in the region

- Anticipated Results
  o Values from workshop will be used to develop three different service scenarios
  o Service scenarios will then be evaluated to see impact of applying values regionally

COVID-19 AND SERVICE ALLOCATION

- Transit service and use are down and will likely take time to recover, and travel patterns may be different

- Service allocation study is asking for high-level, long-term policy guidance

- The study is not intended to guide how, where, or when agencies bring services back following the peacetime emergency measures

- For today's workshop, we are focused on expansion opportunities, but will also have small group discussions about regional values if the transit system is being cut back

- The COVID crisis shows the need for considering factors such as social equity when planning for service expansion or contraction

BACKGROUND

WHO RIDES TRANSIT - 2016 ON-BOARD SURVEY

Rider Age
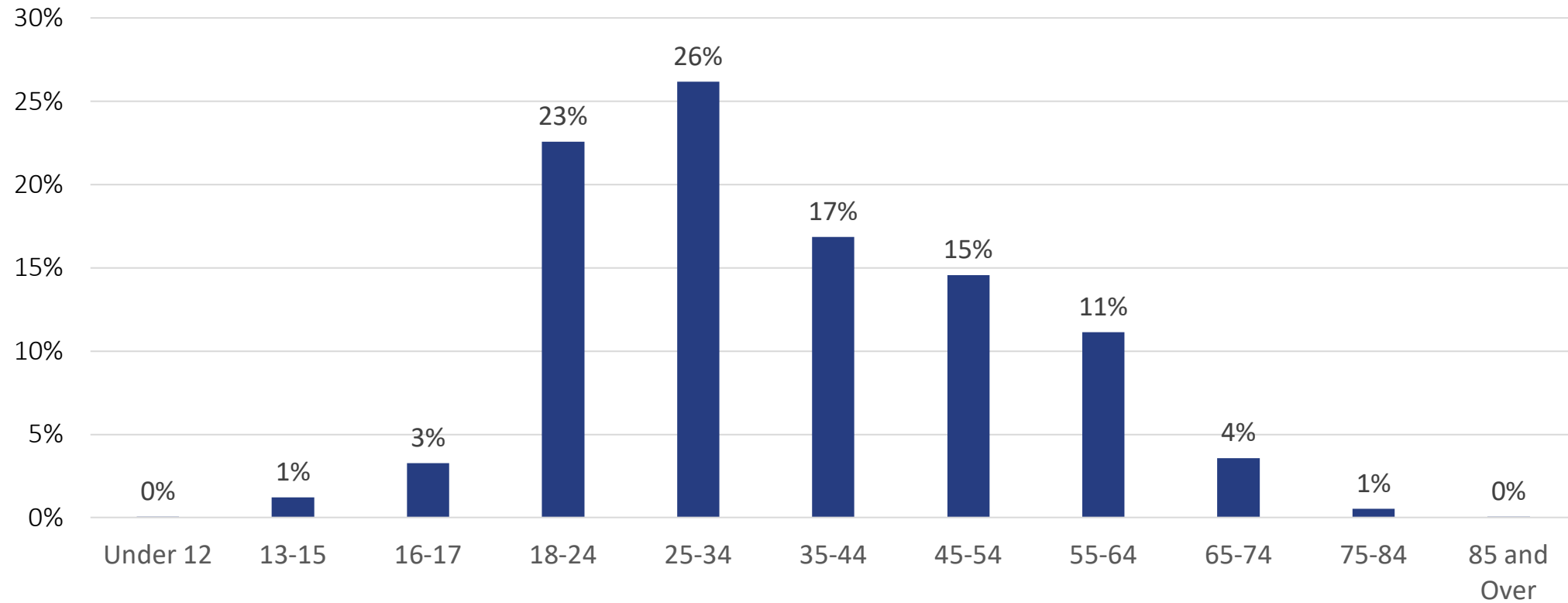
WHO RIDES TRANSIT - 2016 ON-BOARD SURVEY

Income By Service Classification
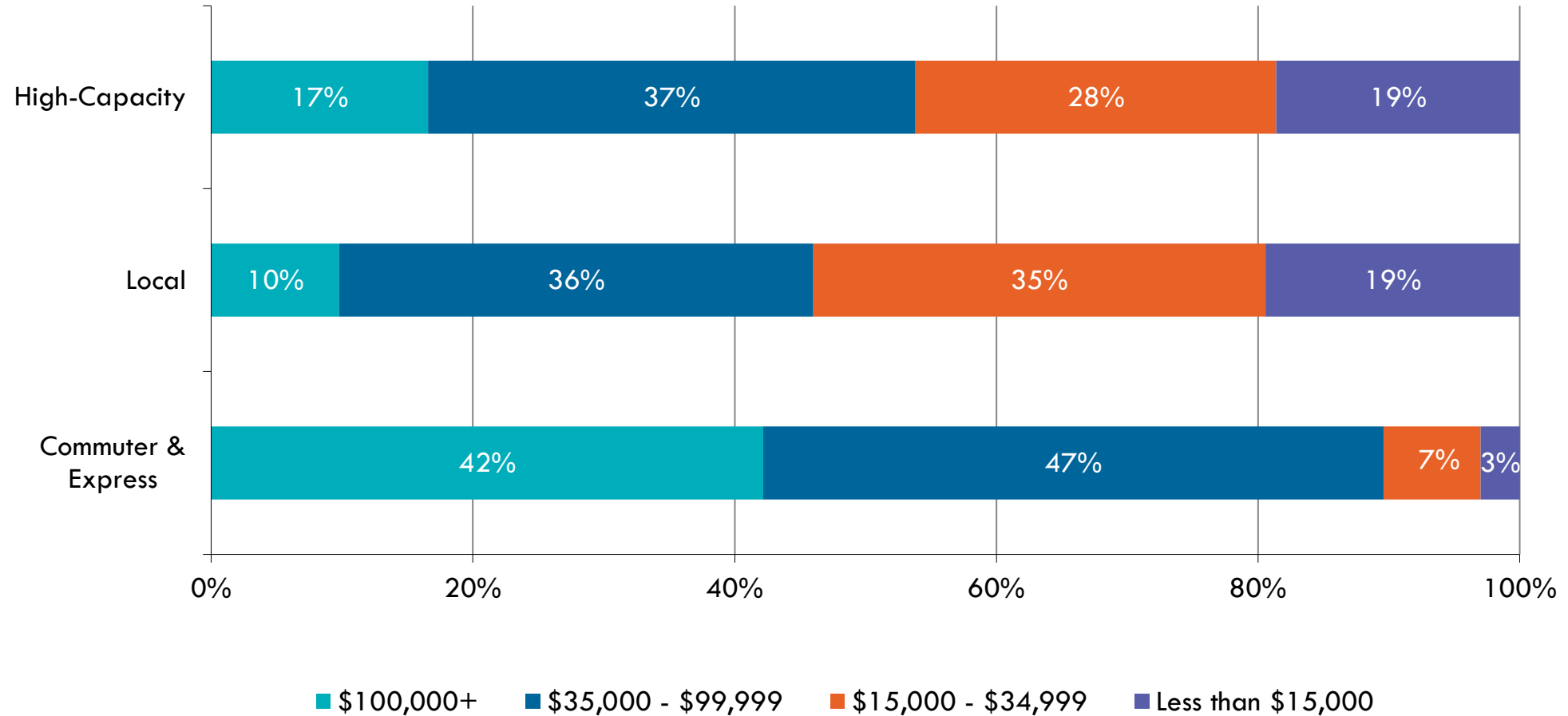
WHO RIDES TRANSIT - 2016 ON-BOARD SURVEY

Top 5 Trip Purpose by Service Classification

High-Capacity: Work 45% | Social Visit / Community / Religious / Personal 16% | College / University 13% | Shopping 9% | Recreation / Sightseeing / Restaurant 7%

Local: Work 45% | Social Visit / Community / Religious / Personal 16% | College / University 12% | Shopping 9% | Recreation / Sightseeing / Restaurant 8%

Commuter & Express: Work 88% | Social Visit / Community / Religious / Personal 2% | College / University 6%

Legend:
- ■ Work
- ■ Social Visit / Community / Religious / Personal
- ■ College / University (students only)
- ■ Shopping
- ■ Recreation / Sightseeing / Restaurant
- ■ Sporting Event

JULY 2019 SERVICE TRADEOFF WORKSHOP

- Service allocation workshop with Met Council and TAB members

- Developed route network using limited resources in hypothetical city

- Key themes:
  - Leveraged rail network
  - Focus on equity
  - Job access to outlying suburban areas
  - Focus on medical and higher education destinations
  - 15-minute service frequency in core areas
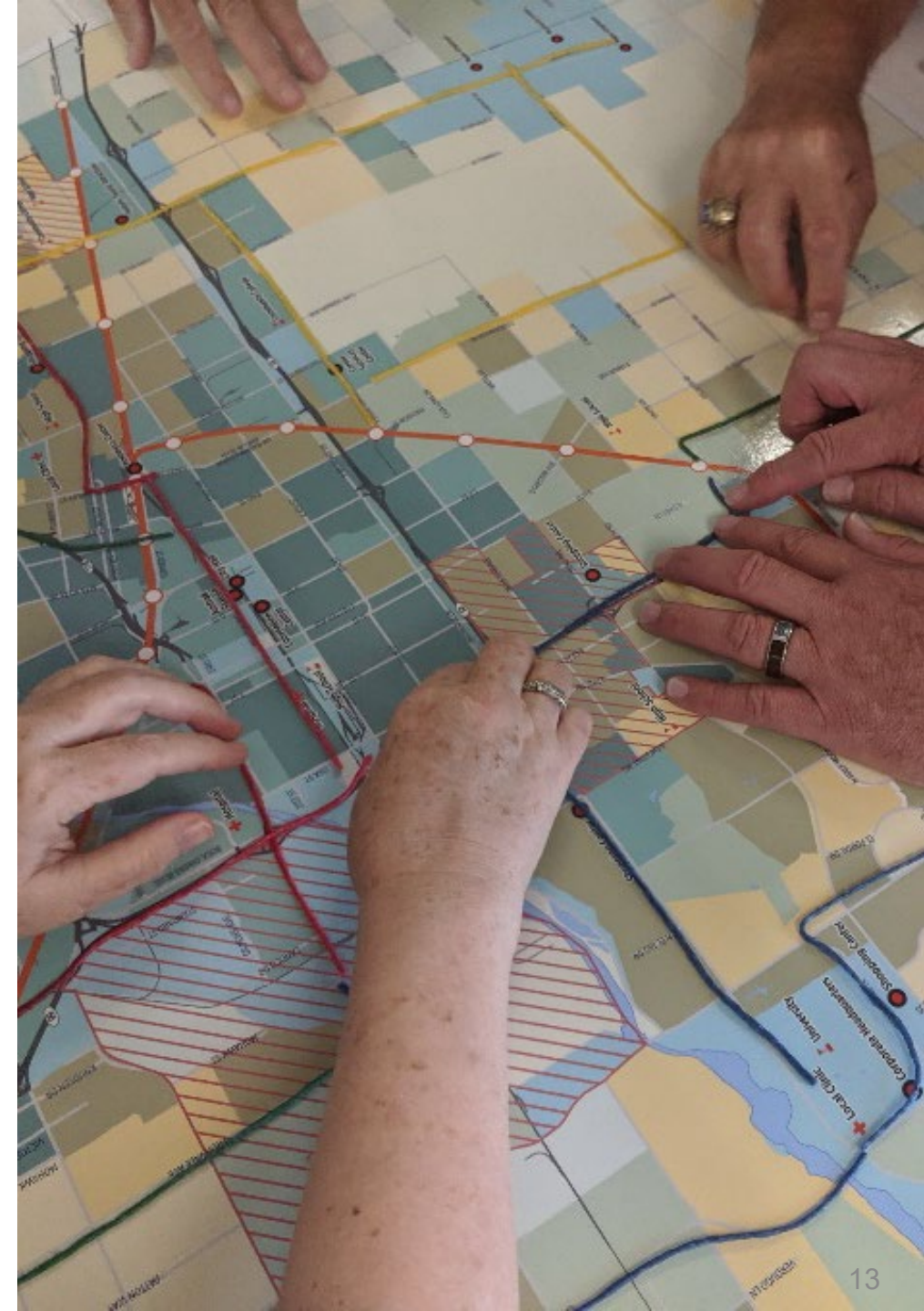
AGENCY OUTREACH

OUTREACH OBJECTIVES

- Transit agencies provide an overview of their services
- Understand factors that inform service allocation decisions
- Future planning and service development priorities
- General project input

KEY TAKEAWAYS FROM INTERVIEWS

- All transit agencies use similar industry standard performance to measure:
  - Service efficiency
  - Revenue effectiveness
  - Cost effectiveness
- All transit agencies focus on quality service to areas with highest ridership potential
- All transit agencies noted challenges in providing service in areas with need, but lower ridership demand
- Social equity is important, but applied inconsisently in existing service allocation processes
- Not all agencies have written service allocation processes, but all agencies engage in service allocation annually

EXISTING FIXED-ROUTE DISTRIBUTION

QUESTIONS FOR PARTICIPANTS TO CONSIDER

- The following slides map the distribution of population, employment, and demographic factors in relation to existing services.

- Which service classification coverage areas stand out to you?
  - Areas without basic service?
  - Areas without high frequency service?
  - Areas without commuter & express service?

- Which types of destinations need more service?
  - Areas with high population density? job density? both?
  - Areas with dispersed jobs and population?

- Which demographic group opportunities should be prioritized, if any?
  - Low-income, non-white, seniors, etc.

MARKET AREAS

- The seven-county metro region is divided into Transit Market Areas representing different levels of potential transit demand

  o Market Area 1 = highest level of transit demand

  o Anticipated demand in Market Area 2 = half of Area 1

  o Anticipated demand in Market Area 3 = half of Area 2
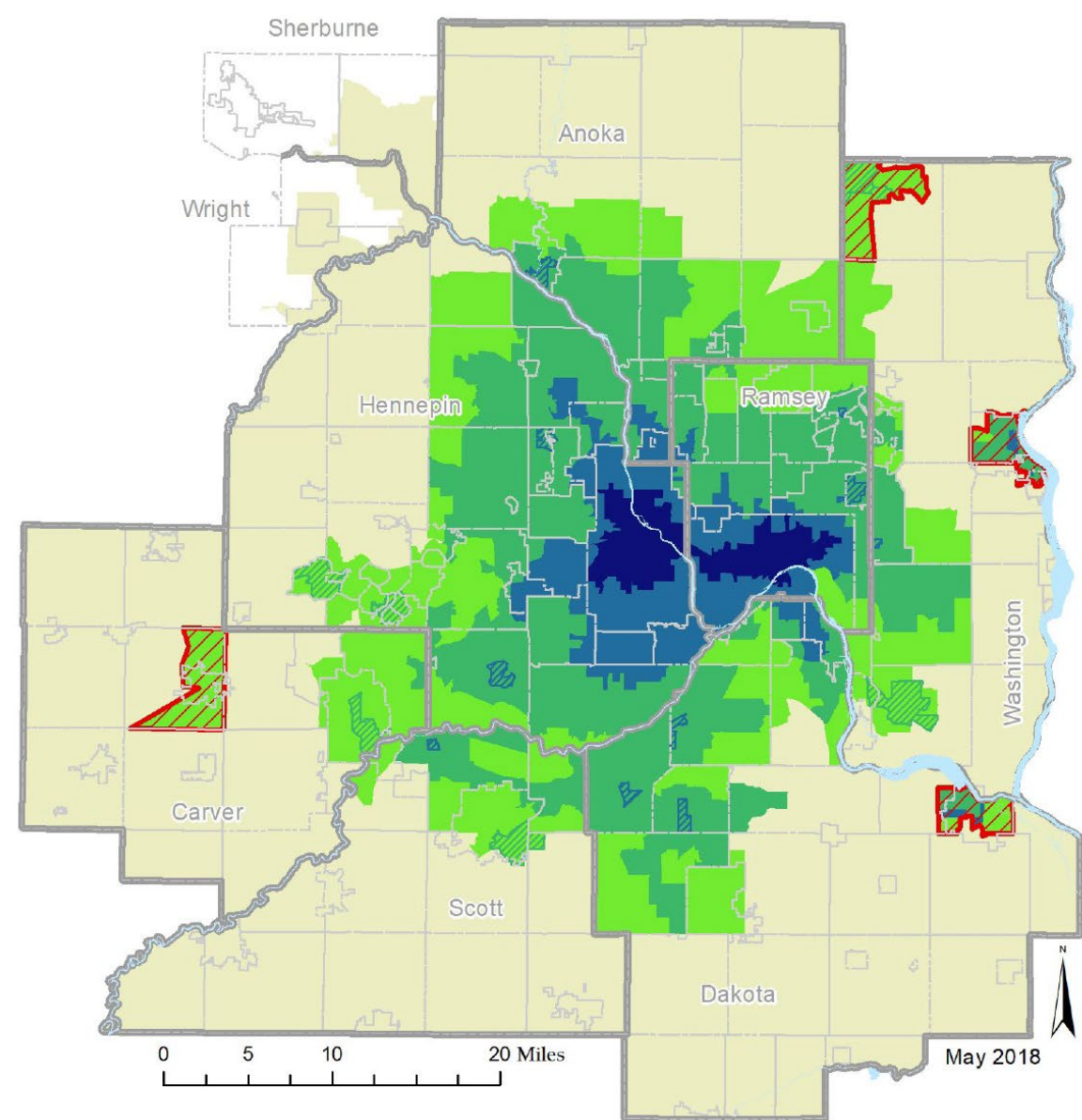
PROPOSED ANALYSIS ROUTE CLASSIFICATIONS

- **High Frequency Network**
  - Service every 15 minutes or better
  - Includes bus, Bus Rapid Transit, and Light Rail
  - Convenient for all trip types, no schedule necessary

- **Local Service**
  - Service at least every 30 minutes
  - Requires a schedule
  - Less flexible than high frequency service, but will support discretionary trips

- **Basic Service**
  - Service more than every 30 minutes
  - Requires a schedule
  - Not conducive to convenient trip making

- **Commuter & Express Service**
  - Any service that has long, non-stop segments
  - Includes peak service to CBD's, reverse commute, and all-day service

Note: Demand-response/dial-a-ride service is not included in this analysis. While these services are an important part of the transit system, the purpose of this study is to assess fixed-route services and allow these other, flexible service types to fill in where fixed-route doesn't make sense.

KEY TAKEAWAYS FROM PRODUCTIVITY ASSESSMENT

- Almost all routes operate at productivity levels (boardings per service hour) you would expect given the underlying development patterns

- Commuter & express service ridership per trip is good across the system, with just a few exceptions

HIGH FREQUENCY, LOCAL, AND BASIC SERVICE PRODUCTIVITY

Productivity by Segment for High Frequency Transit, Local, and Basic Transit Service

Boardings per In Service Hour

— 10 or Less
— 11 - 20
— 21 - 40
— 41 - 60
— >60

⬚ Transit Authority Service Areas
▭ County Boundary

22
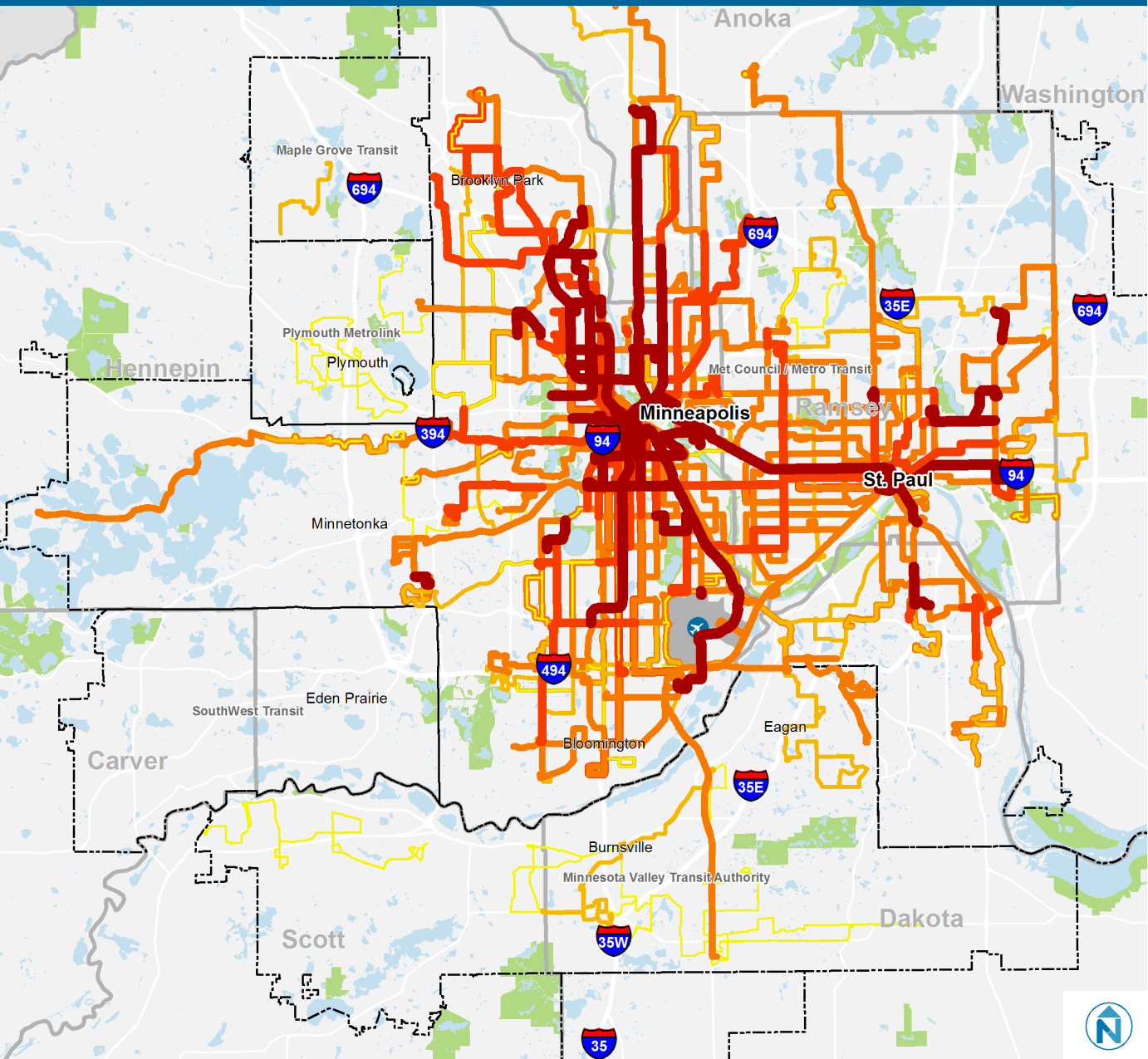
COMMUTER & EXPRESS PRODUCTIVITY
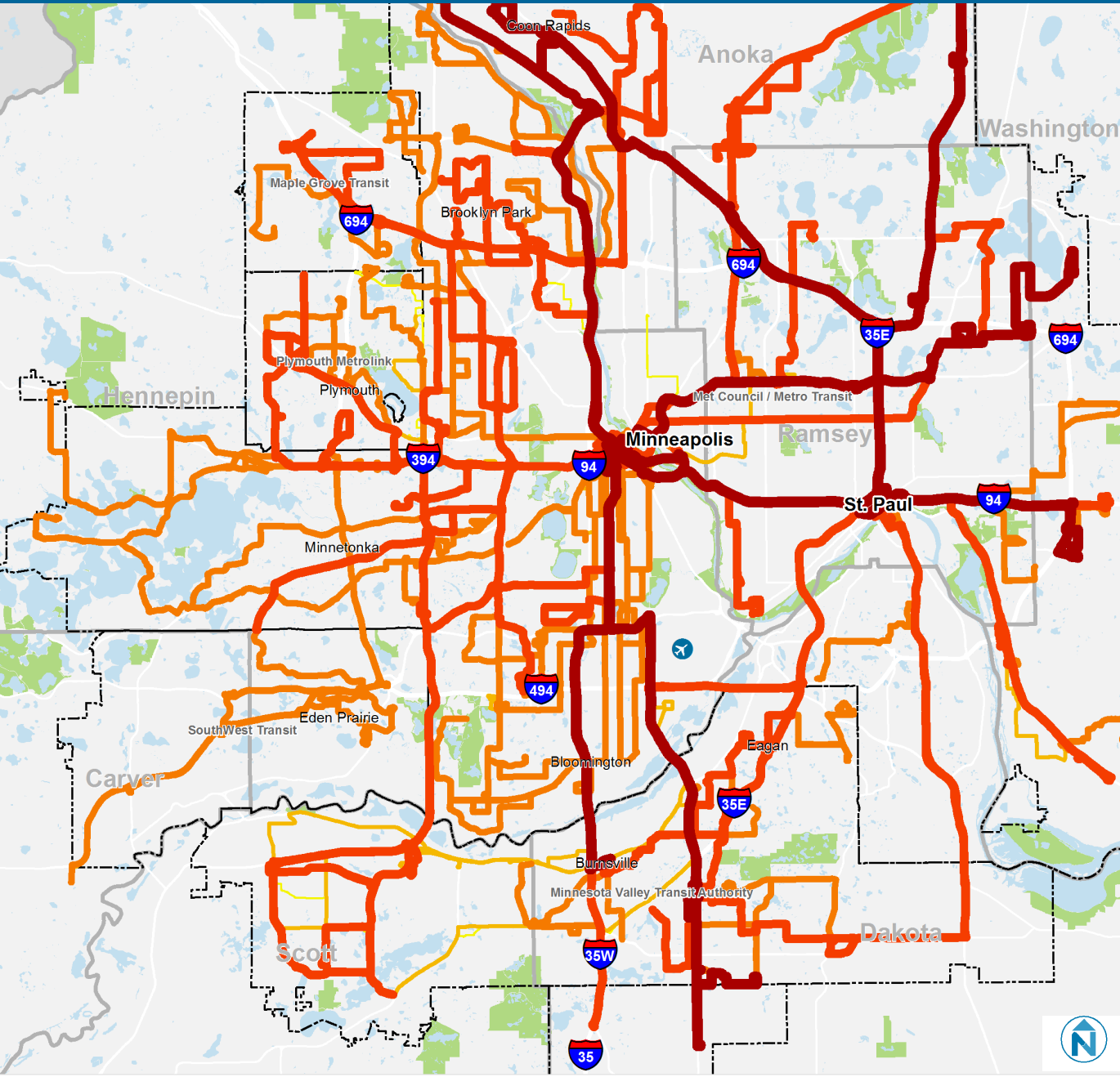
Productivity by Route for Commuter & Express Service

Boardings per Trip

10 or Less
11 - 20
21 - 40
41 - 60
>60

Transit Authority Service Areas
County Boundary
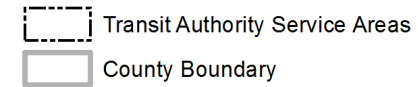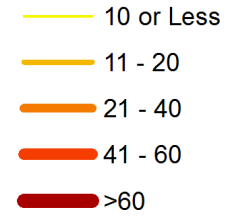
KEY TAKEAWAYS FROM DENSITY ASSESSMENT

- The areas with the highest potential to use transit have access to quality transit

- In Market Area 1, about 95% of the population and employment groups are covered by at least local, 30-minute weekday service

- In Market Area 2, about 85% of all population and employment groups are served by local transit service

- In outlying areas, fixed-route transit access is more limited

GUIDELINES FOR TRANSIT SERVICE LEVELS

Service every
10
minutes
or better
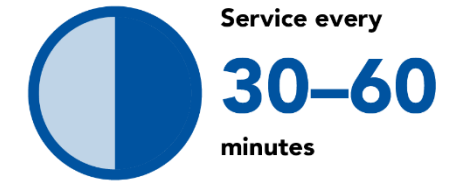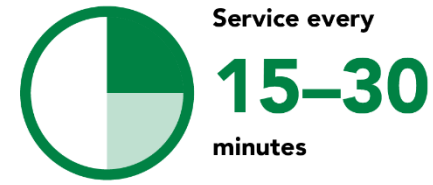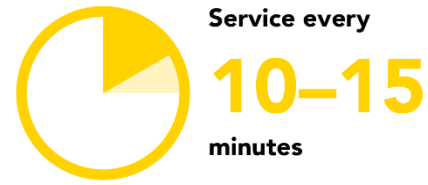
45+ residents per acre

25+ employees per acre

Service every
10–15
minutes

30–45 residents per acre

15–25 employees per acre

Service every
15–30
minutes

15–30 residents per acre

10–15 employees per acre

Service every
30–60
minutes

10–15 residents per acre

5–10 employees per acre

Flexible
and demand
response services

<10 residents per acre

<5 employees per acre

Source: Thresholds are based on research by Nelson\Nygaard.

25

POPULATION AND EMPLOYMENT DENSITY
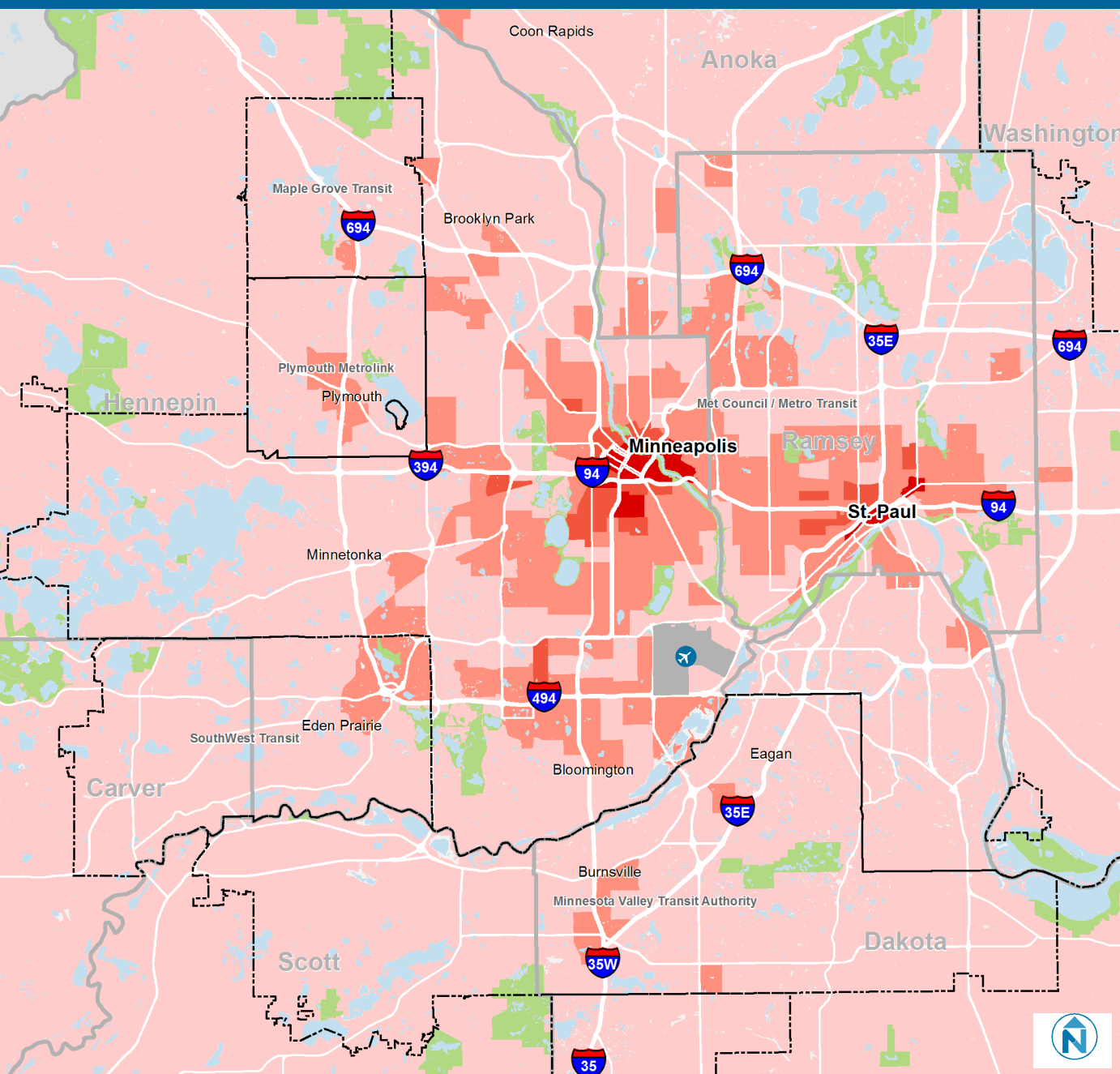
Residents and jobs per acre (service frequency supported)

Less than 10 (flexible and demand response services)

10 - 25 (service every 30 - 60 minutes)

25 - 45 (service every 15 - 30 minutes)

More than 45 (service every 15 minutes or better)

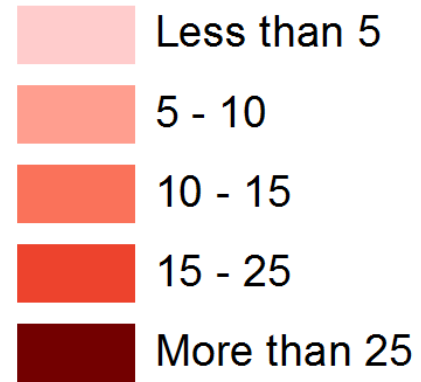Transit Authority Service Areas

County Boundary

TOTAL POPULATION

Percent of total population served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	72%	25%	1%	0%	0%
Local Service (<30-min frequency)	97%	84%	21%	<1%	0%
Basic Service (>30-min frequency)	97%	87%	41%	6%	<1%
Commuter & Express Transit	97%	89%	57%	16%	1%
Demand Response Transit Access Only	3%	11%	43%	84%	99%

TOTAL EMPLOYMENT DENSITY

Jobs per acre

Less than 5
5 - 10
10 - 15
15 - 25
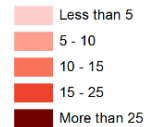More than 25

Transit Authority Service Areas
County Boundary
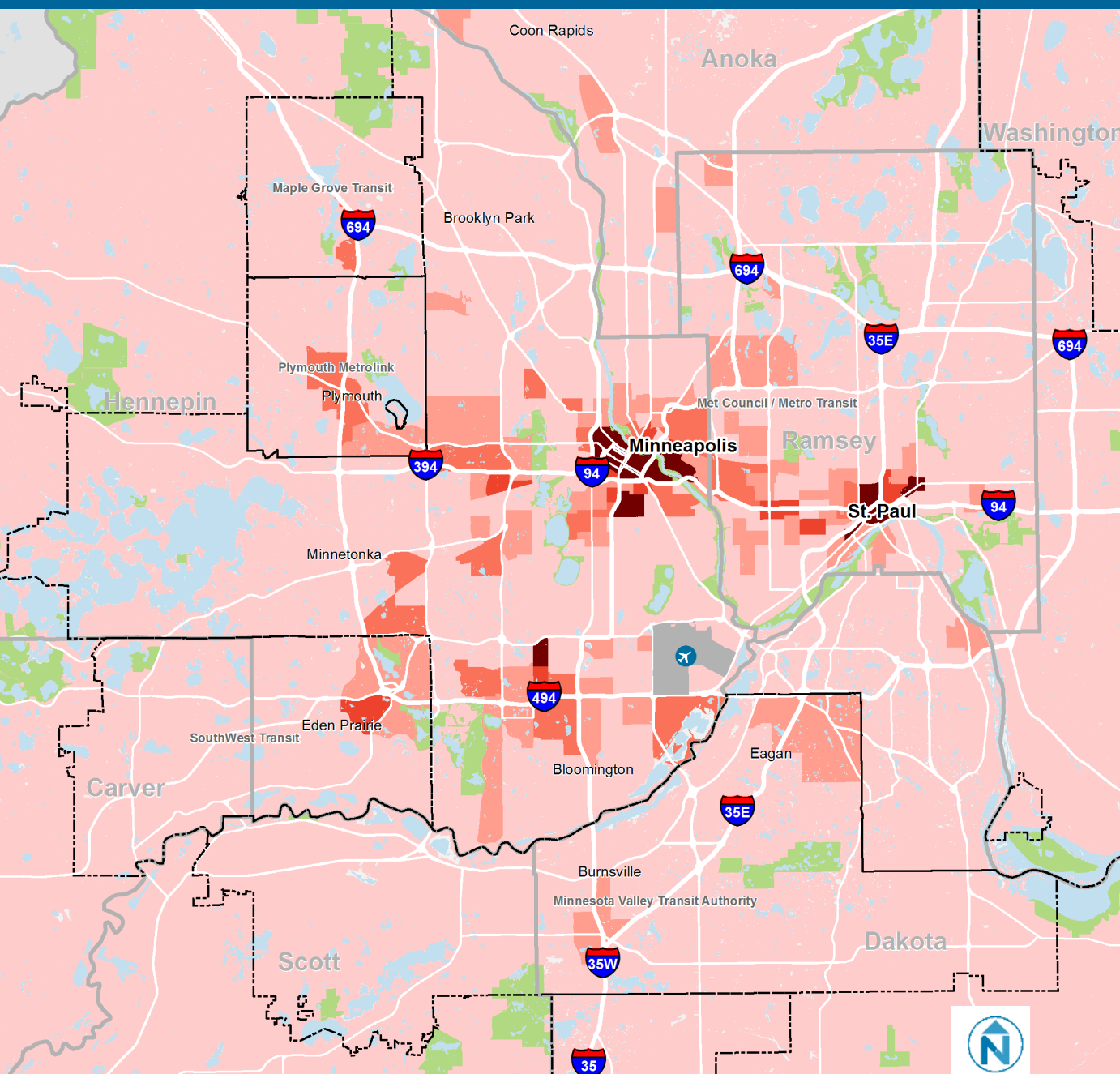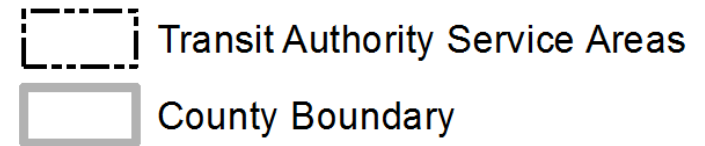
TOTAL EMPLOYMENT
Total jobs not served by fixed-route transit
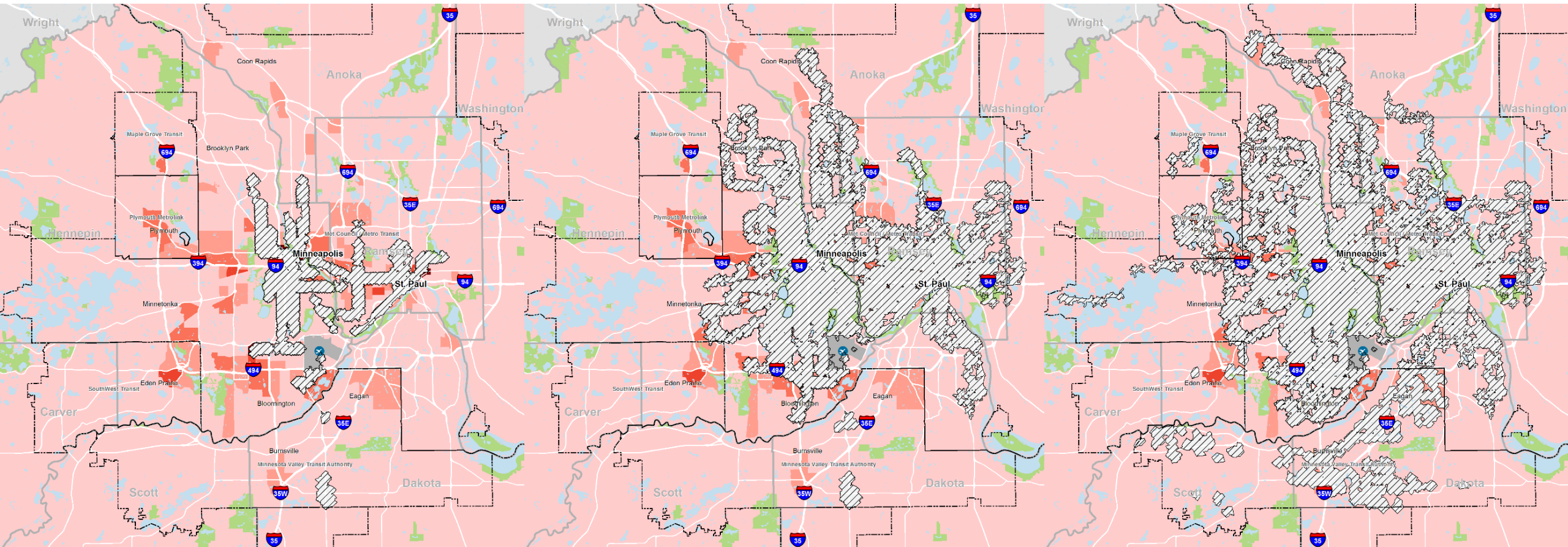
Areas Not Served by High Frequency Service Network

Jobs per acre
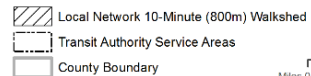- Less than 5
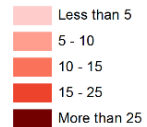- 5 - 10
- 10 - 15
- 15 - 25
- More than 25
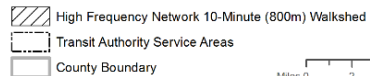
High Frequency Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary
Miles 0   2   4

Areas Not Served by Local Service Network

Jobs per acre
- Less than 5
- 5 - 10
- 10 - 15
- 15 - 25
- More than 25

Local Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
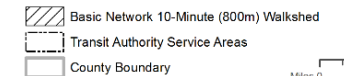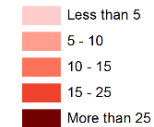County Boundary
Miles 0   2   4

Areas Not Served by Basic Service Network

Jobs per acre
- Less than 5
- 5 - 10
- 10 - 15
- 15 - 25
- More than 25

Basic Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary
Miles 0   2   4

TOTAL EMPLOYMENT

Percent of total jobs served by transit

|	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	80%	21%	2%	0%	0%
Local Service (<30-min frequency)	96%	78%	19%	<1%	0%
Basic Service (>30-min frequency)	96%	82%	43%	14%	1%
Commuter & Express Transit	97%	85%	59%	23%	3%
Demand Response Transit Access Only	**3%**	**15%**	**41%**	**77%**	**97%**

SOCIOECONOMIC FACTORS INTRODUCTION

- Purpose:
    - Show areas of potential service opportunity in the region

- How to read the maps:

    ▮ Above Average" reflects the top third of tracts with the highest concentration

    ▮ "Much higher than average" reflects top 17 percent with the highest concentration

- Note: Results of the service distribution analysis do not implicitly suggest that there is a sustainable market for transit in any given area

KEY TAKEAWAYS FROM SOCIOECONOMIC ASSESSMENT

- The vast majority of key socioeconomic populations have good access to transit

- In Market Area 1, about 95% of analysis populations are covered by at least local, 30-minute weekday service

- In Market Area 2, about 80% of analysis populations are served by local transit service

- In outlying areas, access is more limited

- Patterns for low-income job coverage are different than most socioeconomic factors. Low-income job coverage in outlying market areas is lower

LOW INCOME POPULATION DENSITY

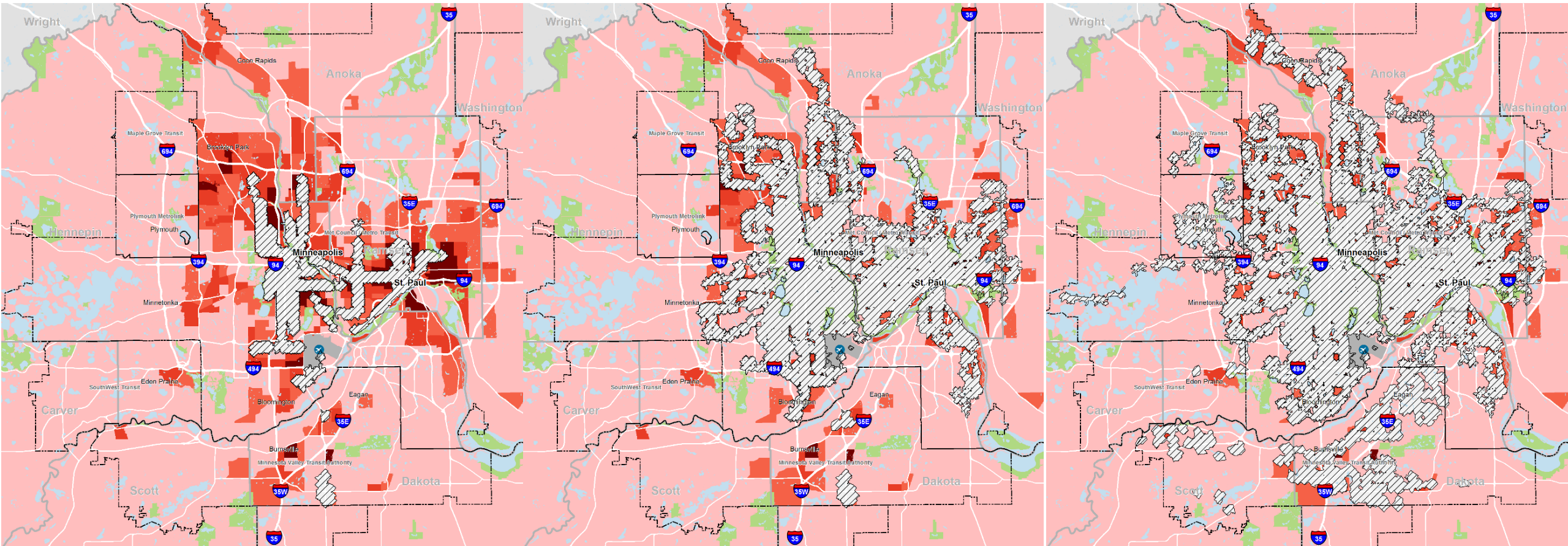Population Density below 185% of Federal Poverty Line
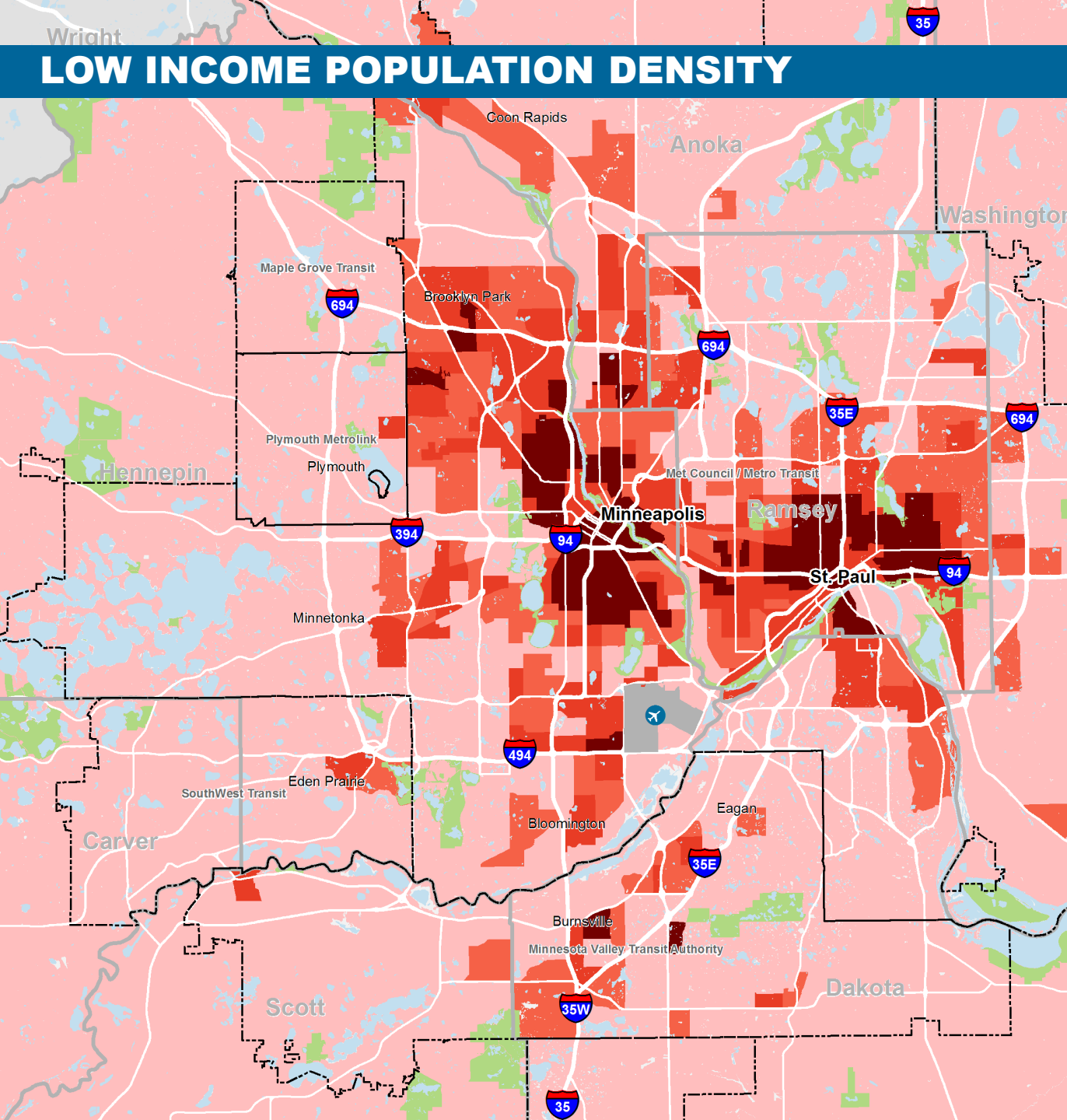
Low-income population per square mile

Below average
Average
Above average
Much higher than average

Transit Authority Service Areas
County Boundary

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LOW-INCOME POPULATION

Population below 185% of Federal Poverty Line not served by fixed-route transit


Areas Not Served by High Frequency Service Network

Low-income population per square mile

- Below average
- Average
- Above average
- Much higher than average

///// High Frequency Network 10-Minute (800m) Walkshed

Transit Authority Service Areas

County Boundary

Miles 0 2 4

Areas Not Served by Local Service Network

Low-income population per square mile

- Below average
- Average
- Above average
- Much higher than average

///// Local Network 10-Minute (800m) Walkshed

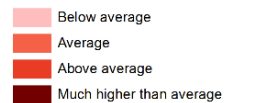Transit Authority Service Areas

County Boundary

Miles 0 2 4

Areas Not Served by Basic Service Network

Low-income population per square mile

- Below average
- Average
- Above average
- Much higher than average

///// Basic Network 10-Minute (800m) Walkshed

Transit Authority Service Areas

County Boundary

Miles 0 2 4
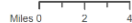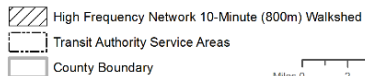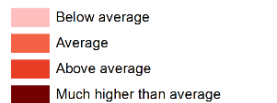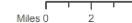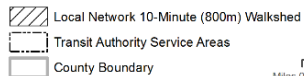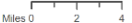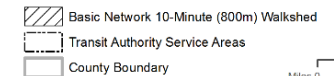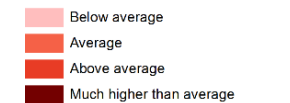
LOW-INCOME POPULATION

Percent of population below 185% of poverty line served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	74%	26%	1%	0%	0%
Local Service (<30-min frequency)	97%	85%	27%	<1%	0%
Basic Service (>30-min frequency)	97%	87%	49%	7%	<1%
Commuter & Express Transit	98%	89%	63%	16%	2%
Demand Response Transit Access Only	2%	11%	27%	84%	98%

35
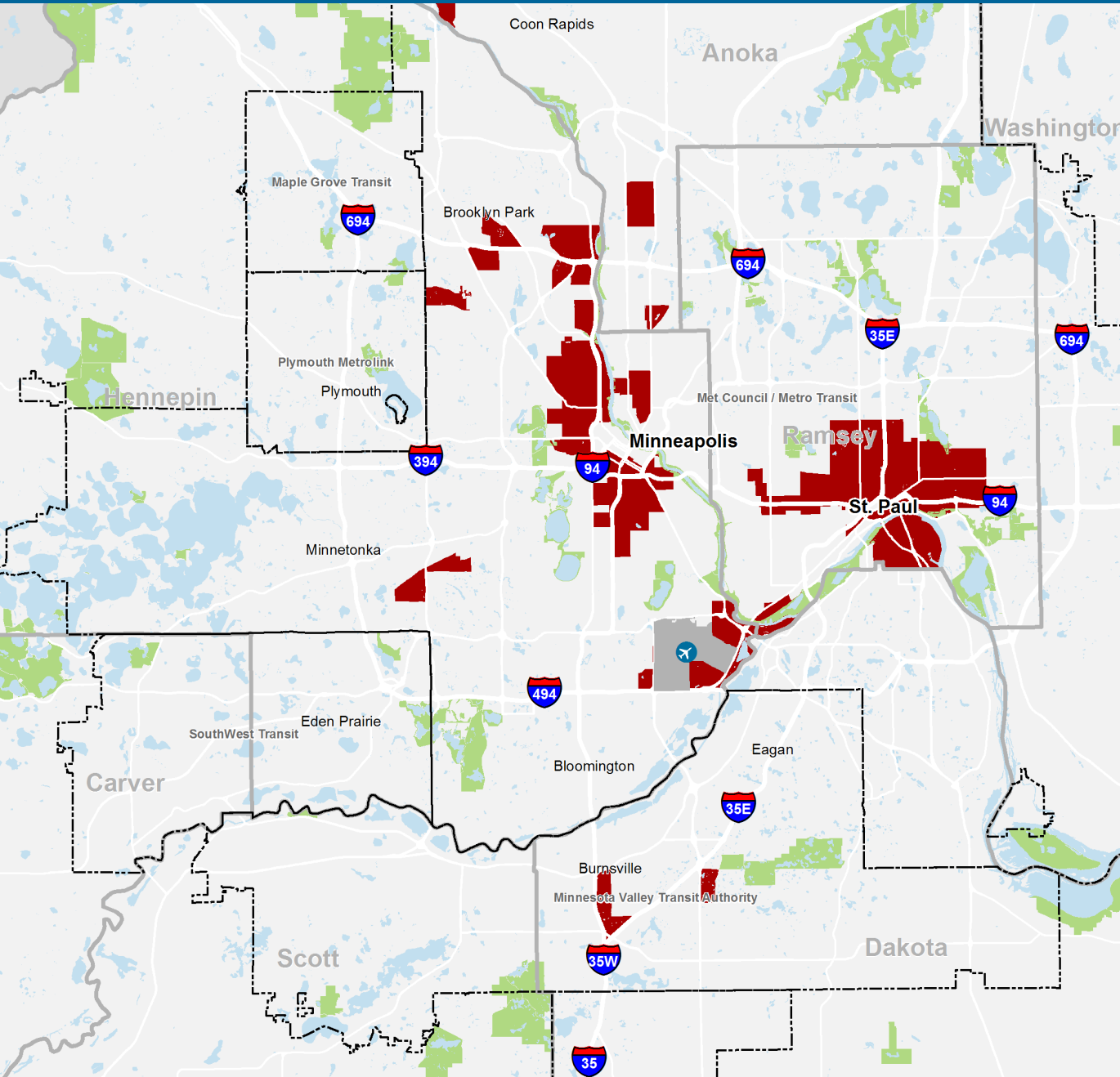
Areas of Concentrated Poverty

- Census tracts where 40% or more of the residents have family or individual incomes that are less than 185% of the federal poverty threshold

Areas of Concentrated Poverty

■ Areas of Concentrated Poverty

☐ Transit Authority Service Areas

☐ County Boundary

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AREAS OF CONCENTRATED POVERTY
Areas of Concentrated Poverty (ACPs) not served by fixed-route transit
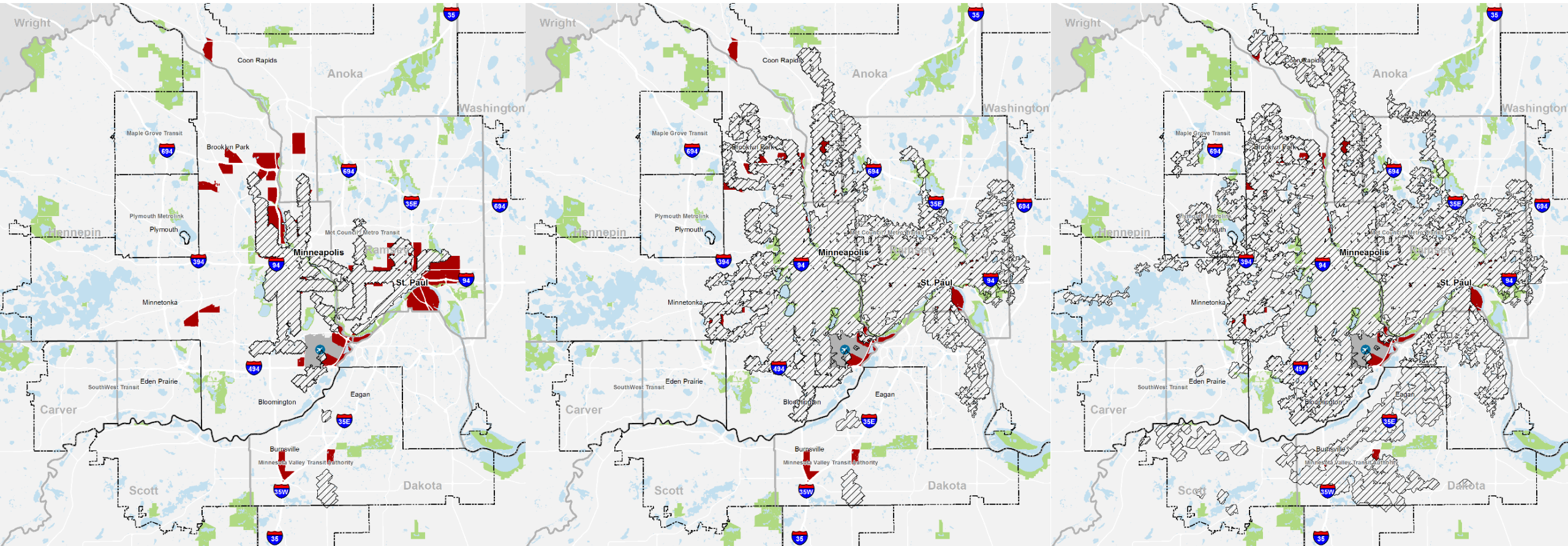
ACPs Not Served by High Frequency Service Network

- ACPs Not Served by High Frequency Service Network
- High Frequency Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

ACPs Not Served by Local Service Network

- ACPs Not Served by Local Service Network
- Local Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

ACPs Not Served by Basic Service Network

- ACPs Not Served by Basic Service Network
- Lifeline Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

AREAS OF CONCENTRATED POVERTY (ACPS)

Percent of low-income population within ACPs served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	79%	31%	1%	0%	N/A
Local Service (<30-min frequency)	98%	87%	54%	0%	N/A
Basic Service (>30-min frequency)	98%	89%	79%	37%	N/A
Commuter & Express Transit	98%	89%	87%	37%	N/A
Demand Response Transit Access Only	2%	11%	23%	63%	N/A

NON-WHITE POPULATION DENSITY
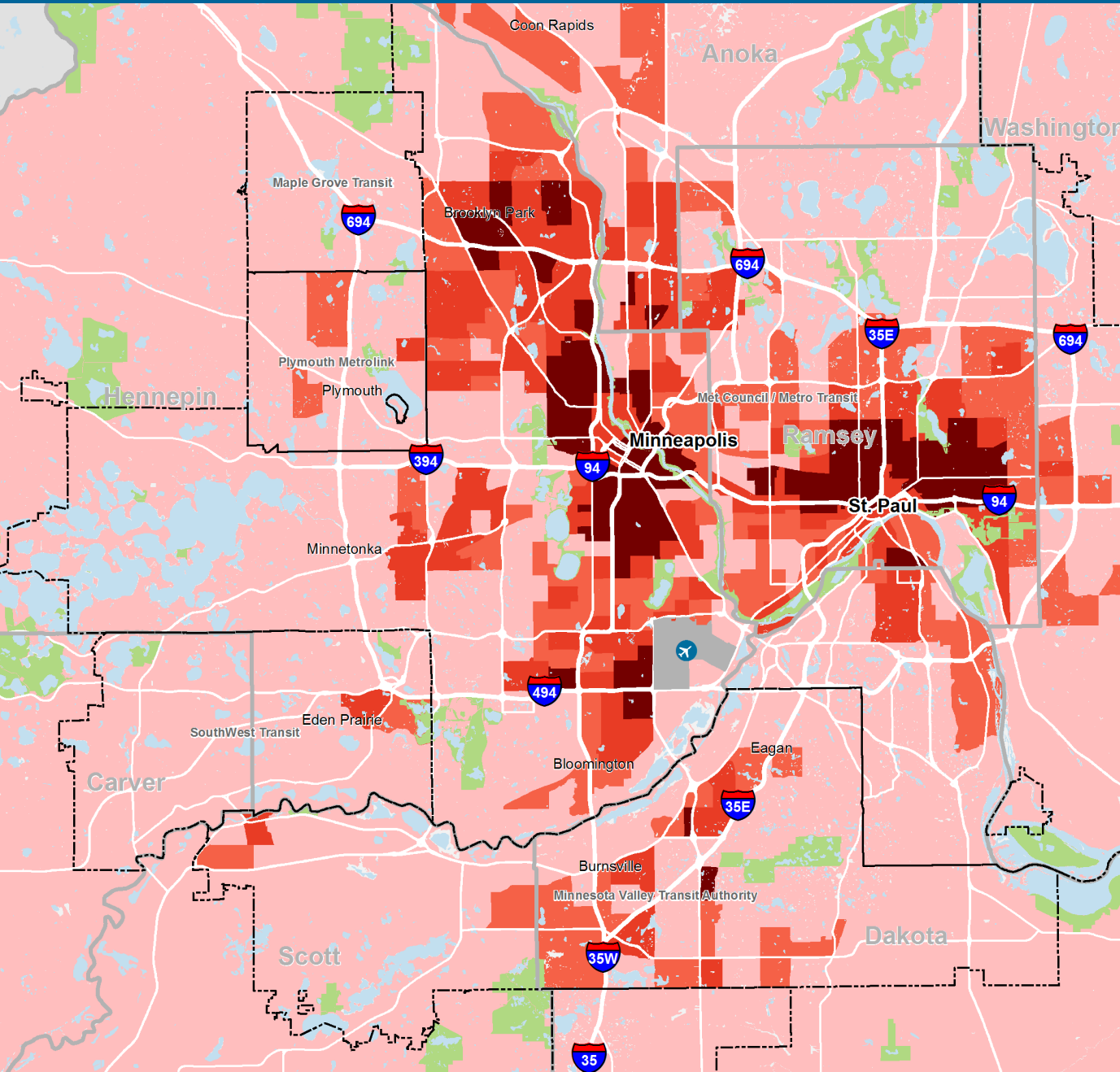
Non-White Population Density

Non-white population per square mile

Below average

Average

Above average

Much higher than average

Transit Authority Service Areas

County Boundary

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NON-WHITE POPULATION

Non-white population not served by fixed-route transit

Areas Not Served by High Frequency Service Network

Non-white population per square mile

- Below average
- Average
- Above average
- Much higher than average

- High Frequency Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4

Areas Not Served by Local Service Network

Non-white population per square mile

- Below average
- Average
- Above average
- Much higher than average

- Local Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4

Areas Not Served by Basic Service Network

Non-white population per square mile

- Below average
- Average
- Above average
- Much higher than average

- Basic Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4
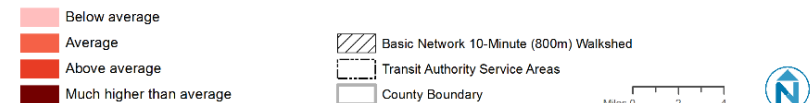
NON-WHITE POPULATION

Percent of non-white population served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	76%	25%	2%	0%	0%
Local Service (<30-min frequency)	98%	85%	26%	<1%	0%
Basic Service (>30-min frequency)	98%	88%	48%	7%	<1%
Commuter & Express Transit	98%	90%	62%	17%	1%
Demand Response Transit Access Only	**2%**	**10%**	**28%**	**83%**	**99%**

LOW VEHICLE ACCESS POPULATION DENSITY

16+ Population without Auto Access Density
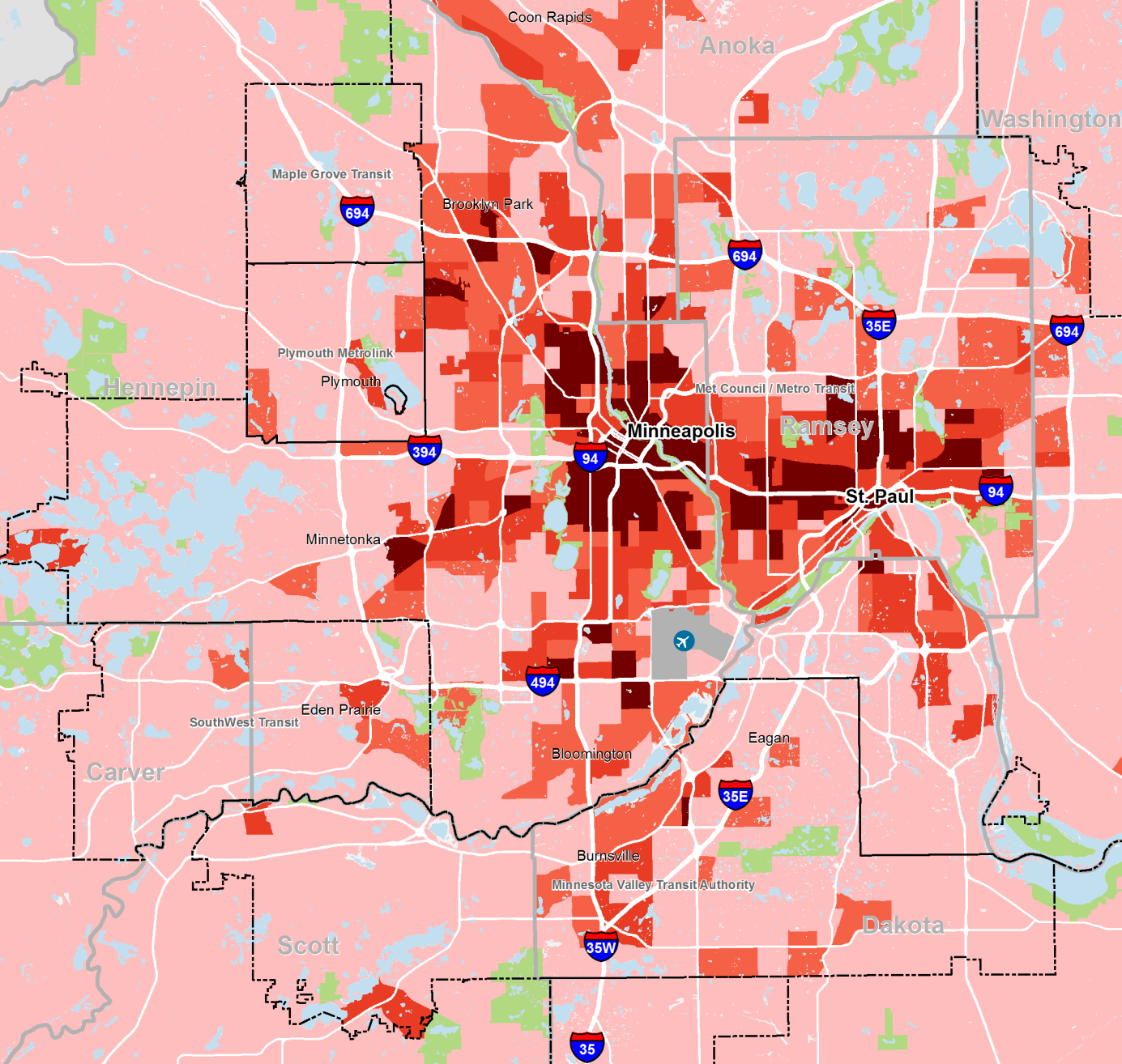
Population without access to vehicle per square mile

Below average

Average

Above average

Much higher than average

Transit Authority Service Areas

County Boundary

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LOW VEHICLE ACCESS POPULATION

16+ population without auto access not served by fixed-route transit
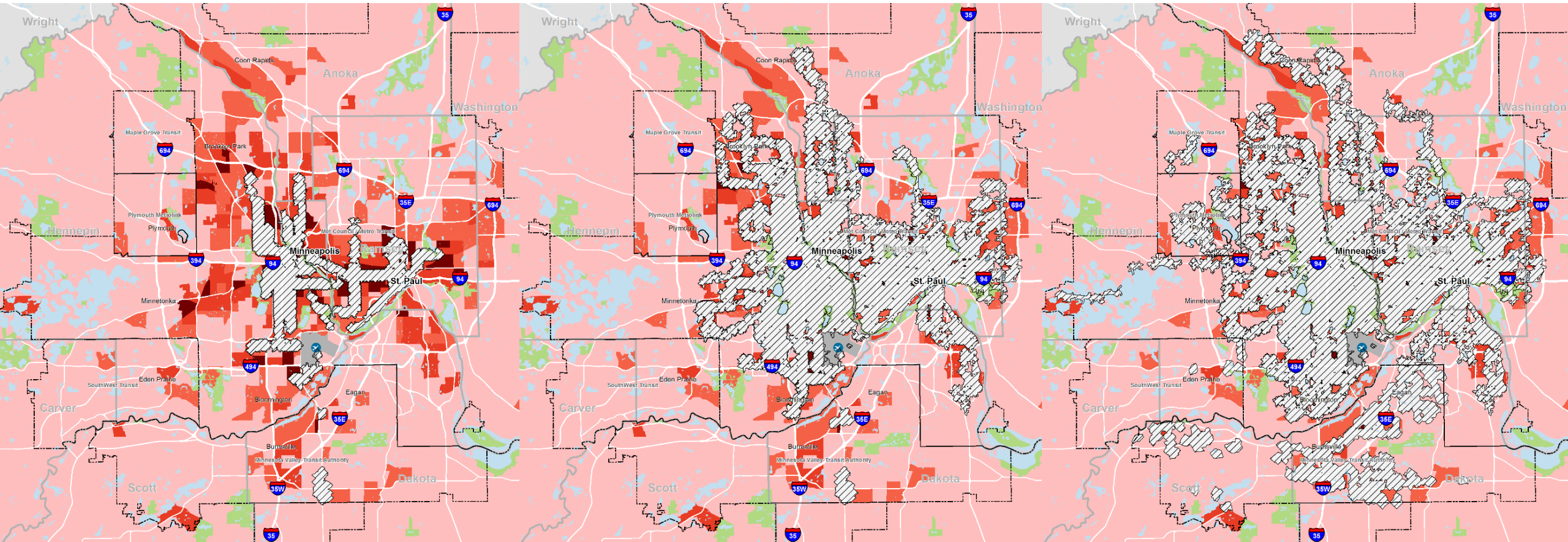
Areas Not Served by High Frequency Service Network

Individuals without auto access per square mile

- Below average
- Average
- Above average
- Much higher than average

////// High Frequency Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0   2   4

Areas Not Served by Local Service Network

Individuals without auto access per square mile

- Below average
- Average
- Above average
- Much higher than average

////// Local Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0   2   4

Areas Not Served by Basic Service Network

Individuals without auto access per square mile

- Below average
- Average
- Above average
- Much higher than average

////// Basic Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0   2   4
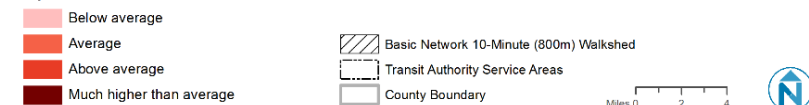
LOW VEHICLE ACCESS POPULATION

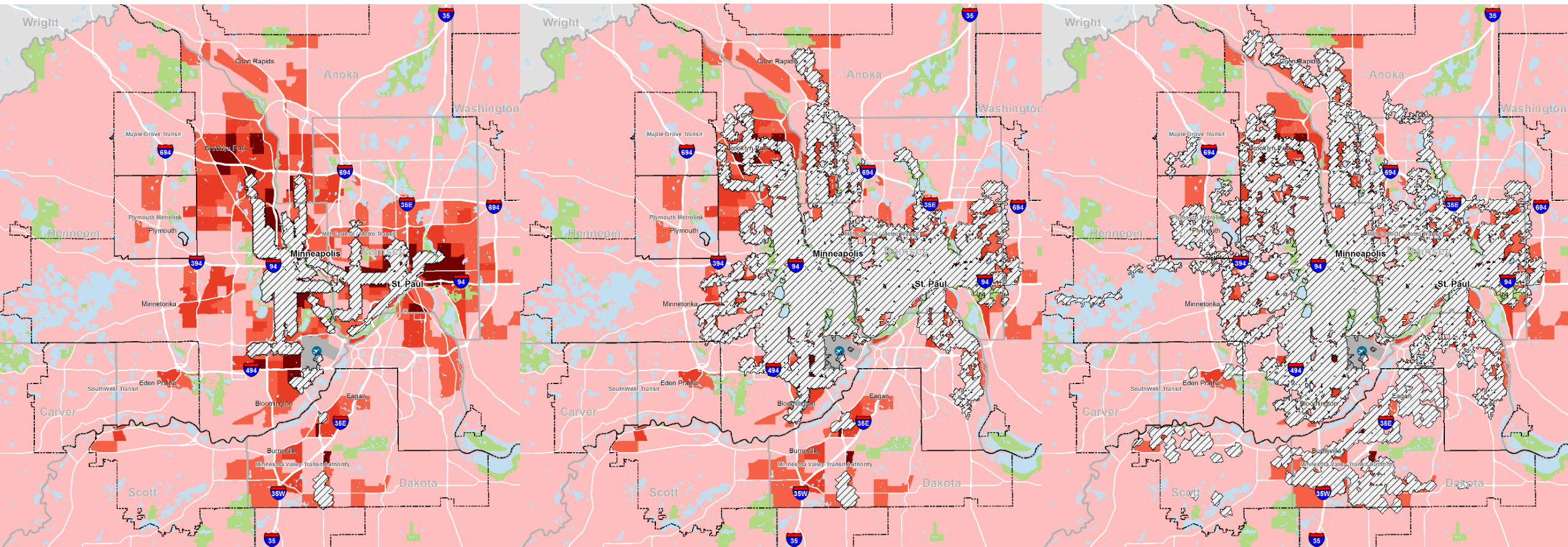**Percent of 16+ population without auto access served by transit**

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	79%	28%	1%	0%	0%
Local Service (<30-min frequency)	97%	85%	27%	<1%	0%
Basic Service (>30-min frequency)	98%	88%	49%	7%	<1%
Commuter & Express Transit	98%	90%	63%	16%	1%
Demand Response Transit Access Only	2%	10%	37%	84%	99%

SENIOR POPULATION DENSITY
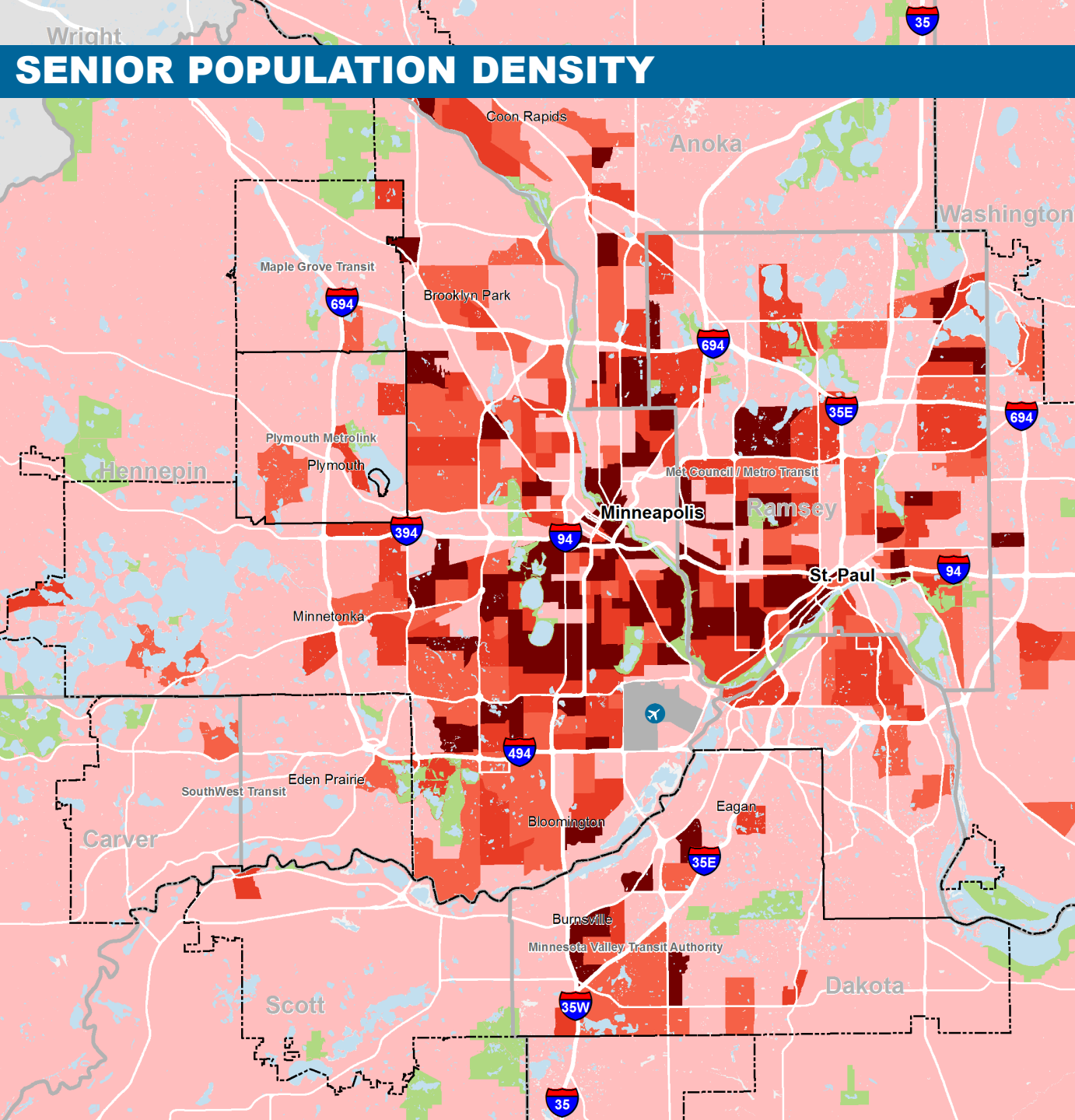
65+ Population Density

Senior population per square mile

- Below average
- Average
- Above average
- Much higher than average

- Transit Authority Service Areas
- County Boundary

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SENIOR POPULATION

65+ population not served by fixed-route transit
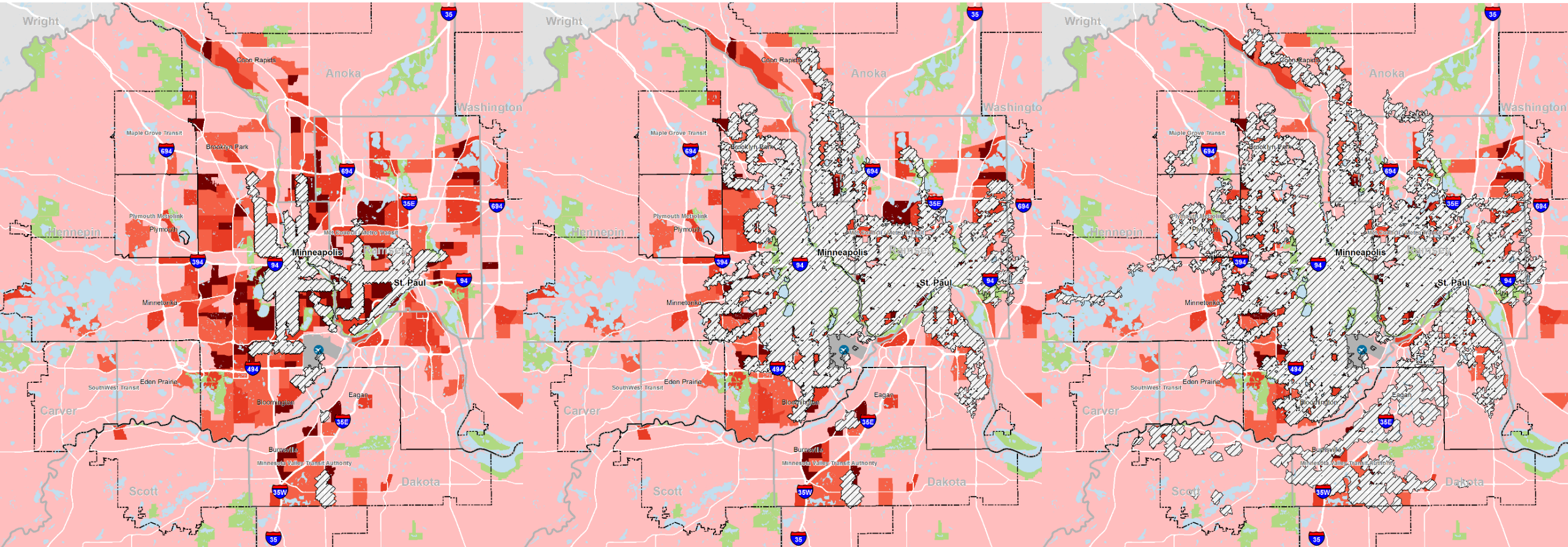
Areas Not Served by High Frequency Service Network

Senior population per square mile

- Below average
- Average
- Above average
- Much higher than average

High Frequency Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0 2 4

Areas Not Served by Local Service Network

Senior population per square mile

- Below average
- Average
- Above average
- Much higher than average

Local Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0 2 4

Areas Not Served by Basic Service Network

Senior population per square mile

- Below average
- Average
- Above average
- Much higher than average

Basic Network 10-Minute (800m) Walkshed
Transit Authority Service Areas
County Boundary

Miles 0 2 4

SENIOR POPULATION

Percent of 65+ population served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	71%	25%	2%	0%	0%
Local Service (<30-min frequency)	95%	82%	21%	<1%	0%
Basic Service (>30-min frequency)	95%	86%	43%	7%	1%
Commuter & Express Transit	96%	88%	59%	18%	2%
Demand Response Transit Access Only	**4%**	**12%**	**41%**	**82%**	**98%**

LOW-WAGE EMPLOYMENT DENSITY
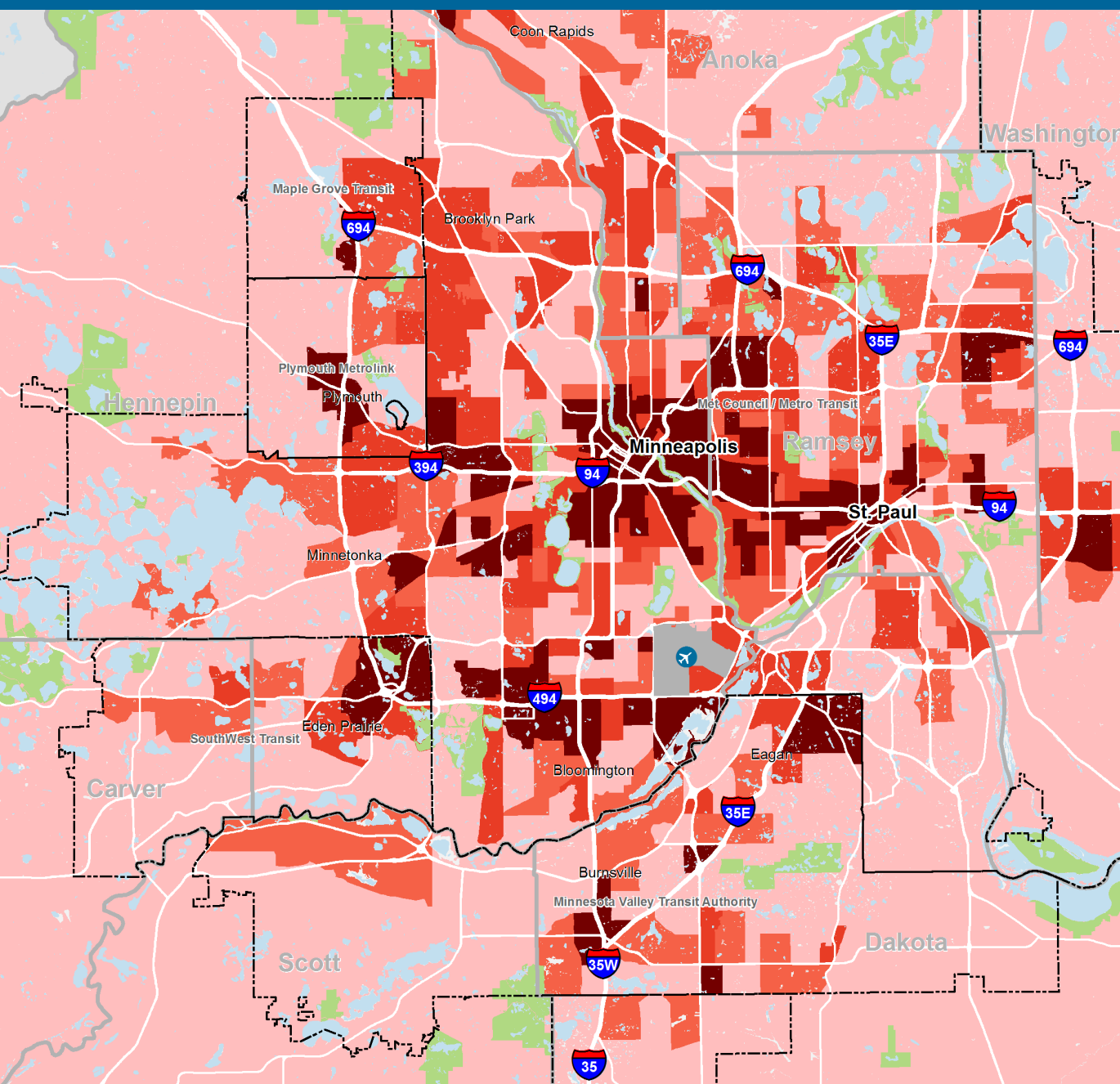
Density of Jobs Earning less than $40,000 per Year

Low-wage jobs per square mile

Below average

Average

Above average

Much higher than average

Transit Authority Service Areas

County Boundary

LOW-WAGE EMPLOYMENT

Jobs earning <$40,000 per year not served by fixed-route transit

Areas Not Served by High Frequency Service Network

Low-wage jobs per square mile

- Below average
- Average
- Above average
- Much higher than average

- High Frequency Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4

Areas Not Served by Local Service Network

Low-wage jobs per square mile

- Below average
- Average
- Above average
- Much higher than average

- Local Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4

Areas Not Served by Basic Service Network

Low-wage jobs per square mile

- Below average
- Average
- Above average
- Much higher than average

- Basic Network 10-Minute (800m) Walkshed
- Transit Authority Service Areas
- County Boundary

Miles 0 2 4

LOW-WAGE EMPLOYMENT

Percent of jobs earning <$40,000 per year served by transit

	Market Area 1	Market Area 2	Market Area 3	Market Area 4	Market Area 5
High Frequency and High Capacity Transit (<15-min frequency)	79%	24%	2%	0%	0%
Local Service (<30-min frequency)	96%	79%	20%	<1%	0%
Basic Service (>30-min frequency)	96%	83%	43%	14%	1%
Commuter & Express Transit	97%	85%	58%	23%	3%
Demand Response Transit Access Only	3%	15%	42%	77%	97%

DISCUSSION

QUANTIFYING FUTURE INVESTMENT PRIORITIES

PURPOSE AND METHODOLOGY

- Purpose:
  - Understand how to balance potential investment strategies

- Methodology:
  - Each tradeoff question includes a link to www.menti.com and a code
  - Using a smart phone or your computer, access menti.com and enter the code
  - Please answer the question as best as you can
  - Enter a percentage support for each set of priorities
  - Total should add up to 100%
  - Results will be displayed to all workshop attendees and are anonymous

TRADEOFF:

Add New Routes vs. Improve Existing Routes

- Add New Routes
  - Expands geographic coverage to new areas
  - Provide fixed-route service to residents who have none
  - Serve job centers that are out of reach of current fixed-route network

- Improve Existing Routes
  - Add additional trips to existing routes, making service more convenient
  - Generally will result in higher ridership

Add New Routes ⟵⟶ Improve Existing Routes

TRADEOFF:

Add New Routes vs. Improve Existing Routes

- Results

TRADEOFF:
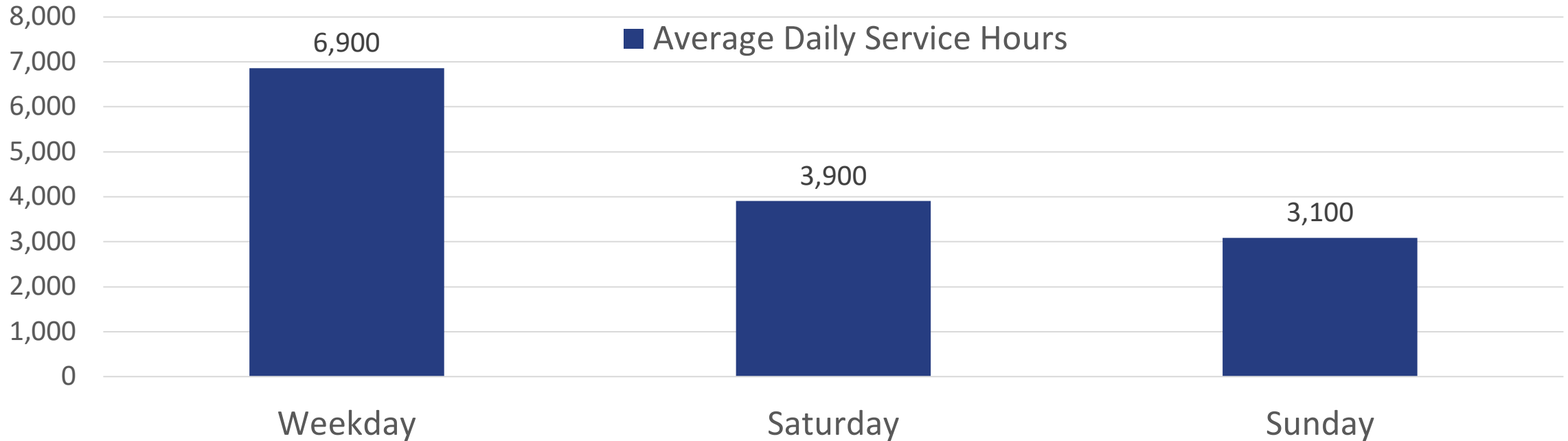
Weekday Service vs. Weekend Service

TRADEOFF:

Weekday Service vs. Weekend Service

- Results

TRADEOFF:

More Frequency vs. Earlier/Later Service

- Invest in more frequency
  - Examples:
    - More weekday routes upgraded to every 15-minutes
    - More Sunday routes upgraded every 15-minutes
    - Hourly service is upgraded to 30-minute service

- Invest in earlier/later Service
  - Examples:
    - More routes start before 5 a.m.
    - More routes operate until midnight
    - Service begins earlier/later on Sundays

Invest in More Frequency ←————————————————→ Invest in Earlier/Later Service

TRADEOFF:

More Frequency vs. Earlier/Later Service

- Results
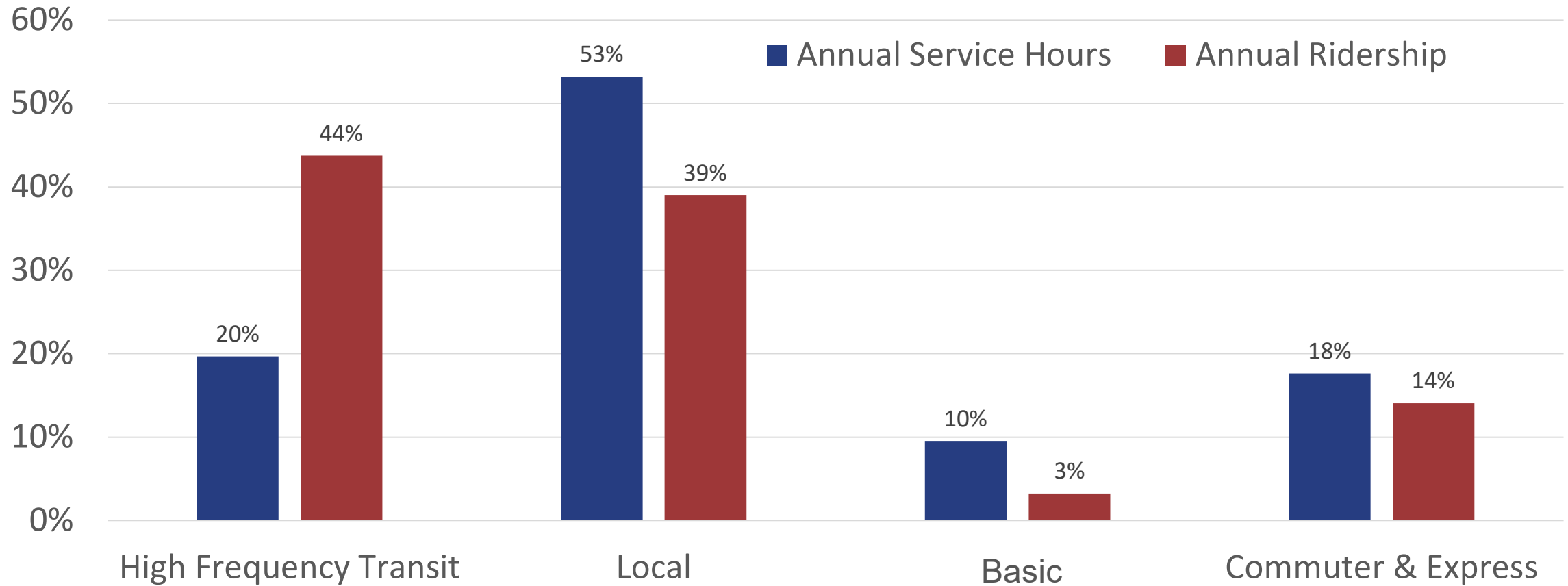
TRADEOFF:

How Would You Distribute New Funding?

- Results

SMALL GROUP DISCUSSIONS

SMALL GROUP DISCUSSION TOPICS

Discussion Guide

1. Should new funding resources be allocated to maximize ridership?

2. How should the region invest in better bus service? (e.g. increase weekday frequency, more Saturday service, more commuter service, etc.)

3. What does success look like for area transit?

4. Would your answers change if you were allocating resources under a funding reduction scenario?

RECONVENE LARGER GROUP AND REPORT OUT

- High level themes from discussion

GROUP RANKING EXERCISE

Rank What Success might look like?

- o Using a smart phone or your computer, access menti.com and enter the code
- o Anonymized results will be displayed to all respondents

- o What does success look like for area transit? (rank these three options)
    - More lines on the map (more coverage)
    - More ridership (more productivity, more frequent service on key routes)
    - More service to those who need it most (equity neighborhoods)

- o If there are other measures that should be considered, please enter them in the zoom chat box

GROUP RANKING EXERCISE

Rank the different roles of coverage service (more routes)

- Using a smart phone or your computer, access menti.com and enter the code
- Anonymized results will be displayed to all respondents

- Rank the different roles of coverage service (rank the 9 options) in order of importance:
  - Suburb to suburb job access
  - Reverse commute – connecting urban areas to suburban jobs
  - Low-income or high-need neighborhoods
  - Retail and entertainment, including grocery stores
  - Medical services
  - Secondary schools
  - Post-secondary schools/college
  - Visiting friends and family
  - Mobility for seniors

- If there are other measures that should be considered, please enter them in the zoom chat box

SERVICE EXPANSION EVALUATION FRAMEWORK

POSSIBLE EVALUATION FRAMEWORK CONSIDERATIONS FOR ADDITIONAL SERVICES

Brief Definitions

- Improved operations
  - Direct resources to corridors/routes to address on-time performance or overloads
- Productivity
  - Direct resources to those corridors/routes that would generate the highest ridership
- Geographic balance
  - Direct resources in proportion of contribution to regional transit
- Access to major destinations
  - Direct resources to provide connections to major ridership generators such as schools, regional hubs, freestanding town center
- Access to jobs
  - Direct resources to focus on job access, including reverse commute service, and low-wage job access

POSSIBLE EVALUATION FRAMEWORK CONSIDERATIONS FOR ADDITIONAL SERVICES

Brief Definitions

- Social equity – low-income population
  - Direct resources to areas with higher proportions of low-income residents
- Social equity – senior population
  - Direct resources to areas with higher proportions of senior residents
- Social equity – non-white population
  - Direct resources to areas with higher proportions of non-white residents

POSSIBLE EVALUATION FRAMEWORK CONSIDERATIONS FOR ADDITIONAL SERVICES

Other Considerations?

GROUP RANKING EXERCISE

Possible Evaluation Framework Considerations

- Instructions
  - Using a smart phone or your computer, access menti.com and enter the code
  - Anonymized results will be displayed to all respondents

- Rank the relative importance of potential options
  - Social equity – low-income population
  - Geographic balance
  - Productivity
  - Social equity – senior population
  - Access to major destinations
  - Social equity – non-white population
  - Access to jobs
  - Addressing operational issues
  - Other

POSSIBLE EVALUATION FRAMEWORK CONSIDERATIONS FOR ADDITIONAL SERVICES

Discussion of Results

- Results

NEXT STEPS

NEXT STEPS

- Values from workshop will be used to develop three different service scenarios
- Service scenarios will then be evaluated to see impact of applying values regionally
- Report back on investment strategies and anticipated results

THANK YOU!

Thomas Wittmann

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NELSON
NYGAARD

Appendix C Workshop Chat Transcript

10:47:59 **From Gerald Bruner:**
Hello everyone

10:48:40 **From Mary Hamann-Roland:**
Hello. Will be testing before meeting? kbodmer for M. Hamann-Roland.

10:50:08 **From Matthew Stegeman:**
Good morning, all! Thanks for joining the Service Allocation Study Policymaker
Workshop. If you have questions or need assistance with Zoom, please feel free to
use this chat box at any time.

10:51:04 **From Matthew Stegeman:**
If need be, I am also available via phone.

10:52:28 **From Matthew Stegeman:**
If you would like to test your Zoom setup, please feel free to turn on your video
and audio and speak to the group. I will be monitoring and can let you know if it is
working.

10:53:01 **From Matthew Stegeman:**
At 11 AM, I will be muting all attendees so that the presenters can easily be heard.

10:58:18 **From Molly Cummings:**
nothing yet in chat.

10:58:44 **From Matthew Stegeman:**
Good morning, all! Thanks for joining the Service Allocation Study Policymaker
Workshop. If you have questions or need assistance with Zoom, please feel free to
use this chat box at any time.
If need be, I am also available via phone. If you would like to test your Zoom setup,
please feel free to turn on your video and audio and speak to the group. I will be
monitoring and can let you know if it is working.
At 11 AM, I will be muting all attendees so that the presenters can easily be heard.
Thank you!

10:58:54 **From Molly Cummings:**
that came through!

11:02:03 **From Matthew Stegeman:**
All participants are now muted. Presenters should un-mute while speaking, but
members of the audience should remain muted until the interactive portions of
the workshop. Thank you for your assistance!

11:05:26 **From John Morast**:
You are breaking up a bit.   Wondering if that is my connection, or if others are
hearing that too.

11:06:14 **From iPhone:**
some are on iPhone video me it at the bottom of phone

11:06:16 **From Mary Hamann-Roland:**
How adjust sound?

11:06:21   **From Mariel Kirschen:**
Thomas is coming across clearly to me!

11:06:54   **From Mariel Kirschen:**
There are Audio Settings if you click the up arrow next to the "Unmute" button in the bottom right corner.

11:07:38   **From Matthew Stegeman:**
Thanks Mariel. Mary - if you look in the Audio Settings that Mariel described, you should be able to select the appropriate speaker and microphone for your device.

11:08:49   **From Matthew Stegeman:**
Once again, thanks for joining the Service Allocation Study Policymaker Workshop. If you have questions or need assistance with Zoom, please feel free to use this chat box at any time.
If need be, I am also available via phone at (651) 333-4139.

11:09:22   **From John Morast:**
MY wife is also on a video conference call and it appears to be my bandwidth issue. When I turn off video, he no longer breaks up.

11:10:26   **From Jonathan Weinhagen:**
Will this be recorded and shared?

11:10:36   **From Matthew Stegeman:**
Thanks John - that's a good point to mention for the group. If anyone is experiencing choppy video or audio, it is a good idea to turn off your own video.

11:11:22   **From Matthew Stegeman:**
This session is not being recorded, but notes will be taken during the interactive portions of the workshop.

11:23:03   **From Amity Foster:**
These counts are strictly MetroTransit, and don't include MetMo, correct?

11:25:12   **From John Slade, MICAH:**
do you have baseline data on what the community income breakdowns are, and what the cost of subsidy per mile are for the income?

11:25:23   **From Kyle Olson:**
To follow up on Amity's question - (and apologies if I missed this) but does this include the opt-outs or is it just Metro Transit?

11:26:07   **From Chai Lee:**
with this being 2016 data, it is already about 5 years old...when will we do another study of this scale for this data?

11:26:26   **From Mike Huang:**
will this deck be available after the meeting?

11:27:05   **From Lynnea Atlas-Ingebretson:**
Question how was the rider demographic information collected and was it representative of the populations of areas served?

11:27:09   From Cole Hiniker:
The data on riders is for all providers of fixed-route transit but does not include Metro Mobility

11:27:19   From Jim Erkel:
Can you disaggregate the ridership numbers by race/ethnicity and modes?

11:27:26   From Matthew Stegeman :
Mike - this slide deck was shared with meeting attendees prior to the meeting. If you did not receive it, the consultant team can make sure you get a copy.

11:27:36   From Cole Hiniker:
The next rider survey is scheduled for 2021

11:27:45   From DEGO001:
Metro mobility is a real issue that needs to be addressed

11:27:57   From Sara Maaske:
I'll resend the deck

11:28:26   From John Slade, MICAH:
can we have exercises like these without an assumption of scarcity as a base condition sometime? so we can sometimes have a 'how much do we need to fund to do what we want' instead of 'who gets cut out due to our funding'?

11:28:41   From Mary Hamann-Roland:
Will this data be relevent after Covid 19?

11:28:55   From Mary Hamann-Roland:
How will we work in the future? Mayor Mary

11:29:39   From Lynnea Atlas-Ingebretson:
Representation of the populations served in the bodies providing input is seriously lacking giving how we are see the outcomes of disparities are having on people right now with the COVID19 Crisis it seems like we really need to talk about the quality of input if those providing it are not at all representative of the populations served based on income, age, and ethnicity.

11:29:47   From Elaine K:
What time of year is the survey done? I'm surprised that no students showed up on the Express routes.

11:31:11   From Commissioner Trista MatasCastillo:
Why do we only look at ridership vs. need. Every map says that the most need and biggest population without cars is in the North edn along Rice street but, they are always the first to look toward cuts..

11:31:12   From Joseph Kapper:
John Slade -- I think some of your comments and questions will be valuable during the small group discussions later in the workshop. Good points that we hope to cover. -- Joe Kapper, SRF

11:31:50   From John Slade, MICAH:
Thanks Joseph - but as we discuss social equity it's also important to mention them before everyone.

11:32:05   **From Commissioner Trista MatasCastillo:**
Agree John Slade!

11:33:04   **From williamschroeer:**
Also strong agreement.

11:33:35   **From Matthew Stegeman:**
Hi all - thank you for these comments and questions. We will be pausing to review the chat questions at the end of each agenda item.

11:41:30   **From John Slade, MICAH:**
absolutely - critical function!

11:41:49   **From Jim Erkel:**
Have the agencies specifically adopted social equity performance measures? If all they look at is a set of economic measures, we have missed some of the most important questions about the value of transit to the region.

11:42:43   **From Lynnea Atlas-Ingebretson:**
Great question and practice Jim Erkel.

11:43:40   **From John Slade, MICAH:**
I think the collapse of funding streams shows why we need to look at zero-fare funding models

11:45:35   **From Lynnea Atlas-Ingebretson:**
Supporting young people and people of color with equitable practices isn't just about poverty. There are other issues based on race and age that aren't tied to economic status. People of color does not equal Low income.

11:45:55   **From Jim Erkel:**
So, more specifically, have the agencies adopted anything more than the bare minimum of socioeconomic measures required by the federal government?

11:46:51   **From Ross L Allanson:**
Food deserts and seeing that populations have access on transit to quality food choices is a potential factor to roll into the discussion.

11:47:18   **From DEGO001:**
Far west suburbs have need and continue to state that service is not related to need regarding work hours

11:47:47   **From Matthew Stegeman:**
Hi Jim - as part of this project, we conducted stakeholder meetings with every transit operator in the region. Each agency recognizes the importance of equity in service planning, but one challenge that has been identified by multiple agencies is that equity is not always specifically reflected in the regional performance measures that are used to determine the need for service adjustments. This project is an opportunity to more specifically look at that balance.

11:48:31   **From Jim Erkel:**
I agree!

11:49:04	**From Hazel Scher:**
	Ross - that is a great point. We will be looking for your input on those types of factors during the interactive portion of the meeting.
11:54:06	**From John Slade, MICAH:**
	big diff east and west metro on commuter and express service coverage
11:56:24	**From Mary Morse Marti:**
	Always important to define "quality" service. SRO urban routes like the 21 are definitely frequent but I wouldn't say quality. Would love more specificity on "quality."
11:59:04	**From John Morast:**
	Sorry if I missed it, but what is the definition of Served by transit"? Is it within an XX min. walk to a stop?
11:59:37	**From Cole Hiniker :**
	John, approximately a 10-minute walk
11:59:51	**From Cole Hiniker:**
	to a stop or station
11:59:51	**From John Morast:**
	Thx
12:00:19	**From Mariel Kirschen:**
	Specifically we looked at 800m/~.5 mi walk.
12:00:33	**From Amity Foster:**
	Does Served by include the quality of the walk—crosswalks & stoplights, crossing a highway on bridge, if there's actual sidewalks?
12:02:15	**From Hazel Scher:**
	Amity - this analysis was purely distance based. However your point is well taken, that pedestrian infrastructure is very important in facilitating walk access
12:02:18	**From Mariel Kirschen:**
	We did not look at quality of walk. We used the existing road network to calculate. The sidewalk quality data was not complete enough to look at a truly robust measure of "walkability".
12:03:15	**From Cole Hiniker:**
	Amity - We have identified a regional sidewalk inventory as a possible work program item for the region, but the quality and consistency of available data has been a limitation to date.
12:04:05	**From Amity Foster:**
	Thanks for the followup re sidewalks.
12:05:05	**From Commissioner Trista MatasCastillo :**
	could we add pads at stops as part of that follow-up on sidewalks? I have stops in my district that are nothing more than a sign posted in heavy traffic areas no sidewalk or pads for passengers waiting.

12:06:40   **From Ross L Allanson:**
Looking at how a local community supports pedestrian and bicycle infrastructure connections can make a difference if considered as a whole system.

12:07:36   **From Amity Foster:**
Agree w CM MatasCastillo; potential riders definitely consider the quality of the walk/and wait as a factor in choosing to take the bus or drive. To really expand transit network, we need to expand the whole trip.

12:08:37   **From Cole Hiniker:**
CM MatasCastillo - We can share that feedback with Metro Transit staff and have them follow-up about specifics.

12:15:18   **From Hazel Scher:**
When you go to Menti.com enter the code 13 72 75

12:15:27   **From Chai Lee :**
I second County Commissioner Matascastillo, this is true in many parts of the east side, even as we are building out more infrastructures such as BRT

12:16:12   **From Mike Huang:**
Part of the purpose of public transit (specifically express/commuter service) is traffic mitigation -- there hasn't been any analysis presented on this yet.

12:22:53   **From Peter Grafstrom:**
Will those not logged into menti.com be able to see these live results?

12:23:23   **From Hazel Scher:**
Peter-yes it will appear on the zoom screen

12:24:58   **From Peter Grafstrom:**
Ah, thanks! Seeing it

12:25:56   **From Commissioner Trista MatasCastillo:**
Are there questions on Menti.com? I just see blank squares

12:25:57   **From williamschroeer:**
There's really not enough context to make this a useful question.

12:26:00   **From Gerald Bruner:**
how do I use this

12:26:40   **From Ross L Allanson:**
Routes should be based on origin and destination from the determined land uses. This may mean new routes, changing existing routes and review for service levels on all.

12:28:01   **From DEGO001:**
the issue is in the definitions of new routes and existing routes

12:28:21   **From williamschroeer:**
What do you hope to learn from this question?

12:29:29   **From John Slade, MICAH:**
also, it's a scarcity question...

12:29:38   **From Kevin Reich:**
there is a significant difference in my mind between new routes that better connect existing routes that support transit dependent riders vs expanding out to the farther reaches of the metro

12:30:08   **From williamschroeer:**
That is not what you are asking.

12:30:22   **From John Morast:**
Agreed Kevin and we need to be sure to include both scenarios

12:31:47   **From Matthew Stegeman:**
Gerald - if you are having trouble with Zoom or Mentimeter, feel free to give me a call.

12:34:04   **From Cole Hiniker:**
John,

12:34:59   **From Cole Hiniker:**
This study is intended to inform how we can prioritize regional values when resources are not enough to meet all the values/wants/needs across the entire region.

12:36:54   **From Ross L Allanson:**
Thinking about transit service as "infrastructure" means it will serve those without access to other modes better. If treating like Infrastructure then it needs to work 24x7x365 ! Riders per hour are less weighted in this perspective. It would be as if we took away road capacity after hours in an analogy of road infrastructure.

12:37:51   **From Noah:**
I also wonder if there are other ways we can think about enhancing ridership for events, esp on weekends. if attendees have a good experience with transit for events, maybe more will consider weekday commutes as well.

12:38:42   **From Chai Lee :**
if this is is not recorded can we please get these online voting questions later too?

12:38:43   **From Chai Lee:**
thanks

12:38:56   **From John Slade, MICAH:**
Ross - absolutely! If we see our transportation as providing roads with no potholes that also have buses on them, and there are no additional fees, then the discussion is different.

12:39:03   **From Hazel Scher:**
Chai - We will record the results of the polls in the summary memo

12:40:36   **From Matthew Stegeman:**
Also - thank you to all who are providing comments in the chat. These are some very useful points that would be great to bring up in the small group discussions. This chat will also be recorded to help inform the summary memo.

12:45:21   **From Judy Johnson:**
With jobs centers located across the region, it is so important to get people where

they need to go. I represent NW metro and its a jobs growth corridor. But also very expensive to live in.

12:45:24   **From Amity Foster:**
I appreciate the push, and ask, to answer from the perspective of values—_who_ is being prioritized when we think about this is helpful.

12:45:47   **From Steve Morris:**
I think if you follow the demographics of those answering these questions (from a location perspective) the answers will differ. Those in the ring will answer and have a different perspective perhaps. I think that's perhaps important to understand more than an overall, as this is not representative sample

12:46:04   **From williamschroeer:**
Talk a bit about how you plan to extract values out of these.

12:56:05   **From Lynnea Atlas-Ingebretson:**
I am not in a room sorry how do I do what I need to do...

12:56:27   **From Hazel Scher:**
We are still in the process of being sorted - hang tight!

12:56:38   **From Lynnea Atlas-Ingebretson:**
thanks I had to step a way for a sec

12:57:06   **From John Slade, MICAH:**
Do we have to wear that creepy hat from Hogwarts?

12:57:49   **From Elaine K:**
LOL

12:58:12   **From Hazel Scher:**
Fingers crossed for hufflepuff

12:59:36   **From Vennewam:**
I do not see an invite?

13:00:28   **From John Morast:**
can i delete the wait to be assigned message?

13:19:42   **From Chai Lee:**
i second Mollly as well, how will our transit infrastructure be reshaped in the immediate and short/long term as we reopen up

13:34:19   **From Chai Lee:**
thank you Joseph, we should not always think in terms of a zero sum game for two different or related objectives

13:37:33   **From Amity Foster:**
BRB.

13:51:19   **From Chai Lee:**
good point on scarcity/funding...our funding mechanism and its challenges are being more clear in this pandemic

13:53:21   **From Mary Morse Marti:**
Thanks, Chai. That was one of my main points. We can't expect the Met Council to

make a case for abundance, but we certainly can as outside validators/taxpayers. COVID19 has been nothing if not a prime opportunity to reset how we approach connecting our region via transit services. Let's go big before we go home!

13:56:09   From Mary Hamann-Roland:
Robust, safe, well-lit, clean, reliable transit system, easy to use, connecting people with jobs and services, are key themes for us.

13:57:20   From Judy Johnson:
We didn't mention safety in our group - but that is very important and takes on various forms given the challenges in how we provide service.

13:58:51   From Amity Foster:
2nd to Mary Morse Marti's point! Go big.

14:05:42   From Judy Johnson:
At our last Community Development Committee meeting - better transit access to our regional parks was discussed.

14:08:06   From Mary Morse Marti:
I don't see a ranking option reflecting the needs of city residents (all of them) who would prefer not to drive day-to-day. That would be a good addition to the poll and it represents the majority of potential transit trips. Commuting is only a small slice of daily travel, after all.

14:08:08   From Brian C Martinson:
What about reduced VMT via single-occupancy motor vehicles as a performance/productivity metric?

14:08:27   From Mary Morse Marti:
Oh, hello Brian. Exactly.

14:09:22   From Wendy Wulff:
Sometimes improved operations and productivity are the same thing.

14:09:31   From Robert Lilligren:
Agree with Brian re reduced VMT metric

14:10:11   From Hazel Scher:
Hi Brian - in this case, productivity would correlate most closely to VMT reduction since it signifies focusing on the highest usage of transit

14:10:26   From Kyle Olson:
Would also like to second Brian's point about VMT

14:10:28   From Phillip Sterner:
Minnesota zoo and places like the Y locations would be great!

14:11:43   From Mary Hamann-Roland:
Agree with Phil Sterner, MN Zoo is very important!

14:11:59   From John Slade, MICAH:
Sometimes you can get an insight by looking at the mirror of the equity - how do we fight racism, age discrimination, and classism?

14:12:07	**From Cole Hiniker:**

14:12:07   **From Cole Hiniker:**
Hi Brian, that's a great point and something we are trying to capture here with ridership or productivity as a possible focus. The difficulty for this type of study is that estimating ridership is actually a difficult task with many factors that influence ridership demand. We do the on-board survey to try to better understand this, but there are no guarantees that ridership potential will translate with the same characteristics from say Minneapolis to Plymouth, for example

14:12:43   **From Brian C Martinson:**
I guess I'm having a bit of an allergic reaction to the term "producitity."

14:16:18   **From Wendy Wulff:**
I find it fascinating that addressing operational issues is coming in last. Curious as to why people would not want to fix routes where the bus is overcrowded and late?

14:17:13   **From Brian C Martinson:**
How many folks who are participating today have been regular users of public transit in, say, the 6-months pre-COVID?

14:17:25   **From Judy Johnson:**
Thought the same, Wendy. I think these are all important and interesting to put the challenge forward in ranking them.

14:17:31   **From williamschroeer:**
Wendy + all; I think these options mix apples and oranges.

14:17:35   **From Mary Morse Marti:**
Wendy, because perhaps express/suburban routes are generally on time and not overloaded? Not sure how many are familiar with routes with operational challenges.

14:18:07   **From Mary Hamann-Roland:**
Operations was in our top 3.

14:18:22   **From Rick Olson:**
only twice in past year, from south Scott County, with limited acces

14:18:30   **From Amity Foster:**
Brian—regular rider; 2x a day (sometimes more), multiple routes.

14:18:47   **From Robert Lilligren:**
Regular user here

14:19:08   **From Lynnea Atlas-Ingebretson:**
Social equity is a term we don't use FYI. We are a state with the highest in equities by race. Income does lead to some inequity but for example African American Women regardless of income have the longest commute times. Racial Equity is what our systems are talking about in Minnesota because it is race that leads the most economically and social crippling we are suffering from.

14:19:09   **From Mary Morse Marti:**
Brian - 10+ rides week plus mid-day work-related travel and weekend date nights

14:19:36   **From Steve Morris:**
event rider here. The U, US Bank, from east metro.

14:20:11   **From Judy Johnson:**
I sit on the MC Transit Policy Working Group. I really appreciate everyone's input and time to work through this important exercise.

14:20:50   **From Kyle Olson:**
2x daily weekday rider; occasional weekend rider

14:22:13   **From Mary Jo McGuire:**
I agree with Mayor Mary!

14:22:26   **From Matthew Stegeman:**
Thank you again for participating and for adding your comments to the chat! We appreciate your feedback and will make sure that these are documented for future phases of the study.

14:22:50   **From Robert Lilligren:**
Thanks to everyone.

14:23:20   **From Mary Jo McGuire:**
Nice job....I like using the break out rooms and menti!

14:23:24   **From Amity Foster:**
Agreed; thank you. And also—again, a second to what Linnea said re social equity.

14:23:26   **From Ross L Allanson:**
This seems to be a good tool to gather information like this. THANKS!

14:23:38   **From Mike Huang:**
Thank you for hosting this - this was great!

14:23:39   **From Myron Bailey:**
Thanks everyone!

14:23:49   **From Brian C Martinson:**
Thanks for the opportunity to participate. Nice use of Menti. Breakout rooms could have used more time.

14:23:49   **From Lonetta Hanson:**
Thanks, all. Good conversation

14:23:50   **From Mary Hamann-Roland:**
Thanks, it was good!

14:23:51   **From Noah:**
kudos to the organizers/hosts. very smooth operation!

14:23:52   **From John Slade, MICAH:**
Appreciate it! And a third to Lynnea

14:24:03   **From Dan Miller:**
Well done!

14:24:07   **From PJoseph Scala:**
Thank you...

Appendix D Mentimeter Survey Open-Ended Comments

I was sorry to miss the workshop but I'm glad to have this opportunity to weigh in. The stakes are very high in us increasing ridership and better serving those who most need the service.

Geographic balance has never made sense to me as when I hear that phrase, it usually is just cities hoping to get more service. It's more important that those in need get more service and or connecting job sites to lower income neighborhoods.

169 corridor transit needs improvement as there are many citizens who can only work downtown vs. Suburbs.

In the current environment, priority should be how to begin communicating a plan for how transit is and will be made safe over time to try and offset what's likely to be an emphasis towards solo driving because of its relative safety.

Well done training exercise and survey.