



**Maple Grove Transit**  
**2016 “Express Bus Service” Customer Survey**  
**Report of Results**  
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## Executive Summary

Maple Grove Transit partnered with National Research Center, Inc. to conduct a web-based survey of riders. Maple Grove Transit emailed the survey link to all “rider alert” subscribers and put flyers on all buses on October 24 that invited participation in the survey. Flyers were also posted at the two transit station and the three park-and-ride shelters. A reminder flyer was e-mailed and put on the buses on November 14 that the survey would close on November 21. A total of 332 riders completed the survey.

The survey captured current rider behaviors, attitudes and service evaluations, as well as any suggestions for improvement.

## Current Maple Grove Transit Use

- Route 781 was the most frequently ridden route (35% of respondents), followed by route 785 (31%) and route 783 (15%). Fewer than 8% of respondents indicated each other route as most commonly ridden.
- The Maple Grove Transit Station was the most common boarding location (36% of respondents), followed by the Parkway Transit Station (31%) and street stops (17%). The three park-and-ride lots each were identified by 2% to 8% of respondents.
- Overall, 70% of riders reported using Maple Grove Transit five days per week and another 14% said four days each week. One percent rode one day, 4% two days and 9% three days.
- Close to one-third (36%) fell in the 1-5 year category and slightly fewer (30%) fell into the more than 10 year category.
- Nearly all riders (92%) cited commuting to and from work as their reason for travel on the day of the survey. Commuting to and from school was chosen by 2% of riders.
- Eighty-six percent of transit riders said that a personal vehicle was a commuting option for them.
- Twelve percent of respondents reported transferring or planning to transfer to a bus or train on the day of the survey.
- About 6 in 10 riders (61%) said they received email rider alerts and 33% were registered for the Guaranteed Ride Home Program.

## Quality of Maple Grove Transit

- Ratings of the overall quality of Maple Grove Transit were strong, with 66% of riders saying it was “very good” and another 30% picking “good.” Two percent selected “average” and no one chose “poor” or “very poor.”
- The sum of “very good” and “good” ratings ranged from 95% (for “bus cleanliness”) to 61% (for “number of bus trips offered”). The sum of “poor” and “very poor” ratings was most commonly 0% to 1% and only one (“number of bus trips offered,” 10% “poor” or “very poor”) reached double digits.
- In the six months prior to the survey, 21% of riders had contacted Maple Grove Transit with a question, comment, complaint or suggestion. Of those respondents, 45% evaluated the handling of their inquiry as “very good,” 23% as “good,” 12% as “average,” 10% as “poor” and 3% as “very poor.”

## Maple Grove Transit Strengths and Opportunities

- Avoiding the stress of driving (60% of riders) and saving money on parking (48%) were cited as the most popular reasons for using Maple Grove Transit. Convenience (31%) and employer fare subsidization (21%) were the next most common, followed by saving on automobile costs (15%), while saving travel time (11%), environmental motivations (8%), and not having a car (2% each for not owning a car or having one available) were less common.
- In their own words 32% of riders said the thing they liked best about Maple Grove Transit related to the level, frequency or convenience of service and another 10% felt positively about both the reliability/dependability and the bus quality, cleanliness or features. Twenty percent did not write in a response about a best-liked feature.
- Among the least liked aspects of Maple Grove Transit described by survey respondents, 33% identified general time/schedule limitations or requested more trips during a specific timeframe. Comments about bus cleanliness, comfort or temperature were the next most common (15%). Each other concern was cited by 4% to 8% of respondents and 17% did not make a comment.
- Earlier p.m. bus trips to Maple Grove, later p.m. bus trips to Maple Grove and more mid-day buses to and from Minneapolis were seen by the most respondents as “very important” (33%, 33% and 39% of respondents, respectively) in a list of eight possible improvements. Cited as “not important” by the highest proportion of riders were earlier a.m. bus trips to Minneapolis (52%), more trips to and from the U of M (77%) and U of M Service (Rt. 789) during Summer Term (78%).
- When asked to describe in their own words the single most important improvement Maple Grove Transit could make, expanding capacity or adding trips at different times of day were options suggested by 34% of respondents. Convenience/customer service improvements were mentioned by 11% of respondents and 10% indicated they’d like to see more routes or locations. No suggestion was made by 23% of respondents.
- Bus fare was seen as “just right” by 88%, “too high” by 7% and “too low” by one respondent, representing zero percent.
- The survey gave respondents an opportunity make additional comments on Maple Grove Transit. The biggest category of comments was generally positive feedback about Maple Grove Transit (35% of respondents), followed by facilities (19%), buses (17%), scheduling (11%), drivers (7%), scheduling (4%), capacity (3%) and a mix of “other” ungrouped comments (7%). Eleven percent said they did not have any comments or did not write anything in the space allowed.

## Maple Grove Transit Rider Sociodemographic Characteristics

- Respondents provided information about themselves on the survey, including their city of residence, racial/ethnic background, age, gender, income, language spoken at home and whether or not they have a disability.
  - Maple Grove was the most common city of residence, with 60% of responses. Each remaining city was identified by 1% to 9% of respondents.
  - Most respondents were Caucasian/White (77%). Two percent said they were African American/Black, one percent each said they were American Indian and Hispanic; 4% selected Asian and 15% skipped the question or indicated that they prefer not to answer.

- The age of survey respondents primarily fell between 25 and 64; 1% were under 18, 3% were 18-24, 14% were 25-34, 17% were 35-44, 31% were 45-54, 23% were 55-64 and 3% were 65 or older (9% did not answer the question).
- Fifty-four percent of riders identified as female, 37% identified as male and 8% did not respond to this question.
- In response to the survey question about family income, 28% did not know, preferred not to say or did not select any response. Zero percent of riders had an income lower than \$25,000, 5% were \$25,000-\$49,999, 21% were \$50,000-\$99,999 and 47% had income of \$100,000 or more.
- English was reported by 91% of riders as the primary language spoken at home.
- Ninety percent of riders indicated they do not consider themselves to have a disability, 2% said they did and 8% did not give a response.

## Differences by Race/Ethnicity

- Seventy-seven percent of respondents identified as white/Caucasian, 8% as another race, 7% did not respond to this question and 8% indicated they “prefer not to answer.” Responses to select questions were compared for the four groups in *Appendix B: Select Results Compared by Respondent Race/Ethnicity*. A true “margin of error” cannot be calculated since survey participants were not randomly selected, but an analogous band around results can be a useful tool in assessing meaningful differences. To this end, considering all differences within plus or minus 18 percentage points to be statistically equivalent is reasonable. Gaps outside 20 percentage points may reflect real differences in responses.
  - Based on this 20-percentage point rule, few differences emerged, but below are a few highlights:
    - Greater proportions of non-white/other respondents thought that the following services were “very important” compared to riders who identified as white:
      - Earlier a.m. bus trips to Minneapolis (42% vs. 17%)
      - Later a.m. bus trips to Minneapolis (46% vs. 19%)
      - More mid-day buses to and from Minneapolis (63% vs. 37%)
      - Later p.m. bus trips to Maple Grove (67% vs. 34%)
      - More trips to and from the U of M (33% vs. 6%)

## Survey Background

Maple Grove Transit previously conducted a survey in 2011 and 2003 and wanted to capture updated and new information from riders. National Research Center, Inc. (NRC) helped Maple Grove Transit modify and finalize an updated 2016 survey instrument and then NRC programmed a web version of the survey. Maple Grove Transit emailed the survey link to all “rider alert” subscribers and put flyers on all buses on October 24 that invited participation in the survey. Flyers were also posted at the two transit station and the three park-and-ride shelters. A reminder flyer was e-mailed and put on the buses on November 14 that the survey would close on November 21. A total of 332 riders completed the survey. Based on the estimated average daily ridership during this period of 1,700 this would represent a 20% response rate.

## Survey Results

The first question on the survey asked about the route most frequently used by respondents. Just about one-third (35%) identified riding route 781 and route 785 (31% of respondents). Route 783 (15%) was the next most commonly identified. Each of the remaining routes was chosen by 4% to 8% of respondents.

**Table 1: Question 1**

What route do you ride most often?	Percent	Number
780	5%	N=18
781	35%	N=115
782	8%	N=25
783	15%	N=50
785	31%	N=102
789	4%	N=14
No response given	2%	N=8
Total	100%	N=332

Additionally, transit riders responding to the survey could identify the stop where they most commonly boarded the bus in Maple Grove. The Maple Grove Transit Station was the most popular (36% of respondents), followed by the Parkway Transit Station (31%) and street stops (17%). The three park-and-ride lots each were identified by 2% to 8% of respondents.

All “other” responses and responses for closest intersection appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

**Table 2: Question 2**

Which of the following stops is where you most commonly board the bus in Maple Grove?	Percent	Number
Maple Grove Transit Station (Route 781 and 789)	36%	N=118
Parkway Transit Station (Route 785)	31%	N=102
Zachary Lane Park-and-Ride lot (Route 782)	4%	N=13
Crosswinds Church Park-and-Ride lot (Route 783)	8%	N=28
Shepherd of the Grove Park-and-Ride lot (Route 780)	2%	N=6
On a street (list closest intersection)	17%	N=58
Other	0%	N=1
No response given	2%	N=6
Total	100%	N=332

The frequency and duration of Maple Grove Transit use were captured by two questions and are compared by the most commonly ridden route in the following two tables. Overall, 70% of riders reported using Maple Grove Transit five days per week and another 14% said four days each week. One percent rode one day, 4% two days and 9% three days. No one selected more than five days a week and just 2% of respondents did not give a response.

Five-day ridership was highest for route 789 (93% of route respondents) and lowest for routes 783 and 785 (66% and 64%, respectively), while those two routes had the highest four-day ridership (24% and 19%, respectively, versus 10% to 16% across all other routes).

**Table 3: Question 3 Compared by Question 1**

What route do you ride most often?	On average, how many days a week do you use Maple Grove Transit?													
	1 day		2 days		3 days		4 days		5 days		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	0%	N=0	17%	N=3	11%	N=2	72%	N=13	0%	N=0	100%	N=18
781	0%	N=0	3%	N=4	10%	N=11	10%	N=11	76%	N=87	2%	N=2	100%	N=115
782	4%	N=1	8%	N=2	0%	N=0	16%	N=4	72%	N=18	0%	N=0	100%	N=25
783	2%	N=1	2%	N=1	6%	N=3	24%	N=12	66%	N=33	0%	N=0	100%	N=50
785	2%	N=2	4%	N=4	12%	N=12	19%	N=19	64%	N=65	0%	N=0	100%	N=102
789	0%	N=0	7%	N=1	0%	N=0	0%	N=0	93%	N=13	0%	N=0	100%	N=14
No response given	0%	N=0	0%	N=0	0%	N=0	0%	N=0	38%	N=3	63%	N=5	100%	N=8
Overall	1%	N=4	4%	N=12	9%	N=29	14%	N=48	70%	N=232	2%	N=7	100%	N=332

The duration of Maple Grove Transit use was measured in four time ranges, from less than a year to more than 10 years. Close to one-third (36%) fell in the 1-5 year category and slightly fewer (30%) fell into the more than 10 year category. Half of route 780 riders had been riding the route for more than 10 years while about 4 in 10 783 riders had been riding the route for more than 10 years.

Table 4: Question 4 Compared by Question 1

What route do you ride most often?	How long have you been using Maple Grove Transit?											
	Less than 1 year		1 year to 5 years		6 years to 10 years		More than 10 years		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	6%	N=1	33%	N=6	11%	N=2	50%	N=9	0%	N=0	100%	N=18
781	13%	N=15	34%	N=39	23%	N=26	30%	N=35	0%	N=0	100%	N=115
782	0%	N=0	36%	N=9	32%	N=8	28%	N=7	4%	N=1	100%	N=25
783	16%	N=8	32%	N=16	12%	N=6	40%	N=20	0%	N=0	100%	N=50
785	9%	N=9	44%	N=45	24%	N=24	24%	N=24	0%	N=0	100%	N=102
789	21%	N=3	36%	N=5	21%	N=3	21%	N=3	0%	N=0	100%	N=14
No response given	13%	N=1	13%	N=1	0%	N=0	25%	N=2	50%	N=4	100%	N=8
Overall	11%	N=37	36%	N=121	21%	N=69	30%	N=100	2%	N=5	100%	N=332

Maple Grove Transit riders participating in the survey were asked to evaluate Maple Grove Transit’s overall quality as well as the quality of specific facets. Overall quality was strong, with 66% saying it was “very good” and another 30% picking “good.” Two percent selected “average” and no one chose “poor” or “very poor.” Route 780 had the lowest “very good” rating (50% of riders) but the highest “good” rating (44%) compared to other routes.

Table 5: Question 5 Compared by Question 1

What route do you ride most often?	Taking all things into consideration, how would you rate the overall quality and performance of the Maple Grove Transit?															
	Very good		Good		Average		Poor		Very poor		No opinion		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	50%	N=9	44%	N=8	6%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=18
781	69%	N=79	29%	N=33	2%	N=2	0%	N=0	0%	N=0	1%	N=1	0%	N=0	100%	N=115
782	64%	N=16	24%	N=6	8%	N=2	0%	N=0	0%	N=0	0%	N=0	4%	N=1	100%	N=25
783	72%	N=36	28%	N=14	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=50
785	66%	N=67	31%	N=32	2%	N=2	0%	N=0	0%	N=0	0%	N=0	1%	N=1	100%	N=102
789	64%	N=9	36%	N=5	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=14
No response given	38%	N=3	13%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	50%	N=4	100%	N=8
Overall	66%	N=219	30%	N=99	2%	N=7	0%	N=0	0%	N=0	0%	N=1	2%	N=6	100%	N=332

Seventeen specific dimensions of Maple Grove Transit were evaluated on the survey. The sum of “very good” and “good” ratings ranged from 95% (for “bus cleanliness”) to 61% (for “number of bus trips offered”). The sum of “poor” and “very poor” ratings was most commonly 0% to 1% and only one (“number of bus trips offered,” 10% “poor” or “very poor”) reached double digits.

Table 6: Question 6 Compared by Question 1

How would you rate the quality of each of the following?		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Bus cleanliness	Very good	39%	7	71%	82	64%	16	82%	41	73%	74	93%	13	25%	2	71%	235
	Good	61%	11	24%	28	32%	8	18%	9	24%	24	0%	0	13%	1	24%	81
	Average	0%	0	2%	2	0%	0	0%	0	2%	2	7%	1	0%	0	2%	5
	Poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	10
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
Bus comfort	Very good	22%	4	43%	50	28%	7	58%	29	48%	49	71%	10	25%	2	45%	151
	Good	67%	12	41%	47	52%	13	32%	16	41%	42	7%	1	13%	1	40%	132
	Average	11%	2	11%	13	16%	4	8%	4	9%	9	14%	2	0%	0	10%	34
	Poor	0%	0	1%	1	0%	0	2%	1	0%	0	0%	0	0%	0	1%	2
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	4	4%	1	0%	0	2%	2	7%	1	63%	5	4%	13
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
Driver skills	Very good	33%	6	49%	56	44%	11	60%	30	52%	53	79%	11	25%	2	51%	169
	Good	67%	12	37%	43	52%	13	34%	17	36%	37	21%	3	13%	1	38%	126
	Average	0%	0	11%	13	0%	0	6%	3	7%	7	0%	0	0%	0	7%	23
	Poor	0%	0	0%	0	0%	0	0%	0	3%	3	0%	0	0%	0	1%	3
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	3	4%	1	0%	0	2%	2	0%	0	63%	5	3%	11



How would you rate the quality of each of the following?		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Driver safety	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	28%	5	55%	63	64%	16	56%	28	59%	60	71%	10	25%	2	55%	184
	Good	67%	12	36%	41	32%	8	40%	20	32%	33	21%	3	13%	1	36%	118
	Average	6%	1	6%	7	0%	0	4%	2	7%	7	0%	0	0%	0	5%	17
	Poor	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	3	4%	1	0%	0	2%	2	7%	1	63%	5	4%	12
Driver customer service	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	33%	6	50%	58	56%	14	64%	32	56%	57	79%	11	25%	2	54%	180
	Good	56%	10	34%	39	32%	8	32%	16	32%	33	21%	3	13%	1	33%	110
	Average	6%	1	11%	13	4%	1	4%	2	9%	9	0%	0	0%	0	8%	26
	Poor	0%	0	1%	1	0%	0	0%	0	1%	1	0%	0	0%	0	1%	2
	Very poor	6%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	0	2%	2	4%	1	0%	0	0%	0	0%	0	0%	0	1%	3
	No response given	0%	0	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	10
Hours of operation	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	28%	5	37%	43	20%	5	16%	8	25%	26	14%	2	13%	1	27%	90
	Good	39%	7	32%	37	40%	10	48%	24	42%	43	36%	5	13%	1	38%	127
	Average	33%	6	17%	20	28%	7	30%	15	23%	23	43%	6	0%	0	23%	77
	Poor	0%	0	9%	10	4%	1	6%	3	8%	8	7%	1	13%	1	7%	24
	Very poor	0%	0	1%	1	4%	1	0%	0	0%	0	0%	0	0%	0	1%	2
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	4	4%	1	0%	0	2%	2	0%	0	63%	5	4%	12
Availability of seats	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	67%	12	31%	36	60%	15	48%	24	37%	38	64%	9	25%	2	41%	136
	Good	28%	5	50%	58	24%	6	40%	20	44%	45	29%	4	13%	1	42%	139

How would you rate the quality of each of the following?		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
	Average	6%	1	14%	16	8%	2	12%	6	13%	13	7%	1	0%	0	12%	39
	Poor	0%	0	1%	1	4%	1	0%	0	3%	3	0%	0	0%	0	2%	5
	Very poor	0%	0	1%	1	0%	0	0%	0	1%	1	0%	0	0%	0	1%	2
	No opinion	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	10
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Service area/route coverage	Very good	33%	6	44%	51	64%	16	60%	30	40%	41	64%	9	25%	2	47%	155
	Good	44%	8	37%	43	24%	6	24%	12	42%	43	29%	4	13%	1	35%	117
	Average	22%	4	10%	12	8%	2	14%	7	14%	14	7%	1	0%	0	12%	40
	Poor	0%	0	4%	5	0%	0	2%	1	2%	2	0%	0	0%	0	2%	8
	Very poor	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	10
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Number of bus trips offered	Very good	22%	4	35%	40	12%	3	18%	9	21%	21	14%	2	13%	1	24%	80
	Good	33%	6	40%	46	44%	11	36%	18	36%	37	21%	3	13%	1	37%	122
	Average	33%	6	17%	20	36%	9	36%	18	25%	25	57%	8	0%	0	26%	86
	Poor	11%	2	5%	6	0%	0	8%	4	16%	16	0%	0	13%	1	9%	29
	Very poor	0%	0	1%	1	4%	1	2%	1	0%	0	7%	1	0%	0	1%	4
	No opinion	0%	0	0%	0	0%	0	0%	0	1%	1	0%	0	0%	0	0%	1
	No response given	0%	0	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	10
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Travel time to and from Minneapolis	Very good	56%	10	54%	62	64%	16	52%	26	46%	47	71%	10	13%	1	52%	172
	Good	33%	6	35%	40	20%	5	40%	20	39%	40	14%	2	13%	1	34%	114
	Average	11%	2	8%	9	12%	3	6%	3	13%	13	14%	2	0%	0	10%	32
	Poor	0%	0	0%	0	0%	0	2%	1	0%	0	0%	0	13%	1	1%	2
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0

How would you rate the quality of each of the following?		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Reliability/on-time performance	No opinion	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	3%	3	4%	1	0%	0	2%	2	0%	0	63%	5	3%	11
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	44%	8	56%	64	48%	12	58%	29	51%	52	86%	12	25%	2	54%	179
	Good	39%	7	37%	42	40%	10	30%	15	34%	35	7%	1	13%	1	33%	111
	Average	17%	3	3%	4	8%	2	12%	6	10%	10	7%	1	0%	0	8%	26
	Poor	0%	0	2%	2	0%	0	0%	0	2%	2	0%	0	0%	0	1%	4
	Very poor	0%	0	0%	0	0%	0	0%	0	1%	1	0%	0	0%	0	0%	1
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	3	4%	1	0%	0	2%	2	0%	0	63%	5	3%	11
Value of service	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	50%	9	59%	68	68%	17	68%	34	57%	58	64%	9	25%	2	59%	197
	Good	50%	9	30%	35	24%	6	26%	13	37%	38	36%	5	13%	1	32%	107
	Average	0%	0	7%	8	4%	1	6%	3	4%	4	0%	0	0%	0	5%	16
	Poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	0	3%	4	4%	1	0%	0	2%	2	0%	0	63%	5	4%	12
Meets my travel needs	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
	Very good	44%	8	47%	54	44%	11	56%	28	42%	43	29%	4	13%	1	45%	149
	Good	39%	7	39%	45	40%	10	34%	17	41%	42	43%	6	25%	2	39%	129
	Average	17%	3	10%	11	8%	2	10%	5	12%	12	29%	4	0%	0	11%	37
	Poor	0%	0	2%	2	0%	0	0%	0	2%	2	0%	0	0%	0	1%	4
	Very poor	0%	0	0%	0	4%	1	0%	0	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	2%	2	4%	1	0%	0	3%	3	0%	0	63%	5	3%	11

How would you rate the quality of each of the following?		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Transit stations/Park-and-ride lots	Very good	11%	2	57%	65	52%	13	48%	24	58%	59	79%	11	25%	2	53%	176
	Good	33%	6	32%	37	28%	7	38%	19	38%	39	14%	2	13%	1	33%	111
	Average	11%	2	4%	5	8%	2	8%	4	2%	2	7%	1	0%	0	5%	16
	Poor	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	22%	4	3%	4	8%	2	6%	3	0%	0	0%	0	0%	0	4%	13
	No response given	22%	4	3%	3	4%	1	0%	0	2%	2	0%	0	63%	5	5%	15
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
Rider alert flyers	Very good	33%	6	43%	50	48%	12	40%	20	56%	57	79%	11	13%	1	47%	157
	Good	39%	7	34%	39	32%	8	40%	20	30%	31	14%	2	13%	1	33%	108
	Average	11%	2	11%	13	12%	3	10%	5	5%	5	7%	1	0%	0	9%	29
	Poor	0%	0	2%	2	0%	0	0%	0	0%	0	0%	0	0%	0	1%	2
	Very poor	0%	0	0%	0	0%	0	2%	1	0%	0	0%	0	0%	0	0%	1
	No opinion	11%	2	8%	9	4%	1	8%	4	7%	7	0%	0	13%	1	7%	24
	No response given	6%	1	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	3%	11
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
Transit website	Very good	28%	5	33%	38	48%	12	36%	18	46%	47	43%	6	13%	1	38%	127
	Good	33%	6	37%	43	28%	7	44%	22	33%	34	29%	4	13%	1	35%	117
	Average	17%	3	14%	16	12%	3	14%	7	10%	10	14%	2	13%	1	13%	42
	Poor	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	11%	2	13%	15	8%	2	6%	3	9%	9	14%	2	0%	0	10%	33
	No response given	11%	2	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	4%	12
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
Pocket schedule/Rider guide	Very good	28%	5	40%	46	52%	13	36%	18	48%	49	64%	9	25%	2	43%	142
	Good	28%	5	41%	47	24%	6	46%	23	36%	37	36%	5	13%	1	37%	124
	Average	17%	3	5%	6	12%	3	2%	1	4%	4	0%	0	0%	0	5%	17

How would you rate the quality of each of the following?	What route do you ride most often?															
	780		781		782		783		785		789		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Poor	0%	0	1%	1	0%	0	2%	1	0%	0	0%	0	0%	0	1%	2
Very poor	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	0
No opinion	17%	3	11%	13	8%	2	14%	7	10%	10	0%	0	0%	0	11%	35
No response given	11%	2	2%	2	4%	1	0%	0	2%	2	0%	0	63%	5	4%	12
<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>

Respondents were given a list of nine potential reasons they might use Maple Grove Transit and asked to mark their top two. Avoiding the stress of driving (60% of riders) and saving money on parking (48%) were cited as the most popular reasons. Convenience (31%) and employer fare subsidization (21%) were the next most common, followed by saving on automobile costs (15%), while saving travel time (11%), environmental motivations (8%), and not having a car (2% each for not owning a car or having one available) were less common.

All “other” responses appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

**Table 7: Question 7 Compared by Question 1**

What route do you ride most often?	What are the top <u>two</u> reasons you use Maple Grove Transit?																			
	Convenience		Environmental		Fare is subsidized by employer		Do not own a car		Car not available		Saves money on parking		Avoid stress of driving		Saves travel time		Saves money on automobile expenses		Other	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	35%	N=6	18%	N=3	35%	N=6	0%	N=0	0%	N=0	24%	N=4	65%	N=11	18%	N=3	6%	N=1	0%	N=0
781	32%	N=36	5%	N=5	21%	N=23	1%	N=1	4%	N=4	55%	N=61	55%	N=61	10%	N=11	14%	N=15	2%	N=2
782	35%	N=8	13%	N=3	35%	N=8	4%	N=1	0%	N=0	30%	N=7	61%	N=14	13%	N=3	4%	N=1	4%	N=1
783	32%	N=16	10%	N=5	22%	N=11	4%	N=2	2%	N=1	36%	N=18	64%	N=32	4%	N=2	24%	N=12	2%	N=1
785	24%	N=24	3%	N=3	18%	N=18	0%	N=0	2%	N=2	56%	N=56	64%	N=64	16%	N=16	17%	N=17	0%	N=0
789	50%	N=7	36%	N=5	0%	N=0	7%	N=1	0%	N=0	36%	N=5	43%	N=6	0%	N=0	21%	N=3	7%	N=1
No response given	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	50%	N=1	100%	N=2	50%	N=1	0%	N=0	0%	N=0
Overall	31%	N=97	8%	N=24	21%	N=66	2%	N=5	2%	N=7	48%	N=152	60%	N=190	11%	N=36	15%	N=49	2%	N=5

Totals exceed 100% as respondents could select more than one response.

Survey respondents were given an opportunity to describe in their own words the thing they most like about Maple Grove Transit and the thing they like least. Thirty-two percent of riders made positive comments related to the level, frequency or convenience of service and another 10% felt positively about both the reliability/dependability and the bus quality, cleanliness or features. Each remaining category was selected by 3% to 8% of respondents, and 20% declined to include a comment about what they like most.

All verbatim responses for this question appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

**Table 8: Question 8 Compared by Question 1**

What one thing do you like most about Maple Grove Transit?	What route do you ride most often?															
	780		781		782		783		785		789		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Level, frequency or convenience of service	44%	8	29%	33	40%	10	28%	14	36%	37	21%	3	0%	0	32%	105
Drivers, customer service, friendliness or safety	0%	0	9%	10	4%	1	8%	4	9%	9	0%	0	0%	0	7%	24
Reliability/dependability	6%	1	10%	11	20%	5	12%	6	9%	9	7%	1	0%	0	10%	33
Reduced stress or hassle by avoiding traffic/parking	6%	1	9%	10	8%	2	12%	6	5%	5	7%	1	0%	0	8%	25
Fast travel times/use of bus lanes	0%	0	4%	5	0%	0	4%	2	3%	3	7%	1	0%	0	3%	11
Saving money	6%	1	4%	5	4%	1	10%	5	2%	2	14%	2	0%	0	5%	16
Other	0%	0	3%	3	0%	0	0%	0	2%	2	0%	0	0%	0	2%	5
Bus quality, cleanliness or features	0%	0	7%	8	8%	2	10%	5	15%	15	21%	3	0%	0	10%	33
Parking/facilities	0%	0	5%	6	0%	0	4%	2	5%	5	7%	1	13%	1	5%	15
No response given	39%	7	21%	24	16%	4	12%	6	15%	15	14%	2	88%	7	20%	65
Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332

In response to the question about what riders like least about Maple Grove Transit, 33% identified general time/schedule limitations or requested more trips during a specific timeframe. Comments about bus cleanliness, comfort or temperature were the next most common (15%). Each other concern was cited by 4% to 8% of respondents and 17% did not make a comment.

All verbatim responses for this question appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

**Table 9: Question 9 Compared by Question 1**

What one thing do you like least about Maple Grove Transit?	What route do you ride most often?															
	780		781		782		783		785		789		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Time/schedule limitations	17%	3	12%	14	12%	3	18%	9	19%	19	21%	3	0%	0	15%	51
More trips desired: Midday/noon	0%	0	1%	1	0%	0	4%	2	2%	2	7%	1	0%	0	2%	6
More trips desired: Late evening	0%	0	10%	11	0%	0	8%	4	9%	9	7%	1	0%	0	8%	25
More trips desired: Early afternoon	6%	1	6%	7	4%	1	2%	1	2%	2	7%	1	0%	0	4%	13
More trips desired: Late morning	0%	0	2%	2	0%	0	2%	1	2%	2	0%	0	0%	0	2%	5
More trips desired: Early morning	6%	1	3%	4	0%	0	0%	0	1%	1	7%	1	0%	0	2%	7
Reliability, travel times or fareboxes	0%	0	5%	6	0%	0	4%	2	1%	1	14%	2	13%	1	4%	12
Capacity concerns	6%	1	7%	8	12%	3	4%	2	9%	9	7%	1	0%	0	7%	24
Cleanliness, comfort or temperature concerns	17%	3	14%	16	16%	4	20%	10	14%	14	14%	2	0%	0	15%	49
Driver concerns	11%	2	4%	5	8%	2	8%	4	9%	9	0%	0	0%	0	7%	22
Other	6%	1	6%	7	16%	4	8%	4	10%	10	7%	1	0%	0	8%	27
None	0%	0	3%	3	4%	1	10%	5	6%	6	0%	0	0%	0	5%	15
additional routes/locations	6%	1	4%	5	8%	2	6%	3	7%	7	0%	0	0%	0	5%	18
No response given	28%	5	23%	26	20%	5	6%	3	11%	11	7%	1	88%	7	17%	58
Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332



The survey listed eight possible service improvements and asked riders to evaluate them as “very,” “somewhat” or “not” important. Earlier p.m. bus trips to Maple Grove, later p.m. bus trips to Maple Grove and more mid-day buses to and from Minneapolis were seen by the most respondents as “very important” (33%, 36% and 39% of respondents, respectively). Cited as “not important” by the highest proportion of riders were earlier a.m. bus trips to Minneapolis (52%), more trips to and from the U of M (77%) and U of M Service (Rt. 789) during Summer Term (78%). No response was given by 7% to 11% across the potential service improvements.

Table 10: Question 10 Compared by Question 1

Please tell us how important the following service improvements would be to you:		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Earlier a.m. bus trips to Minneapolis	Very important	22%	4	18%	21	20%	5	18%	9	25%	25	7%	1	0%	0	20%	65
	Somewhat important	22%	4	22%	25	16%	4	18%	9	20%	20	14%	2	13%	1	20%	65
	Not important	44%	8	52%	60	56%	14	62%	31	49%	50	71%	10	13%	1	52%	174
	No response given	11%	2	8%	9	8%	2	2%	1	7%	7	7%	1	75%	6	8%	28
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Later a.m. bus trips to Minneapolis	Very important	22%	4	18%	21	28%	7	12%	6	20%	20	50%	7	13%	1	20%	66
	Somewhat important	17%	3	42%	48	32%	8	40%	20	47%	48	14%	2	0%	0	39%	129
	Not important	44%	8	32%	37	32%	8	44%	22	27%	28	36%	5	13%	1	33%	109
	No response given	17%	3	8%	9	8%	2	4%	2	6%	6	0%	0	75%	6	8%	28
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Earlier p.m. bus trips to Maple Grove	Very important	11%	2	25%	29	44%	11	36%	18	41%	42	43%	6	13%	1	33%	109
	Somewhat important	44%	8	41%	47	36%	9	42%	21	37%	38	7%	1	0%	0	37%	124
	Not important	28%	5	26%	30	12%	3	18%	9	18%	18	50%	7	13%	1	22%	73
	No response given	17%	3	8%	9	8%	2	4%	2	4%	4	0%	0	75%	6	8%	26
	Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332
Later p.m. bus trips to Maple Grove	Very important	28%	5	36%	41	36%	9	36%	18	37%	38	57%	8	0%	0	36%	119
	Somewhat important	39%	7	39%	45	40%	10	40%	20	36%	37	7%	1	13%	1	36%	121

Please tell us how important the following service improvements would be to you:		What route do you ride most often?															
		780		781		782		783		785		789		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
	Not important	22%	4	17%	20	16%	4	22%	11	22%	22	29%	4	13%	1	20%	66
	No response given	11%	2	8%	9	8%	2	2%	1	5%	5	7%	1	75%	6	8%	26
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
More mid-day buses to and from Minneapolis	Very important	22%	4	37%	42	48%	12	34%	17	47%	48	36%	5	13%	1	39%	129
	Somewhat important	44%	8	43%	50	32%	8	52%	26	39%	40	29%	4	13%	1	41%	137
	Not important	28%	5	12%	14	12%	3	12%	6	11%	11	36%	5	0%	0	13%	44
	No response given	6%	1	8%	9	8%	2	2%	1	3%	3	0%	0	75%	6	7%	22
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
More trips within the existing service hours	Very important	17%	3	17%	20	32%	8	30%	15	37%	38	14%	2	13%	1	26%	87
	Somewhat important	17%	3	42%	48	20%	5	36%	18	38%	39	36%	5	0%	0	36%	118
	Not important	44%	8	30%	35	36%	9	30%	15	21%	21	36%	5	13%	1	28%	94
	No response given	22%	4	10%	12	12%	3	4%	2	4%	4	14%	2	75%	6	10%	33
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
More trips to and from the U of M (Rt. 789)	Very important	0%	0	10%	11	0%	0	4%	2	4%	4	79%	11	0%	0	8%	28
	Somewhat important	0%	0	4%	5	4%	1	6%	3	2%	2	21%	3	0%	0	4%	14
	Not important	78%	14	76%	87	80%	20	86%	43	87%	89	0%	0	25%	2	77%	255
	No response given	22%	4	10%	12	16%	4	4%	2	7%	7	0%	0	75%	6	11%	35
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>
U of M Service (Rt. 789) during Summer Term	Very important	0%	0	4%	5	0%	0	6%	3	4%	4	71%	10	0%	0	7%	22
	Somewhat important	0%	0	10%	11	0%	0	4%	2	2%	2	7%	1	0%	0	5%	16
	Not important	78%	14	76%	87	84%	21	86%	43	88%	90	21%	3	25%	2	78%	260
	No response given	22%	4	10%	12	16%	4	4%	2	6%	6	0%	0	75%	6	10%	34
	<b>Total</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>115</b>	<b>100%</b>	<b>25</b>	<b>100%</b>	<b>50</b>	<b>100%</b>	<b>102</b>	<b>100%</b>	<b>14</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>332</b>

Riders participating in the survey described in their own words the single most important improvement they thought Maple Grove Transit could make to better the system. Expanding capacity or adding trips at different times of day were options suggested by 34% of respondents and 23% did not write in a potential improvement. Convenience/customer service improvements were mentioned by 11% of respondents and 10% indicated they’d like to see more routes or locations.

All verbatim responses for this question appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

Table 11: Question 11 Compared by Question 1

What do you think is the single most important improvement Maple Grove Transit could make to better the system?	What route do you ride most often?															
	780		781		782		783		785		789		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Expanding capacity	6%	1	3%	4	0%	0	4%	2	4%	4	0%	0	0%	0	3%	11
More trips desired: Late morning	6%	1	5%	6	4%	1	4%	2	4%	4	0%	0	0%	0	4%	14
More trips desired: Midday to early afternoon	0%	0	8%	9	4%	1	6%	3	9%	9	7%	1	13%	1	7%	24
More trips desired: Afternoon or evening	0%	0	3%	4	0%	0	10%	5	7%	7	0%	0	0%	0	5%	16
More trips desired: general	17%	3	14%	16	28%	7	8%	4	15%	15	29%	4	0%	0	15%	49
Convenience/customer service improvements	6%	1	9%	10	16%	4	16%	8	15%	15	0%	0	0%	0	11%	38
Bus improvements/new buses	6%	1	6%	7	4%	1	10%	5	6%	6	0%	0	0%	0	6%	20
Value/fare considerations	0%	0	1%	1	0%	0	0%	0	2%	2	0%	0	0%	0	1%	3
Facilities/amenities improvements	6%	1	4%	5	4%	1	6%	3	6%	6	0%	0	0%	0	5%	16
additional routes/locations	11%	2	14%	16	4%	1	4%	2	7%	7	29%	4	0%	0	10%	32
Other	6%	1	3%	3	0%	0	6%	3	3%	3	0%	0	0%	0	3%	10
None	6%	1	6%	7	0%	0	8%	4	7%	7	29%	4	0%	0	7%	23
No response given	33%	6	23%	27	36%	9	18%	9	17%	17	7%	1	88%	7	23%	76
Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332

Five potential trip reasons were listed for respondents to identify their primary reason on the day they took the survey. Overall, commuting to and from work was cited by 92% of respondents, commuting to and from school by 2% and 0% for the other three options. Twenty-nine percent of route 789 riders reported commuting to and from school as their primary purpose.

Respondents had the opportunity to write-in an “other” reason but no one opted to write-in a response.

**Table 12: Question 12 Compared by Question 1**

What route do you ride most often?	What is your primary reason for using Maple Grove Transit?															
	Commuting to and from work		Shopping/dining		Social/entertainment		Commuting to and from school		Medical		Other		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	94%	N=17	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	6%	N=1	100%	N=18
781	91%	N=105	1%	N=1	0%	N=0	3%	N=4	0%	N=0	0%	N=0	4%	N=5	100%	N=115
782	92%	N=23	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	8%	N=2	100%	N=25
783	100%	N=50	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=50
785	98%	N=100	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	2%	N=2	100%	N=102
789	64%	N=9	0%	N=0	0%	N=0	29%	N=4	0%	N=0	0%	N=0	7%	N=1	100%	N=14
No response given	25%	N=2	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	75%	N=6	100%	N=8
Overall	92%	N=306	0%	N=1	0%	N=0	2%	N=8	0%	N=0	0%	N=0	5%	N=17	100%	N=332

Transit riders were asked whether a personal vehicle was an option for them. Overall, 86% said yes and 7% said no. Route 780 had slightly lower rates of vehicle availability (78% of riders) while route 785 had the highest (92%).

Table 13: Question 13 Compared by Question 1

What route do you ride most often?	Do you have the option to use a personal vehicle to make your bus trip?							
	Yes		No		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	78%	N=14	17%	N=3	6%	N=1	100%	N=18
781	86%	N=99	7%	N=8	7%	N=8	100%	N=115
782	84%	N=21	8%	N=2	8%	N=2	100%	N=25
783	88%	N=44	12%	N=6	0%	N=0	100%	N=50
785	92%	N=94	4%	N=4	4%	N=4	100%	N=102
789	86%	N=12	7%	N=1	7%	N=1	100%	N=14
No response given	25%	N=2	0%	N=0	75%	N=6	100%	N=8
Overall	86%	N=286	7%	N=24	7%	N=22	100%	N=332

The survey asked about respondents’ bus or train transferring on the day of the survey. Twelve percent reported transferring or planning to transfer, and those who most often ride routes 785 reported the highest rate of planning to transfer (15% “yes”) followed by routes 782 and 783 (both 12% “yes”).

All responses for “route # or rail line” appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

**Table 14: Question 14 Compared by Question 1**

What route do you ride most often?	Will you transfer to another bus or train as part of your trip today?							
	No		Yes (Route # or rail line)		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	78%	N=14	11%	N=2	11%	N=2	100%	N=18
781	83%	N=95	10%	N=12	7%	N=8	100%	N=115
782	80%	N=20	12%	N=3	8%	N=2	100%	N=25
783	86%	N=43	12%	N=6	2%	N=1	100%	N=50
785	83%	N=85	15%	N=15	2%	N=2	100%	N=102
789	86%	N=12	7%	N=1	7%	N=1	100%	N=14
No response given	25%	N=2	0%	N=0	75%	N=6	100%	N=8
Overall	82%	N=271	12%	N=39	7%	N=22	100%	N=332

Riders who had contacted Maple Grove Transit with a question, comment, complaint or suggestion were able to indicate that on the survey and evaluate the handling of the inquiry. Twenty-one percent had contact with Maple Grove Transit, and those respondents gave positive assessments, with 45% saying the handling was “very good,” 23% “good,” 12% “average,” 10% “poor” and 3% “very poor.” Seven percent indicated they had “no opinion.”

Table 15: Question 15 Compared by Question 1

What route do you ride most often?	In the past six months, did you place a phone call, write a letter, or send an email regarding a Maple Grove Transit question, comment, complaint and/or suggestion?									
	Yes		No		Unsure		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	22%	N=4	67%	N=12	6%	N=1	6%	N=1	100%	N=18
781	22%	N=25	69%	N=79	5%	N=6	4%	N=5	100%	N=115
782	20%	N=5	68%	N=17	4%	N=1	8%	N=2	100%	N=25
783	30%	N=15	66%	N=33	4%	N=2	0%	N=0	100%	N=50
785	19%	N=19	79%	N=81	0%	N=0	2%	N=2	100%	N=102
789	7%	N=1	79%	N=11	7%	N=1	7%	N=1	100%	N=14
No response given	0%	N=0	25%	N=2	0%	N=0	75%	N=6	100%	N=8
Overall	21%	N=69	71%	N=235	3%	N=11	5%	N=17	100%	N=332

Table 16: Question 16 Compared by Question 1

What route do you ride most often?	If yes to the above question, was your inquiry handled to your satisfaction?													
	Very good		Good		Average		Poor		Very poor		No opinion		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	75%	N=3	0%	N=0	25%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=4
781	48%	N=12	24%	N=6	12%	N=3	8%	N=2	8%	N=2	0%	N=0	100%	N=25
782	60%	N=3	20%	N=1	0%	N=0	0%	N=0	0%	N=0	20%	N=1	100%	N=5
783	33%	N=5	27%	N=4	13%	N=2	7%	N=1	0%	N=0	20%	N=3	100%	N=15
785	37%	N=7	26%	N=5	11%	N=2	21%	N=4	0%	N=0	5%	N=1	100%	N=19
789	100%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=1
No response given	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0
Overall	45%	N=31	23%	N=16	12%	N=8	10%	N=7	3%	N=2	7%	N=5	100%	N=69

Asked only of those who reported contacting Maple Grove Transit in the six months preceding the survey.

Familiarity with and use of the Guaranteed Ride Home Program and Maple Grove Transit email "rider alerts" was gauged on the survey. Eighteen percent of riders were not aware of the Guaranteed Ride Home Program and 15% were not aware of the rider alerts. Awareness without use was 44% for the Guaranteed Ride Home Program and 18% for rider alerts. Registration in the Guaranteed Ride Home Program was 33% and 61% said they receive rider alerts.

Table 17: Question 17 Compared by Question 1

What route do you ride most often?	Which best describes your awareness of the Guaranteed Ride Home Program?									
	Not aware of the program		Aware of the program, but not registered to use it		Aware and registered to use		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	17%	N=3	56%	N=10	22%	N=4	6%	N=1	100%	N=18
781	18%	N=21	43%	N=49	34%	N=39	5%	N=6	100%	N=115
782	12%	N=3	48%	N=12	32%	N=8	8%	N=2	100%	N=25
783	22%	N=11	40%	N=20	38%	N=19	0%	N=0	100%	N=50
785	16%	N=16	47%	N=48	34%	N=35	3%	N=3	100%	N=102
789	29%	N=4	43%	N=6	21%	N=3	7%	N=1	100%	N=14
No response given	13%	N=1	13%	N=1	0%	N=0	75%	N=6	100%	N=8
Overall	18%	N=59	44%	N=146	33%	N=108	6%	N=19	100%	N=332

Table 18: Question 18 Compared by Question 1

What route do you ride most often?	Which best describes your awareness that Maple Grove Transit sends “rider alerts” via email?									
	Not aware of email “rider alerts”		Aware of email “rider alerts,” but not signed up to receive them		Aware and currently receive email “rider alerts”		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	6%	N=1	11%	N=2	78%	N=14	6%	N=1	100%	N=18
781	14%	N=16	17%	N=20	63%	N=73	5%	N=6	100%	N=115
782	8%	N=2	16%	N=4	64%	N=16	12%	N=3	100%	N=25
783	22%	N=11	18%	N=9	60%	N=30	0%	N=0	100%	N=50
785	13%	N=13	21%	N=21	65%	N=66	2%	N=2	100%	N=102
789	43%	N=6	29%	N=4	21%	N=3	7%	N=1	100%	N=14
No response given	13%	N=1	13%	N=1	0%	N=0	75%	N=6	100%	N=8
Overall	15%	N=50	18%	N=61	61%	N=202	6%	N=19	100%	N=332



Perspectives on bus fare levels were rated as “too high,” “just right” or “too low.” Bus fare was seen as “just right” by 88%, “too high” by 7% and “too low” by one respondent, representing zero percent. Five percent of respondents did not give a response.

Table 19: Question 19 Compared by Question 1

What route do you ride most often?	Do you think your bus fare is priced...									
	Too high		Just right		Too low		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	6%	N=1	89%	N=16	0%	N=0	6%	N=1	100%	N=18
781	7%	N=8	88%	N=101	0%	N=0	5%	N=6	100%	N=115
782	0%	N=0	88%	N=22	4%	N=1	8%	N=2	100%	N=25
783	16%	N=8	84%	N=42	0%	N=0	0%	N=0	100%	N=50
785	5%	N=5	93%	N=95	0%	N=0	2%	N=2	100%	N=102
789	0%	N=0	93%	N=13	0%	N=0	7%	N=1	100%	N=14
No response given	0%	N=0	25%	N=2	0%	N=0	75%	N=6	100%	N=8
Overall	7%	N=22	88%	N=291	0%	N=1	5%	N=18	100%	N=332

Riders were asked which style of Maple Grove bus they prefer to ride and given a photo of each type. About two-thirds (64%) preferred the coach-style while only 19% preferred the articulated (long) bus and 11% preferred a standard transit bus. Riders of route 781 were more likely to prefer the articulated (long) bus.

Table 20: Question 20 Compared by Question 1

What route do you ride most often?	Which style of Maple Grove bus do you prefer to ride:									
	A: Standard transit bus		B: Coach-style		C: Articulated (long) bus		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	67%	N=12	22%	N=4	0%	N=0	11%	N=2	100%	N=18
781	4%	N=5	59%	N=68	31%	N=36	5%	N=6	100%	N=115
782	16%	N=4	60%	N=15	12%	N=3	12%	N=3	100%	N=25
783	10%	N=5	90%	N=45	0%	N=0	0%	N=0	100%	N=50
785	6%	N=6	71%	N=72	21%	N=21	3%	N=3	100%	N=102
789	29%	N=4	43%	N=6	14%	N=2	14%	N=2	100%	N=14
No response given	13%	N=1	13%	N=1	0%	N=0	75%	N=6	100%	N=8
Overall	11%	N=37	64%	N=211	19%	N=62	7%	N=22	100%	N=332

Seventy-seven percent of riders used the free WiFi service on the coach buses during its trial period at least sometimes. Half of route 780 riders were not aware of the service. Those who used the service at least sometimes gave mixed reviews to the quality of the service. About 37% gave an “average” rating while similar percentages gave “very good” or “good” ratings (31%) as did those who gave “poor” or “very poor” ratings (33%).

Table 21: Question 21 Compared by Question 1

What route do you ride most often?	Did you use the free WiFi service on the coach buses during its trial period?									
	Yes, most of the time		Yes, sometimes		Was not aware of the service		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	11%	N=2	33%	N=6	50%	N=9	6%	N=1	100%	N=18
781	24%	N=28	53%	N=61	16%	N=18	7%	N=8	100%	N=115
782	32%	N=8	48%	N=12	8%	N=2	12%	N=3	100%	N=25
783	26%	N=13	62%	N=31	6%	N=3	6%	N=3	100%	N=50
785	22%	N=22	60%	N=61	11%	N=11	8%	N=8	100%	N=102
789	29%	N=4	43%	N=6	21%	N=3	7%	N=1	100%	N=14
No response given	13%	N=1	13%	N=1	13%	N=1	63%	N=5	100%	N=8
Overall	23%	N=78	54%	N=178	14%	N=47	9%	N=29	100%	N=332

Table 22: Question 21b Compared by Question 1

What route do you ride most often?	Please rate the quality of the WiFi service:											
	Very good		Good		Average		Poor		Very poor		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	50%	N=4	38%	N=3	13%	N=1	0%	N=0	100%	N=8
781	9%	N=8	23%	N=20	41%	N=36	22%	N=19	6%	N=5	100%	N=88
782	0%	N=0	45%	N=9	50%	N=10	5%	N=1	0%	N=0	100%	N=20
783	2%	N=1	18%	N=8	27%	N=12	36%	N=16	16%	N=7	100%	N=44
785	4%	N=3	22%	N=18	38%	N=31	30%	N=25	6%	N=5	100%	N=82
789	22%	N=2	33%	N=3	11%	N=1	33%	N=3	0%	N=0	100%	N=9
No response given	0%	N=0	100%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=1
Overall	6%	N=14	25%	N=63	37%	N=93	26%	N=65	7%	N=17	100%	N=252

Asked only of those who reported using the free WiFi at least sometimes during its trial period.

Sixty percent of riders were “very unlikely” to follow the Maple Grove Transit Twitter account if one existed. Riders of route 782 gave the highest “very likely” rating, but this rating was only 16%.

Table 23: Question 22 Compared by Question 1

What route do you ride most often?	If Maple Grove Transit had a Twitter account how likely or unlikely would you be to follow it?											
	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	6%	N=1	6%	N=1	83%	N=15	6%	N=1	100%	N=18
781	11%	N=13	22%	N=25	10%	N=11	52%	N=60	5%	N=6	100%	N=115
782	16%	N=4	16%	N=4	16%	N=4	40%	N=10	12%	N=3	100%	N=25
783	6%	N=3	16%	N=8	10%	N=5	68%	N=34	0%	N=0	100%	N=50
785	8%	N=8	11%	N=11	10%	N=10	68%	N=69	4%	N=4	100%	N=102
789	7%	N=1	21%	N=3	7%	N=1	57%	N=8	7%	N=1	100%	N=14
No response given	0%	N=0	0%	N=0	0%	N=0	25%	N=2	75%	N=6	100%	N=8
Overall	9%	N=29	16%	N=52	10%	N=32	60%	N=198	6%	N=21	100%	N=332

About 8 in 10 riders would be “very likely” to recommend Maple Grove Transit to someone who asks and an additional 1 in 10 would be “somewhat likely.”

Table 24: Question 23 Compared by Question 1

What route do you ride most often?	How likely or unlikely are you to recommend our service to someone who asks?											
	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	78%	N=14	11%	N=2	6%	N=1	0%	N=0	6%	N=1	100%	N=18
781	78%	N=90	16%	N=18	0%	N=0	2%	N=2	4%	N=5	100%	N=115
782	84%	N=21	4%	N=1	0%	N=0	0%	N=0	12%	N=3	100%	N=25
783	94%	N=47	6%	N=3	0%	N=0	0%	N=0	0%	N=0	100%	N=50
785	82%	N=84	11%	N=11	2%	N=2	1%	N=1	4%	N=4	100%	N=102
789	93%	N=13	0%	N=0	0%	N=0	0%	N=0	7%	N=1	100%	N=14
No response given	25%	N=2	0%	N=0	0%	N=0	0%	N=0	75%	N=6	100%	N=8
Overall	82%	N=271	11%	N=35	1%	N=3	1%	N=3	6%	N=20	100%	N=332

Respondents provided information about themselves on the survey, including their city of residence, racial/ethnic background, age, gender, income and language spoken at home.

- Maple Grove was the most common city of residence, with 60% of responses. Each remaining city was identified by 1% to 9% of respondents. All “other” responses appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.
- Most respondents were Caucasian/White (77%). Two percent said they were African American/Black, one percent each said they were American Indian and Hispanic; 4% selected Asian and 15% skipped the question or indicated that they prefer not to answer.
- The age of survey respondents primarily fell between 25 and 64; 1% were under 18, 3% were 18-24, 14% were 25-34, 17% were 35-44, 31% were 45-54, 23% were 55-64 and 3% were 65 or older (9% did not answer the question).
- Fifty-four percent of riders identified as female, 37% identified as male and 8% did not respond to this question. Respondents had the opportunity to write-in an “other” gender identity but no one opted to write-in a response.
- In response to the survey question about family income, 28% did not know, preferred not to say or did not select any response. Zero percent of riders had an income lower than \$25,000, 5% were \$25,000-\$49,999, 21% were \$50,000-\$99,999 and 47% had income of \$100,000 or more.
- English was reported by 91% of riders as the primary language spoken at home. All “other” responses appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.
- Ninety percent of riders indicated they do not consider themselves to have a disability, 2% said they did and 8% did not give a response.

Table 25: Question D1 Compared by Question 1

What City do you live in?	What route do you ride most often?															
	780		781		782		783		785		789		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Maple Grove	89%	16	70%	81	68%	17	96%	48	24%	24	79%	11	13%	1	60%	198
St. Michael	0%	0	1%	1	0%	0	0%	0	15%	15	7%	1	13%	1	5%	18
Rogers	0%	0	3%	4	0%	0	0%	0	25%	25	0%	0	0%	0	9%	29
Plymouth	6%	1	4%	5	0%	0	2%	1	0%	0	0%	0	0%	0	2%	7
Albertville	0%	0	3%	3	0%	0	0%	0	7%	7	0%	0	0%	0	3%	10
Ostego	0%	0	2%	2	0%	0	2%	1	5%	5	0%	0	0%	0	2%	8
Champlin	0%	0	2%	2	20%	5	0%	0	0%	0	7%	1	0%	0	2%	8
Brooklyn Park	0%	0	1%	1	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1
Monticello	0%	0	0%	0	0%	0	0%	0	4%	4	0%	0	0%	0	1%	4
Hanover	0%	0	1%	1	0%	0	0%	0	7%	7	0%	0	0%	0	2%	8
Corcoran	0%	0	0%	0	0%	0	0%	0	4%	4	0%	0	0%	0	1%	4
Osseo	0%	0	3%	3	0%	0	0%	0	1%	1	0%	0	0%	0	1%	4
Other	0%	0	5%	6	0%	0	0%	0	6%	6	0%	0	0%	0	4%	12
No response given	6%	1	5%	6	12%	3	0%	0	4%	4	7%	1	75%	6	6%	21
Total	100%	18	100%	115	100%	25	100%	50	100%	102	100%	14	100%	8	100%	332

Table 26: Question D2 Compared by Question 1

What route do you ride most often?	Which best describes your racial or ethnic background?																	
	African American/Black		American Indian		Asian		Caucasian/White		Hispanic/Latino		Other		Prefer not to answer		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	6%	N=1	0%	N=0	78%	N=14	0%	N=0	0%	N=0	11%	N=2	6%	N=1	100%	N=18
781	2%	N=2	0%	N=0	6%	N=7	78%	N=90	2%	N=2	0%	N=0	6%	N=7	6%	N=7	100%	N=115
782	4%	N=1	4%	N=1	4%	N=1	76%	N=19	0%	N=0	0%	N=0	0%	N=0	12%	N=3	100%	N=25
783	0%	N=0	0%	N=0	4%	N=2	76%	N=38	2%	N=1	0%	N=0	18%	N=9	0%	N=0	100%	N=50
785	3%	N=3	0%	N=0	2%	N=2	82%	N=84	0%	N=0	0%	N=0	9%	N=9	4%	N=4	100%	N=102
789	7%	N=1	0%	N=0	0%	N=0	71%	N=10	0%	N=0	0%	N=0	7%	N=1	14%	N=2	100%	N=14
No response given	0%	N=0	0%	N=0	0%	N=0	25%	N=2	0%	N=0	0%	N=0	0%	N=0	75%	N=6	100%	N=8
Total	2%	N=7	1%	N=2	4%	N=12	77%	N=257	1%	N=3	0%	N=0	8%	N=28	7%	N=23	100%	N=332

Table 27: Question D3 Compared by Question 1

What route do you ride most often?	In which category is your age?																	
	Under 18		18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 or older		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	0%	N=0	11%	N=2	22%	N=4	17%	N=3	22%	N=4	6%	N=1	22%	N=4	100%	N=18
781	1%	N=1	3%	N=3	18%	N=21	13%	N=15	32%	N=37	23%	N=27	3%	N=3	7%	N=8	100%	N=115
782	0%	N=0	0%	N=0	4%	N=1	20%	N=5	32%	N=8	28%	N=7	4%	N=1	12%	N=3	100%	N=25
783	0%	N=0	4%	N=2	12%	N=6	16%	N=8	38%	N=19	22%	N=11	6%	N=3	2%	N=1	100%	N=50
785	0%	N=0	2%	N=2	15%	N=15	23%	N=23	33%	N=34	23%	N=23	1%	N=1	4%	N=4	100%	N=102
789	7%	N=1	14%	N=2	14%	N=2	7%	N=1	7%	N=1	29%	N=4	0%	N=0	21%	N=3	100%	N=14
No response given	0%	N=0	0%	N=0	0%	N=0	13%	N=1	0%	N=0	13%	N=1	0%	N=0	75%	N=6	100%	N=8
Total	1%	N=2	3%	N=9	14%	N=47	17%	N=57	31%	N=102	23%	N=77	3%	N=9	9%	N=29	100%	N=332

Table 28: Question D4 Compared by Question 1

What route do you ride most often?	What gender do you identify as:									
	Female		Male		Other:		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	72%	N=13	17%	N=3	0%	N=0	11%	N=2	100%	N=18
781	51%	N=59	42%	N=48	0%	N=0	7%	N=8	100%	N=115
782	40%	N=10	48%	N=12	0%	N=0	12%	N=3	100%	N=25
783	46%	N=23	52%	N=26	0%	N=0	2%	N=1	100%	N=50
785	65%	N=66	30%	N=31	1%	N=1	4%	N=4	100%	N=102
789	57%	N=8	21%	N=3	0%	N=0	21%	N=3	100%	N=14
No response given	13%	N=1	13%	N=1	0%	N=0	75%	N=6	100%	N=8
Total	54%	N=180	37%	N=124	0%	N=1	8%	N=27	100%	N=332

Table 29: Question D5 Compared by Question 1

What route do you ride most often?	Approximately what was your family's total income last year?															
	Less than \$25,000		\$25,000 to \$49,999		\$50,000 to \$99,999		\$100,000 or more		Don't know		Prefer not to answer		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	0%	N=0	33%	N=6	33%	N=6	0%	N=0	17%	N=3	17%	N=3	100%	N=18
781	0%	N=0	5%	N=6	21%	N=24	50%	N=58	1%	N=1	14%	N=16	9%	N=10	100%	N=115
782	0%	N=0	4%	N=1	24%	N=6	48%	N=12	0%	N=0	8%	N=2	16%	N=4	100%	N=25
783	2%	N=1	4%	N=2	16%	N=8	52%	N=26	0%	N=0	26%	N=13	0%	N=0	100%	N=50
785	0%	N=0	5%	N=5	23%	N=23	46%	N=47	0%	N=0	23%	N=23	4%	N=4	100%	N=102
789	0%	N=0	7%	N=1	21%	N=3	36%	N=5	7%	N=1	7%	N=1	21%	N=3	100%	N=14
No response given	0%	N=0	0%	N=0	0%	N=0	13%	N=1	0%	N=0	13%	N=1	75%	N=6	100%	N=8
Total	0%	N=1	5%	N=15	21%	N=70	47%	N=155	1%	N=2	18%	N=59	9%	N=30	100%	N=332

Table 30: Question D6 Compared by Question 1

What route do you ride most often?	What is the primary language spoken in your household?																	
	English		Spanish		Chinese		Japanese		Russian		Vietnamese		Other		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	89%	N=16	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	11%	N=2	100%	N=18
781	91%	N=105	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	3%	N=3	6%	N=7	100%	N=115
782	88%	N=22	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	12%	N=3	100%	N=25
783	96%	N=48	2%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	2%	N=1	0%	N=0	100%	N=50
785	95%	N=97	0%	N=0	1%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	4%	N=4	100%	N=102
789	86%	N=12	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	14%	N=2	100%	N=14
No response given	25%	N=2	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	75%	N=6	100%	N=8
Total	91%	N=302	0%	N=1	0%	N=1	0%	N=0	0%	N=0	0%	N=0	1%	N=4	7%	N=24	100%	N=332

Table 31: Question D7 Compared by Question 1

What route do you ride most often?	Do you consider yourself to have a disability?							
	Yes		No		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	0%	N=0	89%	N=16	11%	N=2	100%	N=18
781	3%	N=4	90%	N=103	7%	N=8	100%	N=115
782	4%	N=1	84%	N=21	12%	N=3	100%	N=25
783	2%	N=1	98%	N=49	0%	N=0	100%	N=50
785	2%	N=2	94%	N=96	4%	N=4	100%	N=102
789	0%	N=0	86%	N=12	14%	N=2	100%	N=14
No response given	0%	N=0	25%	N=2	75%	N=6	100%	N=8
Total	2%	N=8	90%	N=299	8%	N=25	100%	N=332



The final survey question was a place for any last comments on Maple Grove Transit in respondents’ own words. The biggest category of comments was generally positive feedback about Maple Grove Transit (35% of respondents), followed by facilities (19%), buses (17%), scheduling (11%), drivers (7%), scheduling (4%), capacity (3%) and a mix of “other” ungrouped comments (7%). Eleven percent said they did not have any comments or did not write anything in the space allowed. All verbatim responses for this question appear verbatim in *Appendix A: Verbatim Responses to Open-ended Survey Question*.

Table 32: Question D8 Compared by Question 1

What route do you ride most often?	Are there any other things that you like to comment on regarding Maple Grove Transit?															
	Scheduling		About buses		About capacity		About drivers		General positive comments		About facilities		Other		No/none	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
780	14%	N=1	29%	N=2	14%	N=1	29%	N=2	14%	N=1	14%	N=1	14%	N=1	14%	N=1
781	17%	N=8	15%	N=7	2%	N=1	6%	N=3	38%	N=18	17%	N=8	6%	N=3	13%	N=6
782	18%	N=2	27%	N=3	0%	N=0	0%	N=0	27%	N=3	0%	N=0	18%	N=2	27%	N=3
783	8%	N=2	28%	N=7	0%	N=0	4%	N=1	44%	N=11	16%	N=4	0%	N=0	4%	N=1
785	6%	N=3	8%	N=4	6%	N=3	10%	N=5	33%	N=17	27%	N=14	8%	N=4	10%	N=5
789	13%	N=1	25%	N=2	0%	N=0	0%	N=0	25%	N=2	13%	N=1	13%	N=1	13%	N=1
No response given	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0
Overall	11%	N=17	17%	N=25	3%	N=5	7%	N=11	35%	N=52	19%	N=28	7%	N=11	11%	N=17

Totals exceed 100% as respondents could select more than one response.

## Appendix A: Verbatim Responses to Open-ended Survey Questions

The following are verbatim responses to open-ended questions on the survey. Because these responses were written by survey participants, they are presented here in verbatim form, including any typographical, grammar or other mistakes. Within each question the responses are in alphabetical order.

### Question 2: “other” responses

- west eagle lake/my driveway

### Question 2: On a street (list closest intersection):

- 101 and 82 Ave N
- 101st and Boundary Creek Terrace
- 101st and Valley Forge Lane
- 101st and Valley Forge Ln
- 101st Ave & Valley Forge Ln
- 104 West Eagle Lake Drive
- 105th and Nathan Lane
- 106th St and Nathan Lane
- 109th
- 73 east fish lake
- 78th and E Fish Lake
- 86th Ave
- 87th and Elm Creek Blvd
- 87th Ave & Dunkirk
- 89th & Dunkirk
- 89th & Inland Lane No
- 89th and 101
- 89th and Dunkirk Lane
- 89th and Olive Lane
- 89th ave & pineview ln
- 89th Ave North and Shadyview Ln N
- 89th Ave. & Pineview Ln
- 91 St N and Forestview Lane
- 91st & Forestview
- 91St N & Forestview Lane N
- 95 & revere ln
- 99th & Revere
- 99th place & Revere
- Balsam Ln N and Eagle Lake Dr
- Bass lake and Peony Lane
- Bass lake rd & east fish lake rd
- Bass Lake Rd and Vagabond Ln. N
- Bell
- Dunkirk & 87th
- Dunkirk and 87th Ave N
- Dunkirk and Bass Lake Road
- dunkirk and weaver lake
- Dunkirk and Weaver Lake Rd
- East Fish Lake Road
- East Fish Lake Road

- forestview and 91st
- Hemlock & E Fish Lake Rd
- Nathan & 107th Ave. N.
- Shadyview and 89th
- W Eagle Lake Dr horseshoe
- W Eagle Lk Dr & W Eatle Lk Dr
- Weaver & Dunkirk
- Weaver Lake & Dunkirk
- Weaver Lake Road
- Weaver Lake Road and Elm Creek Blvd
- Weaver Lake Road and Shadow Creek Rd
- Weaver lake Road& Shadow Creek
- Weaver Lake/Elm Creek Blvd
- West Eagle Lake Drive
- West Fish Lake Road and 79th Ave
- Zachary and 109th Ave
- Zachary Ln and 98th Ave N

### **Question 7: “other” responses**

- I don't want to drive downtown or pay for parking.
- I work in mpls.& I don't drive.
- more efficient use of commuting time: reading
- safety -- I feel safer using MG transit than driving myself, especially during bad weather
- the # of buses MG offers

### **Question 12: “other” responses**

NONE

### **Question 14: Yes (Route # or rail line:)**

- #7 , sometimes I take the rail line to #2
- 14
- 3A/B to the U of M
- 5
- 5 or 39
- 649
- 781 at 4:20 from lightrail from U of M
- 783/788
- 785
- 9
- 94
- 94
- 94
- 94
- blue line
- Blue or Green light rail
- Blue or Green line
- Blue or green line
- Blue or green line from Hennepin to us bank stadium.
- Blue/Green
- blue/green line

- Green
- Green line
- Green line
- Green line
- green line
- green line light rail
- green line to the 87
- green line train
- Green or Blue through Downtown
- greenline
- Light rail
- light rail
- Light rail
- Route #7
- Train
- Train down to stadium when cold or raining
- Yes- green line

**Question D1: “other” responses**

- Buffalo
- Buffalo
- BUFFALO
- Dayton
- Dayton
- Dayton
- Elk river
- Elk River
- Greenfield
- Hanover
- new hope
- Robbinsdale

**Question D4: “other” responses**

NONE

**Question D6: “other” responses**

- American Sign
- Arabic and English
- Hindi
- Turkish

**Questions 8, 9, 11 and D8 responses**

ID	Q8	Q9	Q11	D8
1				
2				
3	7:00 AM bus have comfortable seats.	The Wi-Fi doesn't seem to always work on the larger buses	Offer more mid day times to route, even if only one bus every hour or so.	Thank you for the opportunity to comment
4				
5				
6				
7		1/2 hour breaks between routes to and from on the 783 make it a little less convenient	??	
8	781 has a lot of options		789 operation during Summer time.	
9				
10				Please remind folks to not talk on the phone ALL THE WAY TO OR FROM DOWNTOWN - There have been many instances lately where people are talking away during the entire trip. A few minute calls here and there may be necessary but half-hour conversations are not.
11	781 has frequent trips during rush hour.	780 route only runs 3 times each morning/afternoon. Due to this, I have to go to the transit station instead of riding the route down my street.	A bus that departs later than 8:30am from MG	No comment.
12	781 is reliable and I like the tour bus style buses	783 - to few times in the afternoon leaving Minneapolis for Maple Grove.	A couple more mid day trips.	
13	Always on time and the number of trips available.	785 could use a 5:15 route northbound when ridership allows. 5 / 5:30 / 6:00 is a little of a stretch. I notice 781/781A buses a little "overly" convenient to get to main transit station. Don't get me wrong, I very much appreciated it when you went to southbound 10 minute pickup times vs the 15 minute intervals.	A more detailed survey to let you know my true opinions of how you can improve Maple Grove transit.	
14				

ID	Q8	Q9	Q11	D8
15	Always on time.	789 does not have a lot of options	a rider text notification system to alert when buses/routes are delayed or full. Especially in the winter, I've had several times buses have just driven by because they were full and could not pick up any more passengers. Would be nice to know, not to continue to freeze outside or walk to a different pick up spot.	Not at this time
16		789 not operating during Summer break. Requesting at least one (back/forth) per day.	A route could be added providing service to the new Wells Fargo campus.	
17	amount of option times in the morning	a trip around 1/1:30 pm	A route that continues near downtown east, near the stadium and new Wells Fargo buildings.	Any way to serve the east end of downtown would be appreciated. Also Plymouth would do well to look at how you operate. Although I live in Plymouth and I can walk to a bus stop, it is much more convenient for me to drive two miles to your park and ride. The Plymouth park and rides should be located closer to the main highways to allow for better express experience. An express ride to and from Plymouth is not express. You can tell them I said that!
18		After work having to wait 15 minutes for bus	Actually, I am very happy and would like to congratulate you and members of the team.	
19	arrive downtown very quickly	all is good	Add 1 earlier bus trip from Maple grove to MSP. Arrive in MSP by 6am. Thank you for this service.	
20	Availability of bus's to and from Minneapolis	always cold!	Add 1 later AM trip, maybe 9:00PM and 1 earlier PM trip, maybe 1:00PM.	

ID	Q8	Q9	Q11	D8
21	Availability of service	Anyone with any kind of disability has a hard time getting on/off the new shorter, tall buses, and the seats are not very comfortable either. I know several people that would rather wait for the next bus rather than get on one of these tall buses. The new longer buses that have 3 seats in the front facing in as opposed to the bench seats are also not disability helpful for anyone with hip-leg-knee issues. They clearly are NOT for aging, riding passengers because those seats are placed too high.	Add 1 later pm bus option for route 781. The 630 pm bus is usually fairly full and I think a 7 pm bus would get a lot of use	Great, reliable service. I like the coach style buses and have actually changed my route to utilize them. MG Transit takes the stress and expense out of driving downtown.
22	Availability/frequency of buses	Being stuck downtown until the first bus at 3:15	add a later bus on the 785 route back from minneapolis to maple grove, an option at 6:30 or 7:00pm would be amazing	I would love if you eventually expanded a bus stop to Rogers (even though that isn't MG).
23	Awesome drivers!	Bus drivers are clueless about how to keep a bus cool in the summer and warm during the winter. Example. A hot, humid Friday afternoon in July and the air on the bus was stagnant. Passengers complained to the bus driver that he needs to turn on the a/c and fan. He said it was turned on. He had the a/c turned on where he sat but the rest of the bus was turned off. Stupid bus driver. Never fails, early November when it's cold and raining outside and the bus driver will running the a/c like it's mid-summer. Stupid bus driver.	Add a later trip or two from Mpls to Maple Grove.	I'm very happy with the transit service. I would like to see an additional outbound bus between 5:10 and 5:40 pm. A 5:25 bus would be nice. Ridership may not warrant it yet but I would use it. Hate it when the drivers won't use the shoulders (yes, I know they have discretion). If I am going to sit in traffic, I can drive myself and do that.

ID	Q8	Q9	Q11	D8
24	Awesome Transit Administrator	bus frequency after 5:40pm exiting Minneapolis is low, and long wait times between buses after that point. No intracity transportation options for maple grove, everything is between suburbs or to downtown. The twice a day between park and ride stations barely counts.	Add another bus or two mid day to get to the Transit station and on to the Parkway station.	Am generally very pleased with service.
25	Being able to go to different park and rides	Bus seating: some buses have uncomfortable seating - the seats are hard and too close together.	Add another route between 2 and 3 pm and a last route that left downtown at 7 pm.	Overall, it's a great service. I really enjoy it.
26	Being able to relax to and from work.	Buses are frequently up to five minutes late picking up on the return trip home in the afternoon/evening.	Add bus options to and from other suburbs to increase mobility of employees, consumers. Also for those looking for entertainment and dining, as well recreation in the beautiful parks of Maple Grove as well as other cities.	I would like to see an app that we could see where our bus is at, real-time, this would be great especially in the winter. The signage is often not correct so frustrating. I would sign up to get a text alert if things were delayed etc.
27	Buses are nearly always on time.	Buses never follow the schedule - drivers are too worried about drop off times so often leave downtown too early	Add late morning trips	
28	buses are on time	Buses too full on return trip in the evening.	Add more bus services later in the morning.	Not at this time.
29	Buses are only 10-15 minutes apart during my frequent travel times.	Can get crowded.	Add more buses to the routes that are the busiest.	Generally speaking I'm very pleased with Maple Grove Transit. You're dependable, convenient, and provide good value.
30	buses are typically nicer than most Metro Transit bus	Can't think of anything	Add more later times!	
31	can get door to door without using my car	Certain drivers wait on the street (Parkway) before coming to load the bus in the morning. This happened a couple times recently on the 7:30 bus (Parkway Station). It's preferred that people can load the bus right away instead of people waiting in line until the bus comes to pick up riders, especially if the bus is just sitting on the street.	Add more trips in the am and pm. Eg last pm of 6:30 pm should be changed to later time.	Please add a stop at East Town



ID	Q8	Q9	Q11	D8
32	Can relax and not worry about driving	Coach busses. Difficult to board on/off due to steep steps , narrow aisles and arm rests rgat impede free movement down the aisle. The Fairbox is also in the way. The seats are too close to another with little or no personal space. My knees are crammed into the seat in front of me. The seat is somewhat reclined and uncomfortable.	Add more trips in the PM. Before the 3:12 and after the last bus at 6:15 would be great.	The drivers are all fantastic
33	Cheap	Coach busses. Seats are uncomfortable, aisle too narrow, not enough leg room or shoulder room. Almost none of the drivers kneel at Crosswinds and the last step down is unsafe. In previous surveys I've given glowing remarks but I'm disappointed by several changes lately so the trend is not positive.	Add more trips within the existing service hours.	The middle seats on the new articulated buses are too high. My feet can't touch the ground even stretching and flexing my feet to touch with just my toes.

ID	Q8	Q9	Q11	D8
34	Clean and convenient	Consistency - some drivers are very good while others are EXTREMELY SLOW and unable to read the traffic ahead to determine the appropriate time to use the shoulder.	Add one more p.m. bus trip between 4:30 and 5:00 pm for more seating for riders.	<p>For the most part MG transit is fairly reliable. There needs to be driver consistency. What I mean is some drivers are maniacs and leave the takeoff point early/drive fast/brake hard. Some drivers wait 2-3 minutes to take off in the AM to pick up stragglers - leave on time. Some drivers drive so slow we miss all of the stoplights, or are so far over in the left lanes we are unable to use the shoulder. Not acceptable. I don't take the but to sit in traffic. The new stop signs are ridiculous, and now we have few places to park. This is a MTC thing, but the "trip signs" on the street should be "real" time so we know if our bus is coming or not, especially on a stormy day. The bus drivers need to take control of their buses. Passengers are rude, and often get in a huff when they put their stuff in the seat next to them and someone wants to sit there. Especially in the front of the bus the driver needs to notice that, and remedy that situation.</p>
35			Add one or two earlier PM buses leaving downtown to the 785 route.	
36	Clean buses. Polite and friendly drivers. Good frequency.	Could have more time options: earlier, later.		Fairly frequently, I return to my car at the Transit Station to find flyers placed on my car. This concerns me that people are wandering around the parking ramp, disregarding signage. Perhaps some tighter enforcement of the rules/policies might be helpful.

ID	Q8	Q9	Q11	D8
37	Cleanliness and professionalism of the drivers	Could use a trip that is a little later in the morning to match better with school starts. A 9am or 9:15am bus would be very helpful.		
38		Could use another bus between 11 and 12 buses in the evening. Half hour is a long time to wait, especially when the 10 and 11 buses seem to come earlier than what is on the pocket guide.	Add Wi-Fi to all your buses.	
39	Cleanliness of buses. Reliability/punctuality of service.	crowded buses on Friday afternoons.	Adding efficiencies to the way that people get to and from downtown could allow for economies of scale and more frequent trips. I'm thinking of a model where the transit station becomes a hub for trips downtown and trips back. You could then offer more frequent trips to and from downtown and have additional buses complete the "satellite" routes. The transit station isn't set up for that model, but may allow for efficiencies.	
40	Close to home. Don't have to drive freeways during rush hour	Crowded buses!		
41		do not like the coach buses since the aisles are narrow	Additional bus routes. Either a 7pm or 7:30pm northbound bus route in addition to a 1pm bus route.	ALL Drivers need to feel comfortable using the shoulder- its allowed for a reason!
42	Close to my home which makes it very convenient	Doesn't go by the new WF buildings by the Vikings stadium. It's a long walk and I've actually thought about starting to drive instead of taking the bus.	Additional times offered	

ID	Q8	Q9	Q11	D8
43	Coach bus	Drivers that won't use the shoulders under any conditions. Thank goodness there aren't many of them.	Additional trips from/to the Parkway Station	The transit service is awesome. I am so proud of it and to reside in MG. I won't follow MG Transit on Twitter, only because I closed my twitter account after it got hacker and will never use Twitter. But I will follow MG Transit on fb. I use the bus for convenience and it has been very reliable the 9+ years I have used it.
44	coach buses	drivers who pull away from the curb lane before departing the stop making it impossible to board; i.e. if it's stop H, don't leave the curb until you pull away from stop H		No
45	coach busses	drops 6 blocks from new Wells Fargo buildings near stadium. need to expand route to get closer to those buildings. A LOT of people commute to those buildings.	Adjust the arrival times downtown.....over crowding is becoming a frequent thing.	It is wonderful to have the parkway station open, convenient to get to and from off the freeway. The only other thing I could think of is to get service to Rogers. There are numerous commuters on the bus that travel from Rogers, St. Michael, Otsego, etc.
46	Coach busses are very comfortable.	Evening 780 is often late	Advise drivers to stay within the speed limit in sections that are not part of interstate, this includes both residential areas as well as downtown sections.	
47	Comfort and parking	Evening 781 buses have the tendency to be crowded and standing only is becoming more common.	All coach buses with Wi-Fi since the ride is usually 35 or more min.	Tinted Windows
48	Comfortable buses	Expand the availability of 781 or another bus that gets to the transit center in the middle of day every 30 minutes there about	an earlier pm to MG for 783	
49				
50	Comfortable busses (coaches)	Frequency	As mentioned, have a 5:00 am morning trip to Minneapolis.	keep up the good work
51			Avoid using the buses with limited space (the buses with big hubs behind the driver)	

ID	Q8	Q9	Q11	D8
52	convenience	Frequency of return trips from downtown in early afternoon	Based on Maple Grove's growth, it would be good to have more and frequent buses available particularly during mid day and afternoon.	
53	Convenience	Frequent driver changes, thus bus has occasionally arrived late due to driver learning new route.	Before making time changes to the schedule - they should be tested out first. For instance the 783 4th trip downtown's time was changed to later and unfortunately that meant we were not getting in before 8:00 a.m. due to construction and later traffic coming onto the freeway and this is the time most of us on the bus start work. I think people would prefer to get to work earlier than later.	You have some very nice bus drivers!
54	Convenience	General lack of humanity among rider population	Being someone with bad knees I would like when I ask them if they can kneel the bus not have them tell me they can't because the bus can't do that. I know it is a pain to have to put the bus in neutral, but on top of the knee issue I have short legs and the last step is a really long drop for me when they are away from the curb. I have fallen more than once trying to get off the bus in the winter with that long drop to the ground for me. I think they should lower them at every stop when you are getting on and off.	I know that there was a study done with possibly having a park n ride in Rogers. I was surprised there wasn't enough ridership. I hope this is looked at again sometime.
55	convenience	Given the traffic on 94 and days of bad weather Would be nice to have a 9:00 am departure.	Better drivers!	It would be great if buses expanded to Rogers or St. Michael!
56	Convenience	Have to take earlier bus than needed in order to ride shuttle f on my neighborhood to Crosswinds.	Better training for the drivers- some won't use the side of the road and some that do are VERY slow. Also- some drivers are not friendly at all -won't even say hello to us when we say it to them. It is nice to have friendly drivers.	Provide some stops closer to DownTown East!

ID	Q8	Q9	Q11	D8
57	Convenience	Head rests are not tall enough. People get bored and wind up staring to often.	better wifi in the bus,	
58	Convenience	hmmm, can't think of anything	Better Wifi signal	LOVE Maple Grove Transit. Is it wrong to wave at passengers in cars stuck in traffic as the bus whizzes by them on the shoulder?! ;- )
59	convenience	Holidays or right before a holiday buses out of downtown are extremely packed if you leave early		
60	Convenience - buses are close to my home and a good option for traveling to work.	Hours of operation, specifically in evening. Very limited options later in the evening and no options after about 6:40	Build a station in Rogers, MN.	
61	Convenience - pick up/drop off sites both downtown and in Maple Grove are close to my work/home	Hours of operation.	Can't think of a thing	Work to get buses rerouted to the new Wells Fargo towers located down by the stadium.
62	convenience of bus route to my home	How crowded the buses are in the afternoon—many times just standing-room only.	Change route to accomadate those working in the new Wells Fargo building by the stadium	
63	convenience of protected parking for my car plus warm place to wait	how late the bus pickups in the evening	Change route to accommodate employees at new Wells Fargo buildings by stadium	Thanks for providing great service!

ID	Q8	Q9	Q11	D8
64	Convenience of the Parkway Station to my house.	I am currently a college student at the U of M and I wish I would have more afternoon options to come home or to board the bus to Minneapolis. I do not take the express bus because I have no way of getting to the transit station. I take the regular 781A bus to 6th street and then board the light rail to the U of M. The earliest bus comes at 8:20, and then I am unable to get onto another bus home until 3:40. Some days I'd like to be able to leave at noon, or go down to Minneapolis at a later time than 8:20. I also will have class until 6:20 next semester and therefore will not be able to come home those nights with the current service hours.	Change the route to pick up and drop off closer to Downtown East	Re: wi-fi service I did not use it, but I was aware of the service. (This was not one of the options to this question.)
65	Convenience of where I get off and on the bus.	I am really not a fan of the recent time changes. It was clear that a bureaucrat that never actually rides the bus would change the departure time and not the arrival time. When you are in a routine for 10+ years, it is surprisingly difficult to suddenly be 6 minutes late(r). Please switch that back so that we get to work earlier, like before.	Coach buses are not handicap accessible, and should be. And the transit station is full.. be nice to add a few floors.	
66	Convenience, especially when there is heavy traffic.	I can miss my last bus home at night since I need to leave the office within 10 minutes of the end of my day to catch it.	Comfortable seating for all riders - get rid of the buses with hard seats and no leg room. Spread the coach buses among more routes and at different times (why does route 782 AM trip 2 ALWAYS get a coach bus, but never trip 3?)	yeah. Those newer coach buses - OMG, please don't ever put them on Route 780...they are impossible for me to climb on board because the steps are SO steep. Which is probably not likely because we only get the very oldest buses on 780 - many times I have gotten wet when rain drips through the light fixtures.
67	Convenience, I commute from Albertville, I like its location.	I can't think of anything that I don't like	COMMUNICATE TO OTHERS THEY GET 1 SEAT UNTIL THE BUS BEGINS MOVING!	Great service - fortunate to have it.

ID	Q8	Q9	Q11	D8
68	Convenience.	I do not like the fact the 785 has 25 minutes between buses in the morning.. I live just 3 minutes from the 785 but due to the lack of buses in the morning many times I am forced to drive across town to get to the 781		
69	convenience. Parkway and main transit stations are nice it is a bummer people don't slow down once they're there. 785 could use a longer right hand turn lane going north into the first entrance when you repaint the turn lane lines. about 4 car lengths.	I feel like the drivers don't get the opportunity to deviate from their respective route. Whenever there is any weather, 169 gets backed up. On these days, it would be far more efficient to get on 694 at hemlock ln.	continue providing the early morning buses.	I took the Maple Grove bus every day when I lived in Otsego but I recently moved to Buffalo and I usually take the Northstar train because it's closer. However, because I like the more flexible bus service I sometimes drive to Maple Grove to take the bus. It's worth the drive.
70	Convenience. There are multiple routes within 2 miles of my home.	I hate that the driver drops you off halfway done the block instead of at the corner.	Cooler inside bus temperature. You put 60-80 people on a bus with the windows closed and the inside temperature of the bus is too hot.	Excellent program - thank you!!
71	Convenient	I have nothing negative to say out MG Transit. I think it is a terrific service!	Definitely summer service for sure for employees of U of M route.	
72	Convenient and I save a lot on gas, parking and mileage on my car.	I really do not like the coach buses. They are comfortable but the aisles are often narrow and as I get older I have trouble with the steps and the climb up or down on and off the bus. I prefer the city buses where you enter and exit on the same level.		
73	Convenient routes and schedules during rush hours	I think there is enough ridership to warrant more of the large, accordion style buses. Often times there are people standing.		I wish Rogers had a transit station!
74	Convenient.	I wish each bus had Wi-Fi.	Direct mid day to 785 station	I prefer low floor busses with roomy seats.
75				



ID	Q8	Q9	Q11	D8
76	Convince	I wish it would leave a minute earlier because sometimes I miss my connection with the lightrail, even though I run the block over to the station.	don't move the bus shelter I use further away from visibility!!!! I want to feel the little bit safe that I do. Which is to keep visibility of other people out and about early in am. Keep bus shelter in the light, let it be easy eye sight, easy to see,	
77	Cost versus driving.	I wish my route (783) was offered more frequently, say every 15 min, but if the ridership isn't there it doesn't make sense....Especially appreciated would be a slightly earlier departure time from Mpls.	Drivers should treat the bus they're driving like it's their own car. Driving on should be nice and convenient for riders and helps maintain a schedule, but shoulders are rough as heck and bus drivers don't seem to care. Also, might be nice if drivers try to provide a smoother ride for riders (don't have to brake so hard; anticipate the stops and slow downs.	
78	Covered parking, stress free travel to my destination	I wish that there were more trips from the U of M to Maple Grove, preferable before 2pm or after 6pm. This makes for more convenient rides home.. taking the city bus is sometime not convenient on a time crunch		
79	Dependable and the lady bus driver is awesome!	I wish the 781 North routes at 12:15 and 6:35 were 781A.	Drivers that actually drive the shoulder. Also, the low rider buses are awful for people with tall legs and neck/back problems, they are not big enough to move a lot of people in the morning and the seats facing backwards make no sense. They need a LONGER and better leg room seats. That would help and a wider aisle. People need to also be mandatory required to remove their bags from the shoulders so they don't hit people with their things as they are boarding the bus.	Don't do flyers. Waste of paper and not disposed correctly when given. Makes the bus look like a mess. Otherwise keep up the great service 😊
80	Don't have to take my car out of the garage	I wish the drivers would use the shoulder more to speed up commute times during heavy traffic.	Earlier PM trips available	

ID	Q8	Q9	Q11	D8
81				
82		I wish there was at least one 789 bus per day during the summer break.		
83	Drivers are great! Coach busses are really nice.	I wish there were a few more lines from downtown back to Parkway. That wait can be a little long some days.	Ensure buses get into the downtown area at least 15 minutes before the top of the hour allowing everyone to be at work for most meetings.	Fix wifi its worthless
84				
85	Drivers are very friendly and helpful. Also the midday trips to Maple Grove make it easier to schedule appointments and plan your day.	I wish there were more 785 routes	Ensure routes are covered for the demand - to reduce standing - and type of bus meets demand. Do not need articulated buses for the trips that are 2 min apart (switch the second buses to coach).	
86	during snow weather, like to ride on bus - worry free during rush hour	I wish there were more frequent trips for the 783 route.	Ensuring drivers change their route number before arriving downtown if they are coming from a different route.	Love all the drivers we have on Route 785! I take the 5:50 in the morning and it is a great bunch of people. I feel very safe and thank the drivers for getting me to and from work safely.
87		I wish there were more riders so there would be more buses and time options from Zachary park and ride.		
88			Even more on time service, particularly in the afternoon rush.	Please change route to go by new Wells Fargo buildings by stadium
89	Early buses to beat traffic 5:25 - 6:25 AM & approx 3:15 PM	I wish there were more times available along with weekend routes	Expand hours outside of rush hours.	
90	Ease of use, low stress to/from work	I wish they had a mid afternoon route. I understand they have a shuttle bus, but sometimes people need to get to there vehicles & get to an appt. I would just be nice to go straight to my car. I usually just go to the 781 if I have a short day, but that's extra driving for me & not convenient. If 785 would just have a noon or 1:00 bus for people that take 1/2 days.	Expand service out to Rogers or Albertville area.	Enjoy there are more coach buses available

ID	Q8	Q9	Q11	D8
91	Easy and convenient	I wish they ran on weekends	expanding their route closer to the US Bank Stadium...Wells Fargo buildings.	
92	Easy for me to get to my stop, easy to get on the bus.	I work in the new Wells Fargo building by the stadium and do not like the long walk. Please change route to new building	Expansion of more parking and ride lots on the Northern edge of the City or working with the City of Rogers or Dayton to add a park and ride lot in Rogers.	
93			Express Route from Rogers to Minneapolis.	
94	Easy to use to commute to work	I would like a later bus home from U of M (and downtown)		
95	express route downtown	I would like it if the last bus left downtown at 7pm rather than 6:35 or so.	Extend the Minneapolis route to service Downtown East (DTE)	
96				
97	Express route to downtown Minneapolis.	I would like to see some late morning bus times. Occasionally I have early morning appointments and the latest bus leaves MG at 8:22. I would like to have an option at 9:00 and/or 9:30.	Extend the service later in the morning. This would be particularly important in the winter months when there is a snow storm during the morning commute.	
98	Express route. Get to know the drivers. Love not having to drive to Mpls. Great buses. I take the 5:50 am and varies in the evening from the 4:56 to the 6:16. Love the Maple Grove Parkway station.	I would love if they had a smaller surface lot pickup in Rogers. Not a far drive but 94 traffic keeps getting worse		
99	express routes and mid-day transportation	I would prefer more early trips in the morning and maybe a 1:00 trip back to Maple Grove in the afternoon.	Fine now	The buses I like most are the ones with no steps. And please remind them, the drivers to kneel the buses.. almost have fallen more than once.
100				
101				
102				
103	Express service, flexible stops	I would prefer to take the 789 more because I go to the University of Minnesota, but there are only 2 trips.	For me, increasing/improving the 789 times.	no

ID	Q8	Q9	Q11	D8
104	frequency of 781 buses	If I miss the bus I need to wait about 30 minutes for the next one.	Frequency and comfort (tour style buses)	
105		In the newer buses, the doorway, stairwell and aisle are too narrow.		
106	Frequency of schedule in morning and events ng	inconsistency across drivers - some will use the shoulder and others seem to resist. Not surprisingly the ones that will not use the shoulder don't have the on-time performance of the ones that do		Something needs to be done with people speeding through the Maple Grove Parkway parking ramp. Put some speed bumps or something. It seems people think it is a drag strip...
107	Frequency of trips from transit station.	infrequency of my route		
108	Frequent drop offs n pick ups offered	It is hard to come up with something I don't like! I guess I would like to see better Wi-Fi service on the buses.	Get rid of coach busses and go to something roomier.	No
109	Friendliness of drivers	It would be helpful to have a 789 depart from Coffman at 2:30.	Getting the bus times down a bit better. I feel like I'm constantly chasing after a bus, and missing it by one or two minutes.	Yes, build a station in Rogers, MN.
110	Friendly Drivers and service	It would be nice if all the buses were the single, rather than the double length. The comfort of the seats and the ability to maintain temperatures within the bus in the winter is much better. Also, the single buses where the armrests have been removed are much nicer for commuters that are always carrying bags with them.	Good question. I am overall impressed with the system.	
111	Friendly drivers. From/to the Maple Grove Transit Station, usually no more than a 5-10 min wait for a bus during peak times, so have some flexibility with when I can leave and go to work.		Great service already	

ID	Q8	Q9	Q11	D8
112	Generally, drivers are reliable and on time	It would be nice to have an additional trip for the afternoon 785 route between trip numbers 11 and 12	Have a later bus from Maple Grove, any station. 8:45 would be great.	Overall I am pleased with the level of service. I would like to see the pickup schedule leaving downtown followed; some busses arrive 3-5 minutes early and some arrive 15-20 minutes late (or show up after the next scheduled bus)- not an issue in the summer, other than wasting your time waiting for the bus to arrive, but when the weather turns cold it will become an issue.
113	Good buses, drivers and passengers.	I've noticed not all bus drivers drive on the shoulder during traffic jams. Most do, but I've noticed at least one doesn't.		
114	Great buses and drivers	Just one? I can't name only one.....Top of the list is probably punctuality at the end of the day, and driver consistency	Have afternoon/evening trips into minneapolis	
115	Great coverage	Lack of early departure times from downtown Mpls to Maple Grove. It would be nice if there were another bus 30 minutes earlier than the current early bus. For the days I do not take the bus, it's typically because there isn't a bus leaving downtown early enough.	Have buses more regular after 5:00 (5:15; 5:45) instead of every half hour for the Parkway Station route.	
116				
117	Great location and very timely.	Lack of midday schedule. I'd like to see at least one northbound in the mid day	Have drivers make announcement regarding "unboarding etiquette" re: those who had to stand depart first, then front to back. The most frustration I see in riders over the years is when people don't get that basic concept	
118	High frequency of 781 trips	Last station on 94	Have earlier buses leaving downtown at the end of the day.	
119				

ID	Q8	Q9	Q11	D8
120		latest bus offered is 6:07pm for the 785 route, it would be great if there were one at 6:30pm so that if i have to work late i have one more option to get home		
121	how close it is to my home	Less Frequency of the 789. For the 789, I will like to see more frequency say 3-4 rides in the am and 3-4 rides in pm.	Have more afternoon trips available starting at 12 and directly to the parkway station. It can take an additional 20 minutes to the parkway station after getting off the 781 route, which if you need to be somewhere at a particular time is just not convenient.	
122	I appreciate how often the 781 comes so I never have to worry about knowing the bus schedule. I show up and a bus is usually there within 5 minutes. I also really like the WiFi offered on the coach buses. I hope that eventually is offered on all of the buses.	limited buses after 5pm on route 785.	Have more bi-fold buses and less coach-style buses.	
123	I appreciate the route frequency. I rarely have to even check the schedule for the next bus, I just show up.	Limited frequency of buses on route 783	Have more mid-day buses to and from Minneapolis (12-3 PM) and more trips to Minneapolis later than 8:20 AM.	
124	I can leave the driving to the experts and relax to and from work.	limited hours	Have more scheduled routes, especially mid-day.	
125	I can pick it up at a street corner very close to my house.	Limited late evening routes and no weekend routes.	Have more trip options available during the day	
126	I can relax at the beginning and end of my day	Limited neighborhood service	Have route to Downtown East Wells Fargo buildings	

ID	Q8	Q9	Q11	D8
127		Limited times for some park and rides. Weekend service to and from downtown would be great!	Having a route that will drop you and pick you up closer to the Wells Fargo building by the new stadium. Other bus companies have made changes to their route to accommodate - Maple Grove Transit needs to do the same. This needs to be part of the Rush Hour Express routes.	Parking lots of extremely slippery in the winter - please salt more frequently! 783 PM routes tend to arrive late. Consider testing a route to downtown St. Paul. Thanks for collecting feedback!
128	I can walk from my house to catch the bus.	Limited to Maple Grove	Having the buses pull around when the other bus pulls away from the transit station. It is hard to stand for many people when we have bags/totes and back/leg problems. Also, we need the drivers to use the shoulders to and from downtown. I realize there are many new drivers but they need to learn how to use the shoulders. They should be able to look ahead and see the traffic is backed up and not wait until we are all stopped to try to get over (or some now try to use the left lane that also backs up).	Forgot to mention don't care for the coach buses, too hard to board with a lot of items, like laptops, particularly the rolling type
129	I do like the coach buses except the 2 i ride the most in the morning dont have the coach. The drivers are alot nicer on these buses then the city buses	Limited to rush hour travel.	I am happy with the current system.	nope, I appreciate having the option. and yes, because I do take the bus I do tend to shop in Maple Grove after work.
130				
131		Location. Wish there was a station in Rogers, MN.	I am hard pressed to come up with anything. I love taking Maple Grove Transit.	
132	I don't have to drive downtown!	Long wait between busses after 5pm, no late bus options after 6:30pm, a mid morning option would be helpful.	I can't think of anything.	

ID	Q8	Q9	Q11	D8
133		loud conversations on cell phones or in person; current driver doesn't need to give three verbal announcements for each stop: "next step is...", "we are approaching...", "we are at..."		Love riding these comfortable coach buses
134	I don't have to drive during a snow storm	Minimal weekday non-rush hours service. No weekend service.	I can't think of anything.	To add wifi on all transit buses whether 781 and 789. Be it coach, standard or articulated bus style.
135	I don't have to drive in the winter!	more mid-day options beyond the 12:15 and 2:15 leave times from Downtown to 782 (via 781 & shuttle) for unexpected needs would be appreciated; no covered parking at route 782; some non-coach buses (depends on the trip) that are not as comfortable and don't seem to seat as many people	I can't think of anything. Every year that I ride the bus things seem to improve.	
136	I don't have to drive to a transit station to take this bus.	more mid-day trips would be nice.	I general like the service and the friendliness of the drivers. Especially in bad weather, the drivers rock!!	Thank you for offering this service! Pharmacy school is very stressful and this service is one of the best things to alleviate some of that as a commuter - I don't have to sit in traffic and I can get school work done on the bus. It's dependable. The drivers are friendly.
137	I don't need to drive	Most of the flexibility in trips is devoted to the 781 route and not any of the others. The 789 trip to the U could benefit from an additional morning and evening route. I would also like to see discussion of a small bus (maybe like the shuttle) used to transport staff to the U during breaks.		



ID	Q8	Q9	Q11	D8
138	I get to work and back safely and on time.	N/A	I got nothing	Thank you so much for this amazing service. I wouldn't have committed to a job downtown if this service didn't exist! I love being taken to and from work, not having to stress about traffic or weather, and not having to pay for downtown parking.
139	I have never been on the 780 and involved directly with another vehicle accident. So that is pretty good odds over past 9 years.	N/A		
140	I have plenty of choices, 783, 785, 781. Buses are clean, drivers and riders are polite and quiet during transport.	N/A	I know it's tricky for you guys, but crack down on loud talkers!	I love it!
141	I like being able to relax after work instead of driving in traffic.	Need hourly back and forth service.	I lived in Apple Valley for about 9 months recently and drove to the Burnsville Transit Station every day to ride the 465 to the U of M (as a year-round staff member). It was very convenient: it runs every 15 minutes for several hours every morning and evening, year-round. I know the MVTA probably serves a lot more customers than Maple Grove so year-round service might be out of the question. But more frequent trips in the morning and evening would help. If you look at the 465 schedule, after 6:30pm, it replaces the 460 primary downtown route but originates from the U of M campus. If you combine the 789 and 781 routes for at least part of the day, perhaps an exclusive U route wouldn't be necessary while also improving U service.	

ID	Q8	Q9	Q11	D8
142	I like being able to sit and read and allow someone else to deal with all of the craziness on the road. Just watching other commuters texting and driving makes me glad I'm not.	Need more frequent trips for 785. Buses are still quite full.	I really can't think of any improvements that are needed. I began riding MG Transit May 2016 and have found it to be a great service. It is efficient, convenient, reliable and saves me from a great deal of commuter stress. It is very organized, both departure and return trips, and the drivers are great!	Wifi signal is weak and should have 1 other PM return bus after 6:30. Otherwise it's a great service
143	I like most that I can walk to the bus stop. The 781A route comes near my house and I can get on near Weaver Lake Road and Elm Creek Blvd intersection. If the 781A route wasn't an option, I would try to find a job that is not downtown Minneapolis.	Need more options to get back to Maple Grove/Zachary Lane Park and Ride earlier than 4:18 as many of us have kiddos and need a little more flexibility at this particular park and ride.	I take the bus that starts Maple Grove Transit station at 8:09am. I see few people standing almost every day during the ride. Please introduce one more bus around this time and it will be a great help commuters. Thanks	
144	I like that the route goes through my neighborhood.	New busses seats uncomfortable	I think for being a suburban neighborhood the service is great. I'm very happy.	
145				
146	I like the bus drivers. They are personable and kind.	No accommodations made for East Town downtown location.	I think the system is great! Once in a while, I wish there was another bus at a different time, but it is mostly good. The buses are clean, the drivers are nice, there is almost always a seat. I appreciate that you run this for us-you have a lot of riders that you help!	Just really happy to have this service. 783 drivers are great. I love riding and having a moment in my day to relax.

ID	Q8	Q9	Q11	D8
147	I like the friendliness of the drivers and the respectful folks that travel on this transit system. Sometimes I need to leave my car with my daughter so the ability to walk and catch the bus is a huge win. The route that the 781A bus takes through MG is great! The transit stations are great as well. I typically park at the main transit station, but on occasion will take the 785 route and park there as well.	No direct routes to Parkway Sta. prior to 3:15 PM. 781 and shuttle is not bad at 12 and 2, but its almost an hour trip and just a drag if there is a need to head home earlier; rarely have that need	I would like more frequent trips to and from the U of M (Rt. 789). Instead of having two trips, maybe increase it to 3 or 4 each way.	
148	I love not having to drive in the traffic each day.	No late bus	i would like to see a 10am bus to Mpls and then a 1 or 1:30 bus to maple grove	Excellent overall. I love riding the bus to work for both the convenience of not having to drive and not paying for parking.
149	I love the coach buses!!	No late morning rides to downtown.	I would like to see schedule revised in am so we gt into downtown just before 7:30, 8:00, etc. - not shortly after	
150	I love the frequency of routes - both in the morning and evening.	No northbound busses after 6:30p It would be nice to have a 7p or 7:30p option	I would like to see weekend service to Mpls. and the U of M.	Great service
151	I prefer a 'less busy' route for daily travel. Glad to have options to take bus from transit station.	No option to leave downtown later than 6:30pm and get back to Maple Grove on the bus.	I would use more coach buses. They are a pain to get in and out of, but the comfort and quiet of the ride is wonderful compared to the double buses.	
152	I really enjoy the options I have for trips downtown and back home. I normally take the 782, but if I need more frequent trips, I will drive to the MG Transit Station and take the 781.	No service around holidays. No way to get to limited bus service.	I'd like the option of having a re loadable pass that you can add money to via mobile device (similar to Starbucks) and be able to scan from phone.	Plan on making the parking ramp bigger, it's getting really full.

ID	Q8	Q9	Q11	D8
153	I save \$3000 per year taking the bus.	No signs advising people not to put their feet on the seats, No service from Maple Grove Transit past 8:30am, it would have been great to be able to get a bus at least up to 9:00am. No buses available until 12:19 pm to the Maple Grove Metro Transit.	I'd like to see busses run every 15 minutes instead of 30. Also, we need a bus that leaves crosswinds around 5:35. The first run leaves too late now to make connections.	Thanks for the services you provide! I love to see full busloads!
154	I take both the 781 and 782. I like that I can walk to a 782 bus stop if needed or utilize the park and ride. Like the frequency the 781 provides	No stops at the new Wells Fargo buildings in downtown east. Please add stops there!	If there were an extra 783 trip from Minneapolis to Crosswinds between 4:15 and 4:45 it would help my schedule.	The drivers on Route 783 are very nice and courteous. The two I know best are Richard and Dan- Both extremely good drivers and very friendly.
155	I take the 781A bus daily and am glad its available (still runs through the neighborhood)	No weekend buses. I know it is not economical, but it would be nice to be able to take the bus to a Twins or Vikings game.	Implement a "where's my bus" app.	I'm so grateful for this service. Great job & thank you!!
156	I'm happy with everything.	No wifi on all buses.	Improve accuracy of bus arrival times on downtown display screens, send rider alerts when a route is running more than 10 minutes late.	
157	It is a very well organized company, the drivers are excellent	non-coach buses	Improve neighborhood service in the northeast and central areas of Maple Grove	

ID	Q8	Q9	Q11	D8
158	It is convenient and has times that mostly fit my schedule.	None	Improve the later hours/weekend schedule.	Overall, the services currently provided are great. The staff are friendly, and being on the bus beats out traffic any time. I personally would like to see more options regarding intracity routes (shuttle style services), even if they require walking of those using them, before efforts are put in place to build intercity routes. It's hard to use those if you don't have a way from the transit station to your place of work at the destination. There needs to be a way to transfer from an intercity route to a shuttle bus that can bring you closer to your destination before going between transit stations will be reasonable.
159	It is super easy to take the bus.	None.	Improve Wifi connection on buses	
160	It is very convenient and the trips to and from Minneapolis are very quick	North bound pm times aren't very extended. Later options on times would be nice for people who work later shifts or have to stay at work later than 6p.	Include 781A in midday and late evening routes.	Generally pretty happy with the service. Not happy about riding the bus, but given the cost saving with the company subsidy makes it hard to choose to drive.
161	It is very convenient.	Not a thing. Couldn't be more pleased. Had I known riding the bus could border on luxury I may have moved out of the urban areas years ago!!	Increase frequency	
162	It is very easy to use	not easy to get to new WF Downtown East buildings from Maple Grove	Increase the number of buses which will ascertain an increase in the route covered to DT Minneapolis.	The regular driver for the 7:41am pick up on bus 780 is by far the best out of all the drivers. He is always on time, kind and super efficient. I can't say good enough things about him, and I just wanted you to know.
163	It's availability.	Not enough bus options both in a.m. and especially in p.m.	Install Wi-Fi on all the buses.	love the free wifi but i feel it's a bit slow even when trying to browse basic websites, if that could be improved at all it would be amazing

ID	Q8	Q9	Q11	D8
164	It's convenient and reliable!	Not enough departure times from Maple Grove or Minneapolis.	Instruct all drivers to pull up to the pick up/drop off spot at start of their designated start for picking up, not just pulling up a minute or two before departure time. And if possible for an electronic notification at the station to indicate when a bus is delayed arriving.	It would be a life changer if all the buses had Wifi capabilities (and worked properly)! For the most part all of the drivers are friendly and helpful. The buses are usually on time which is awesome when trying to time out when to leave work to catch the bus via NexTrip (Metro Transit is HORRIBLE at this as I use them the other 3 days a week due to location of daycare).
165	Its great having 2 bus stations	not enough late options for going back from downtown	It is a wonderful system!	Even though I prefer the "coach" style bus, I have concerns as I get older and wonder if I'll be able to go up and down the stairs, the kneeling buses are so much easier to get in and out of. For the most part, drivers are very friendly and it is nice to see some of them come back couple times a year. Lately, some of the 781 drivers seem very cross and don't say anything to passengers. Lastly, there still are some inconsiderate passengers that plop themselves down in the aisle seat and don't move, know there is nothing you can do to change that.
166	It's nice to relax while someone else does the driving!!	Not enough PM route times	Keep focusing on great service	I'm amazed at how often the driver's windshield is absolutely filthy. This is especially obvious in the morning as they're driving into the sun. Seems like this should be a priority each night that the units are in the garage.
167	It's simple to board a bus and get to where I want to go fast without hassle	Not enough PM trips.	Keep on doing what you're doing.	My driver is the best. I don't know his name, but he drives the 781A and picks me up at 91st & Forestview at 6:21am and 8:16am. He is outstanding!

ID	Q8	Q9	Q11	D8
168	It's the biggest Maple Grove carpool ever!	Not enough return trips in the afternoon. If leaving early from work the first bus is 3:00pm. Noon or 1:00pm departures from downtown would be helpful. Otherwise need to drive or take cab home. ☹	Keep up the good work!! Love living in Maple Grove and I love working in Minneapolis.	
169	It's very affordable and the convenience of the Parkway station parking lot.	Not enough time options for some routes.	Keep up the good work. Enjoying the ride. Need more hourly rides from # 781 for commutes away from peak hrs... THX	Great drivers!
170	It's very clean and well taken care of.	Not enough trips in the afternoon/evening.	Lately the bus has been so packed that riders have to stand. I don't think it is good for safety to have riders standing for such a long time during rush hour traffic. I often see people jolted around because of quick stops. There should be enough buses so that people don't need to stand. This is just a liability waiting to happen.	
171	Keeps the cost of traveling downtown to a minimum.	Not too many options for the 785, wish was more like the 781	Later am bus departures from Maple Grove.	I really appreciate the neighborhood bus route. It's one reason we have stayed at our house - the convenience is ideal for me. It would be great if there was a "last call bus" that stopped at the main transit station and then each of the hubs for people that may stay late for work or go out with co-workers. It would at least get people closer to home where they could walk from the hub if needed. Not sure how feasible this is or if others have requested something similar.
172	Less hassle than driving.	nothing	Later AM buses to Minneapolis and later PM buses back to Maple Grove	It would be nice to have a station farther north. Like 194 and 241. This is a prime location for riders in Rogers, Otsego, Elk River, Albertville, St. Michael. The worst part is having to drive down 194 to get to the Station.

ID	Q8	Q9	Q11	D8
173	like the idea of not driving in the Mpls traffic	Nothing	Later AM trips and earlier PM trips would make it easier to schedule appointments and still use the service. In the summer I often have to drive in to make it back to MG for an early tee time. When I have a dentist/doctor appointment it's often hard/impossible to make the last AM trip in.	Just a big "THANK YOU" for providing this service.
174	Location and convenience	nothing	later bus trips in the evening	Regarding the wifi. It is very easy to connect to, but I can't even load FaceBook or my email on my phone. I end up turning the wifi off, so I can use my phone.
175	Lots of options throughout the day for 781 trips to/from Minneapolis.	Nothing specifically as it relates to Maple Grove Transit but it would be nice if the buses rerouted to accommodate all of the employees that are now located at the new Wells Fargo Towers. This move has impacted several riders and the buses not rerouting is a huge turnoff and one of the reasons I have started to drive into work.	Later hrs in the pm for those that work downtown.	The bus drivers on route 783 are fantastic!
176	Love having the # on the buses - it lets me know if I am early/late Love the multiple buses - leaving approx every 10 mins from transit center.	Nothing.	Later pm buses.	No.
177	love the park and ride stations, it's a huge plus that they are covered so that your car doesn't get covered in snow and ice during the winter months. also love the bus drivers, they are very friendly	nothing.		I don't use the wifi because it is to slow.



ID	Q8	Q9	Q11	D8
178	Makes my commute so much easier	Nothing.	less coach buses	Overall very satisfied. It would be nice if the 783's could come more frequently. My connecting route #7 has been very spotty lately and I frequently miss the connection to the 783 and have to wait downtown a half hour.
179	Makes travel to the city easier.	nothing; overall very good	Let new drivers know it is okay to do drive the speed limit.	
180	Maple Grove Transit Station	Occasional bus driver who is not very friendly.		Service is easy to use and reliable. With my employer subsidizing the cost, and having the annual pass, its very inexpensive. Drivers are courteous, and I feel safe with most of them. If there's a driver I don't like, I'll switch to a different time. If I know ahead of time I want to work past 6pm, I'll drive to the main transit center and take the 781. I have not used the service that will bring me to the parkway station if I miss the 6pm bus.... just seems like too long to meander through Maple Grove.
181	More parking space at the Maple Grove transit bus route 781	Occasionally, the seats are set too close together giving no leg room.	Look into changing the 785 route to the new hwy 610 to see if it is faster than interstate 94.	Great service – I wish there could be a later bus from the UofM (789) and I wish the 789 ran during the break between fall and spring semester (January).
182	Most of the drivers are awesome!	occasional overcrowding in bus at peak times in afternoon.	maintain consistency of service by keeping to time schedules. This is primarily a p.m. issue	I love the free shuttle service from Maple Grove Transit. The driver is a nice guy and the route is helpful.
183	Multiple morning and afternoon trips offered.	Often the buses are completely packed with no extra seats.		782 is a great route for me. I recognize that to offer a broader schedule of service times is not cost effective given the ridership. Would prefer the coach bus all the time.

ID	Q8	Q9	Q11	D8
184	My driver is courteous and is always on time.	Older buses	Make a stop closer to the new Wells Fargo buildings at 550 and 600 S. 4th street. Having to take the light rail from a current stop is not the answer. thousands of workers moved to these buildings and many ride Maple Grove Transit.	The left-turn lane to get into the Parkway station when going SW on Maple Grove Parkway takes forever! All in all I'm very pleased with the quality of service.
185	My favorite part about Maple Grove Transit is the fact that i get a quiet bus ride. I can easily concentrate on reading, studying, or sleeping because the bus atmosphere is calm and peaceful.	On occasion (about a month) there are no seats available on my preferred trip I'll have to wait for the next bus or stand.	make stop near East Town location	would like to see an additional 781 bus going north between 4:50-5:00 in afternoon.
186	My route is very convenient.	On Route 780 the cleanliness of the shelter at Shepard of the Grove church could improve and be better taken care of.	Make sure the bus drivers leave when they should. There are issues with the 785 bus 10 and 11 leaving earlier that what they are scheduled for. Not fun standing waiting for a bus when they have already left or when the weather is bad.	
187			Make sure the payment/card machines work consistently, because it seems like at least once a week the one on 789 isn't functioning and I imagine it takes revenue from the transit company.	Thank you

ID	Q8	Q9	Q11	D8
188	My wife and I were recently able to live on 1 car instead of 2 when one went into the body shop for repairs. I like being able to not have to rely on a car at all sometimes. So I guess I like that the 788 shuttle stops so close to my house (100 feet).	Over crowded buses	Maple Grove Transit could increase the number of express buses to the U of M in order to accommodate for more students' schedules.	In the 17 plus years that I have used MG transit, there has been less than five times that I was late to work due to a flat tire or bus malfunction. That is very good service. When it is snowing or there is bad weather the bus almost always gets us downtown within twenty minutes of the scheduled time which is very good. Drivers should check the fare box to be sure the right fare is charged. Within the past two weeks, I have paid only \$2.25 during rush hour, and it should be \$3.00. The company is losing money this way.
189	Near to home	People frequently not using a respectable volume when talking to others on the bus, or on the phone. Drivers are sometimes very slow, and do not use shoulders. Some drivers are much better at that.	Maybe adding a couple additional 781A routes through the city.	
190	Nice buses	People speeding in the ramp. Also, those who should not be parking there(work at the local grocery), park and take away spots from riders.	Maybe more buses in the evening from downtown to Parkway Station.	
191			Maybe one more shuttle route later in the AA	
192	Nice clean buses.	Pick-up locations in Downtown Mpls	mid-day trips with routing to other transit stations	
193	Nice facility	Please add buses to 785 route for frequency and to add a route between night route 11 and 12.	More 781A bus trips during the service hours including am. mid day, pm. Thanks.	No, please take care of the riders taking up 2 seats; Eliminate any disgruntled riders having to stand.
194	Nice to sit back and let someone else hassle with traffic.	Police don't patrol enough. Saw a car going to the top floor at 5:00 am. Didn't ride the bus...what are they doing?	More 789 trips, there are u of m employees that need more trips, not just students that use 789	
195	No complaints; keep up the good work.	Relative scarcity of mid-day trips	More 789 trips.	

ID	Q8	Q9	Q11	D8
196	Nonstop once boarded at Transit Station until we get downtown/U of M. Very quick.	Returning buses in the afternoon rush hours are often crowded.	More AM times between 6-7 to DT.	Thank you for all that you do!! Makes getting to work much easier!!!
197	Not having to pay for parking.	Riders who take 2 seats!	More available from 12-3pm to come home (more than once an hour)	
198	OMG-where to start? Suffice to say I rode route 10 for 20 years. HATED IT! Dirty. Excessively noisy. Harassed and threatened by generally angry welfare recipients. I love riding the bus now. Clean. Quiet. Comfortable.	Route 781 to Minneapolis stops running very early, and it also starts running back to Maple Grove relatively later than what is convenient for me.	more bus options mid-day	
199	On time performance	Route down town does not bring me close to new location, close to US bank stadium	More bus routes available in the morning for the 785. I generally take it during the school year as its close to fernbrook but then I am tied down to a certain bus time because of the lack of frequency or have to leverage the other station which is not convenient. having a young child in school limits me and I am sure others as well.	no comment
200	P&R is close to my house so I can walk to and from the stop.	Saves money on automobile expenses	More buses at peak times and less at slow times. The 4:40pm 785 bus is always packed on the way home.	Love this convenience option instead of driving to Robbinsdale to take another busline - saves me money in parking and the frustration of driving downtown. Thank you for having this service!!
201	Parking at the transit keeps the cars free from snow in the winter.	Seats are too small.		The coach buses are comfortable but the aisles are narrow and the stairs pretty steep
202	Pretty good frequency during peak hours	Service ends too soon in the a.m. to Mpls and could have a another outbound bus before noon.	More buses like the service riders get in the Brooklyn Park area.	Some drivers blast the horn at other vehicles far too often... very upsetting. Very pleased with the cleanliness of the buses and the transit stations at Parkway and Arbor Lakes.
203			More buses throughout the day.	

ID	Q8	Q9	Q11	D8
204	Protected parking of my car.	Shuttle temperature.. too hot in winter, reluctance to use air conditioning in summer	More comfortable seats (pertaining to the older model buses).	
205	Quality of service and value. LOVE the new coaches, and glad to see those old stretch buses go. Huge improvement.	Sitting next to someone that hasn't showered.	More cowbell Just kidding, but those stop signs in the ramp should go!	781 return trips from Minneapolis could be spaced better. You have buses leaving 6th and 2nd ave at 5:04, 5:05, 5:13, 5:15, 5:27, 5:39 6:09 and 6:39. If you miss the 5:39 you have to wait 6:09 and if you miss the 6:09 it's 6 :39 I believe a 10 min spacing with the same amount of trips give riders more coverage. Hope this helps
206	Relaxing bus ride DIRECTLY to / from Minneapolis from a spot that is only two blocks from home.	Some drivers are not always on time leaving downtown.	More direct route along bass lake road	
207	Relaxing while someone else drives!	Some of the bus drivers are horrible drivers... speeding in between stops downtown, jerky driving on the freeway.	More earlier in the afternoon trip options to Maple Grove from Minneapolis as it is very limited and having to go to another transit station to take a shuttle over to Zachary Lane is very inconvenient when you are a career professional with kids.	Yes, it would be good that you have all drivers keep things moving not sit in traffic or not use the bus lanes along 94.
208				
209			More early morning routes on the 785. I would prefer to take 785 but because there are such big gaps between routes in the early am... I'm often forced to take the 781	
210	Reliability	Some of the buses are not comfortable at all. There is not enough leg room and aisle room. The plastic seats are the worst ones.	More frequent and more evening pickup options.	

ID	Q8	Q9	Q11	D8
211	Reliability	some of the drivers are not friendly at all. 1 driver in particular never greets customers, makes eye contact, loves to hit the breaks hard when there are standers, and will purposely pull up past where the riders are lined up to load the bus. He does this consistently as a perceived power play. We know where to line up to load downtown but he will pull up past us every time. I have a name for him I will not use.	More frequent buses / coach buses.	
212	Reliability	Some of the drivers cannot seem to follow the pickup schedule in the evenings leaving downtown		
213				
214				
215				
216				
217				
218	Reliability	Some of the drivers do not kneel the buses, and are rude, and drive jerkily.	More frequent busses between 5pm-6pm and a late evening bus option	It's definately a plus to have wifi, but didn't seem reliable enough, not clear if it is on all buses or if it is working
219	Reliability	Some of the inconsiderate people that ride. Like one person that yells at the drivers all the time and complains about everything they do while driving and is rude to other passengers. The people that play their music in their headphones so loud you can hear it when you are next to them or can hear it several seats away.	More frequent routes in the evening, so we only have to wait 5 minutes between buses.	Great job guys, keep it going!
220	reliability	Some of the newer buses seats are not very comfortable.	More frequent trips to and from the secondary Park & Ride Lots	
221				
222				
223	Reliability			

ID	Q8	Q9	Q11	D8
224		Some of the newer non-coach buses are configured weird - not good for leg room or comfort in general	More hourly service throughout the day	
225				
226	Reliability - on time and reliable in bad weather	Some of the newer non-coach buses are uncomfortable - leg room is cramped by electrical conduits and structures under the seats.	More later am pick up times for 782. Wifi on all buses.	Majority of drivers do not kneel coach busses at crosswinds. They claim it doesn't work or they don't know how coach busses kneel. When I report the issue to metro transit it gets better for a week, then goes back to not at all. I SHOULDN'T HAVE TO ASK TO HAVE THE BUS KNEEL. The drop to the pavement is 2 ft and an unsafe distance. FIX this for good please.
227		Sometimes can't stay at work as long as I'd like to. Minor.	more Mid-day and weekend services	
228	Reliability and comfort.	Sometimes drivers don't see to pay attention to how hot or cold inside bus (or don't ask)	More midday routes from Minneapolis	
229				
230				
231	Reliability, even in inclement weather.	Sometimes the coach buses have a very strong cleaning smell. I'm not sure if this is just the "new" bus smell or something to do with cleaning. Not a big deal overall but that would be the one thing I like the least.	More midday service for 781 such as adding a 11am and 1 pm going north	always great service drivers are great just wish there was a mid-morning to mpls and then a mid-afternoon back to maple grove
232	Reliable	Sometimes the driver forgets to turn on some air circulation, but that doesn't happen all that often, and we can just mention it to the driver.	More mid-day service.	No
233	Reliable	Sometimes the drivers don't use the shoulder enough to avoid car-traffic.	More options in the later evenings	Weekend buses would be nice...and buses into maple grove in the morning and out of maplegrove at night would be nice
234	Reliable	Sometimes there is not a bus when you need it. (Not often)	More park and ride options.	
235	Reliable	Standing	more pm routes	

ID	Q8	Q9	Q11	D8
236	Reliable	Temp of evening buses - they run cold in summer & very hot in winter. It's like the driver has a different temp setting on their seat. for some reason morning buses are always spot on for temp	More return trips to Parkway Transit Station - and a larger bus for the trip to Minneapolis at 6:25 am. We sometimes have standers in the aisle. Thanks.	
237	Reliable Service	Temperature of the bus. Always too warm. Drives wear short sleeve shirts and frequently have their window open. The passengers are dressed for outside temps. Yet the bus is headed to 72-74 degrees or higher. My house is only set at 69 degrees and I do not wear my coat in the house.	More routes	
238				
239	Reliable, great drivers, good times, they care.	That I can't figure out where the bus stops/picks up in Osseo.	More routes after 6:00pm.	
240	Reliable, on-time drivers.	That it does not have hourly service throughout weekdays and some service during weekends	more routes between noon hour and 3 p.m.	The wifi service has never been great but I don't particularly miss it since the cell service is good along the highway.
241	Riding the bus allows me to avoid traffic.	That it is only focused on commuting in the work week to Minneapolis. The Twin Cities metro could benefit a lot by intra-suburb bus options.	More routes during rush hours	Thank you for getting rid of those old buses and updating
242	Runs right by my house.	That sometimes I have to stand on the way home because all seats are taken. It doesn't happen regularly, but when it does it is pretty miserable.	More signs telling riders to keep phone conversations quiet and brief.	
243	Save Money	That the latest return trip for the 785 is immediately after 6:00	More than just 3 trips on 780 in AM/PM	Keep up the good work! We've got a great transit line in Maple Grove and we're lucky to have it!



ID	Q8	Q9	Q11	D8
244	Saves me a lot of money not having to drive downtown and park every day	That there isn't more services later in the evening and on weekends. It makes it impossible to go out after work (no dinner, shows, etc>) because you scramble to catch that last 6:36 bus. And how can downtown develop and get the western suburbs to try transit if they know they'll have to drive downtown on the weekends.	More time options.	The coach buses are not as easy to embark or disembark and also do not have as much aisle space as the other buses.
245	saves me money	That they will not update their route to accommodate the over 10,000 employees that moved to DownTown East.	More transit funding	I would like to see MGT offer up an option to take the bus from the main Transit Station to Target Field for Twins games. Not every game, but weekends, Friday nights or other "marquee match-ups" during the week would be great.
246	Saves money and time, good drivers	The 781A is SO limited. Especially downtown at the first stop between 4:40 and 5 pm. would be great to have at least one 781A bus around 4:50. Increase in the 781A overall would be great as well. When I first started riding the bus, the majority of the busses went through the neighborhood which was great, then the times were cut back which lead to more people having to drive to the transit station	More trip options to and from downtown	
247	Saves money on gas and parking	The 785 seems to always get brand new drivers, that are nervous driving and don't use the shoulders at all. Which is very frustrating!! The afternoon 12:15 and 2:15 781 should continue onto the Parkway Station. As it seems most of the passengers go there. Have the shuttle driver go to the other less used Park n Rides.	More trip times	Nothing that I can think of.
248	Saves money on parking	The 789 does not run all year	More trips	No thanks

ID	Q8	Q9	Q11	D8
249	Saves money.	The added number of coach style buses; I prefer the "accordion style" bus. I also wish there were a couple of more trips during off-peak hours (midday) and/or one more trip added on in the evening....leaving downtown around 7:00 PM.	More trips	
250	Saves parking expense	The afternoon schedule of departures.	More trips during rush hours and more frequent middle of day. Also need less coach buses very cramped on those buses.	
251				
252	Saves travel time.	The amount of time between runs is long.		
253	Saving \$\$\$	The bike racks are a little iffy	more trips during the day	The service is great but an increase in the number of trips to and from the Maple Grove Transit station would be most appreciated! WiFi service could be improved and the introduction of signs instructing riders not to put their feet on seats would make everyone's ride a better experience.
254	Service	The bus drivers show up at the transit station and then park on the street side. Everyone waiting to take the bus have to stand for 5-10 minutes while they could be loading the bus since it is already there.	More trips for 780	
255	Size	The bus for 789 is really noisy and I can have my phone at full volume with headphones sometimes and not hear what I'm listening to because the background noise is so bad.	More trips for the 785 route.	

ID	Q8	Q9	Q11	D8
256	stop close to my home	The bus is occasionally late.	More trips from downtown back to Parkway departing downtown between 4:45-5:30	More bus times/later returns...perhaps go hourly after the 6:36? Up until about 11PM? Would allow people to use the system and then participate in the cultural activities offered in Minneapolis. I speak to my neighbors and friends in and around Buffalo and they never come downtown...with bus services later and on weekends, perhaps they might hop on board? Perhaps you could tie it in with the holidays? People might want to go Orchestra Hall for a concert after work and if they knew they could catch a bus, they would be more willing to try it... Not to mention, that it cuts down on having to pay for parking downtown.
257		The coach - style buses. While comfortable to ride, they are almost impossible to enter and exit, there are rarely enough seats on the rush hour routes and they have little to no leg room. People who ride these buses are commuters who almost always are traveling with a tote or backpack which is horribly difficult to carry down the pencil - thin center aisle. The accordion buses were so much better.	More trips in the PM. Starting earlier and running later.	
258	Stress free ride to downtown no matter what the weather/traffic is like.	The coach buses are really hard to get in and out of especially in the winter.	More trips to and from MPLS from the PKWY Station Park and Ride. There are so many commuters from Rogers, Albertville, St. Michael who use that park and ride. It would help ensure people do not have to stand which cannot be safe. Also would ensure people have a bus at the time they need. Thank you!!	

ID	Q8	Q9	Q11	D8
259	Taking the bus is just very convenient for transportation.	The comfortable coach buses are on the 782 route when very few people are on the bus, early a.m. and late p.m. I rarely get to ride on one!	more trips to and from the U of M	
260	That I don't have to go to a Park & Ride.	The inability to reach Downtown without going through Minneapolis. The lack of service along 85th and along Zachary Lane with the housing growth will overload the Transit Center Parking lot because the only way to access transit is to drive to the transit park-n-ride or park-n-ride on 99th and Zachary	More trips to/from the 785 Parkway Station	No.
261	That the buses come often during key travel hours	The internet doesn't work well/not dependable. The options for 789 are limited (but I understand why and have no problem taking light rail to city to catch 781).	Move back to the double buses.. Coach buses uncomfortable and hard to get on and off.	
262	The number of different park-and-ride lots, routes and times offered.	The last bus leaves downtown at 630. It seems like there should be a 7pm. If I stay downtown longer, I have to use route 768 to get home	move routes closer to Downtown East	Love the service since I started using it. Doesn't really save me time in terms of driving, but saves me stress in parking and driving hassles all year. Great bus drives and service for the most part.
263	The 789 is extremely helpful. Driving directly to the U saves time and makes transit less stressful by eliminating the need for riding the lightrail.	The new articulated buses are EXTREMELY uncomfortable. I switched route times to avoid those buses	no comment	
264	The ability to go on the shoulder during heavy traffic.	The new ramp stop signs are unnecessary!	Nothing that I can think of really.	
265	The amount of buses that are scheduled.	The number of trips to and from the U of MN.	Nothing, I think you're doing a great job!	It would be great to have more buses running in the middle of the day and on weekends.

ID	Q8	Q9	Q11	D8
266	the availability of mid-day buses & shuttles to other park & rides	The number of workers at the area around the Transit Station who park in the parking lot and reduce the spaces available for commuters. I see on a daily basis workers walking towards Whole Foods/World Market from the parking ramp.		
267	The bus is clean, on time with professional respectful drivers.	The only thing that sometimes bothers me about Maple Grove Transit is that the buses can get really packed. However, I realize that this cannot necessarily be helped.	Nothing, just keep doing what works.	Regarding the question on bus preference: The articulated long buses are nice, but have two major issues: They are extremely loud, especially when sitting in the back part. Impossible to listen to an audio, or talk. They are VERY cold in winter, especially when sitting near the doors. On the bottom the doors don't fully attach and allow the cold air to substantially blow in. Coach-style buses are very tight to get in and out, especially around the card reader. Difficult with a larger bag or more than one bag.
268	The buses are nice and the drivers are great.	The over crowding of bus's	nothing, ok maybe they should have a coffee shop in the station.	
269	The busses are always on time.	The park and ride lot for the 781 bus is dangerous	Nothing-overall I truly enjoy taking public transportation!	
270	The coach buses are wonderful	The questionable kind of people that now loiter around the transit station which is serviced by Jefferson Bus Lines. They sprawl out on the benches and leave litter.	offer at least one bus per day to the U of M campus during summer break.	If it matters at all to Metro Transit in general, it would be VERY nice and useful if a Park n Ride would open in Rogers.

ID	Q8	Q9	Q11	D8
271	The coach busses are amazing!	The route does not stop close to the new Wells Fargo building at 550 S. 4th Street in Minneapolis	Offer more 785 routes	I love riding the bus - I have been riding for almost 3 years now - I used to have to sit for hours in traffic, especially during our dreadful winter months - now I just sit back and relax - I have not had a bad experience yet. My only thought is that when we get a driver we really like - we would like to keep him/her - we (me and a few other passengers) don't like to have our drivers change so often. Otherwise - I as sold and unless on vacation take the bus 5 days a week. The Parkway station is wonderful. I sometimes have to catch the last bus from downtown and like that I can take a shuttle to the parkway station.
272				
273	The coach busses are very comfortable.	The time adjustment that was made in August made no sense and made all the times inconveniently later. And i don't recall if the trip home times were adjust for my route, 783, but I'm getting home later every day. We're not entirely sure what time our bus gets to our stop actually, and we're the first one at 10th and 2nd.	Offer more buses/trips to and from Mpls.	
274	The comfortable and a step above buses. I have ridden other routes and it's so nice to have comfortable seats, not vinyl.	The time between the 7:55am and the 8:15am bus is too long....a 8:05 would be great!	Offer more busses if possible on 785	
275	The comfy coach buses!	The time change of the last bus on route 783. It now pushes beyond 9 am before I can be at work as we don't enter downtown area until 5 or 10 to 9 am.	Offer more departure and arrival times for 789 route.	

ID	Q8	Q9	Q11	D8
276	The consistency of the drivers.	The times for 789. I would ride 789 more if the 7:40 arrival left a bit later (like 7 am), and the afternoon times were better- say 4 pm departure.	Offer more mid day routes	Like the service overall.
277				
278	The convenience - I cross the street in the morning to pick up the bus and get off at the corner of my street at night.	The times of operation are very limited	Offer more pickup and drop off locations and increase service hours	<p>1. The facilities and services that are provided for what we pay in bus fares are very good. 2. Approximately 12 years ago, there was funding designated for a designated bus lane along County Road 81 to a park and ride lot in Rogers. That funding vanished when the Northstar rail opened. As a consumer of this service, I would like to see this realized. May of your riders live in the Northwest suburbs and could support this. Many of your riders live nowhere close to the Northstar line (which does not have a schedule that is as convenient as MGT). 3. Please remind your drivers to use the shoulders during traffic back ups. There are a few who do not. I am in a bus and not in my car to get past those traffic back ups so I can get home faster.</p>

ID	Q8	Q9	Q11	D8
279	the convenience and reliability	The times the heavy rail departs Minneapolis.	Offer weekend service	<p>Advertise WIFI and is not available to connect, not reliable, or slow. Good when it works. Most drivers are good, friendly, but having one or two that are consistently crabby, don't acknowledge you makes you feel bad for getting on the bus. I've seen one guy for years and will barely look and even drove by without picking me up. One bad thing is when a driver leaves a stop a minute or two early, or drives by and assumes there are no riders if they are not standing right at the stop. I have complained and those seem to get resolved. Otherwise, it seems like a safe ride. Over the past year, I have noticed less slamming of the brakes on the freeway. Buses are clean. Too many people keep controlling the entire seat. Rider rules are not followed by all equally. Lastly, Maple Grove traffic has increased significantly over the past couple of years. I live by Walmart and find the 785 too crowded with limited options. It would be good to see that expand with more routes. I drive right by the 783, but that one is very crowded near 7am. We need more options with focus on those routes, especially as crossing weaver over 94 is now backlogged every day. Let's try and get more options for those who live on my side of 94. Thank you for considering my feedback.</p>



ID	Q8	Q9	Q11	D8
280	The convenience of taking the bus vs. driving.	The times... I wish there was more in the morning and evening on the 783... I don't drive so I can't get to any of the park and rides, if I get off work early or start later I am forced to be in the cities longer. If I want or need to stay in the cities later at night I can't unless I have a ride out.	Offer wifi on all buses	My biggest concern is how packed the bus is. I can't say that I would want to keep taking it if the bus is always full.
281				
282	The convenience of the parking lot and drop-off locations downtown Mpls.	The timing of the bus stops seems a bit off. Either it's not frequent enough, or just isn't at the right times. It seems with other routes, I can get downtown by 8 am, but with this one, any bus after trip 8, I won't get downtown until after 8 (I am the last stop to get off).	Offering more mid-day routes, especially during the holidays when a lot of businesses downtown close early for the day. There are a lot of times I get stuck not realizing the buses don't start back up until later in the early afternoon.	
283	The Drivers	The Transit Station is not convenient in terms of ingress/egress, and the buses tend to be too crowded. But I do need to ride the 781 on occasions when the 780 schedule does not fit my schedule.	On trip to Minneapolis always have buses at the Parkway Station lot. Not parked on the street right up until a few minutes before the bus leaves.	
284	The drivers (for the most part) are usually friendly and good at what they do.	The Wi-Fi is not strong enough. It doesn't load my pages, so I can't use it.	one more mid-day trip from Arbor Lakes transit station	No
285	The drivers are very friendly	The Wi-Fi on the 783 is unusable. It's very slow or just doesn't work; I can't tell.	One or two 782 trips around holidays or shuttle to transit station	coach buses are not handicap friendly. Even for someone temporarily on crutches, these buses are a problem.
286	The drivers are very friendly, they are always a pleasure to greet	The wifi on the buses does not work at all. Please fix.	Orientate and train new drivers prior to their first day on the job so they know where they are going, where normal stops are, and how to utilize the shoulder of the road.	I don't use the wifi service as it's slower than using my data coverage. I don't use the rider program as my company pays for my bus fare so getting money back on my account doesn't benefit me I am still out the money I use for a taxi.

ID	Q8	Q9	Q11	D8
287	The ease of parking and getting on and off the 780 at Shepherd. If the transit station were my only option, I would not ride transit.	The Wi-Fi service is lacking, both on capacity as well as not being on every bus.	Pick up and drop off closer to new Wells Fargo buildings especially during winter months	not at this time.
288	The fact that there are enough trips that I don't have to stress about getting to the stop/transit station in time to catch the bus -- whenever I get there (during rush hours) I know a bus will be along shortly.	There are not always enough seats on afternoon buses from Minneapolis to Maple Grove.	Provide roomier buses during peak hours.	
289	The frequency of trips during rush hour.	There are not too many 783 buses that to/from Maple Grove to downtown compared to other routes like 785 and 781. There are a lot of new house developments in the area and more people are likely to ride bus in the future. It would be great to have more and frequent 783 buses available. Also, the latest 783 bus is at 5:45 and it would be great to have another bus past this time.	Provide service to Downtown East - will be quite a walk from Marquette and 4th to the Wells Fargo complex this winter.	it would be nice if when they drivers see people slowing down they slow down too instead of waiting and slamming on the breaks. Some of the drivers almost make me motion sick from all the slamming on of the breaks..

ID	Q8	Q9	Q11	D8
290	The frequency of trips to downtown Minneapolis in the mornings	There are some operators (very few) that seem like they couldn't care less. They look away when we board and hardly acknowledge when we leave the bus.	provide Wi-Fi on all buses	Please change the shuttle from Maple Grove Transit Station during the lunch hour (the one that people get on after getting off the 781) to take Elm Creek Blvd to Weaver Lake Road to get to Crosswinds Church instead of taking I-94. This would give people during the lunch hour more options to get off in the shopping and dining areas as well as some people to get off near their homes if they live in Mallard Ridge apartments, or the townhomes and houses near Elm Creek Blvd and Weaver Lake Road intersection. I live near there and wish that shuttle would drive down Elm Creek Blvd instead, since it would take roughly the same amount of time to get to Crosswinds but allows me to get off near my house. Either that, or please change that 781 to a 781A, so people can choose to take the shuttle, or stay on the 781A to increase their options of where to get off the bus.
291	The location is very convenient	There is one bus driver that leaves her stop downtown early so I almost or do miss it every day. Sometimes I am across the street waving, waiting for the traffic to clear, and she still takes off as I run to the bus. It is route 781, and the stop is 2nd Ave and 6th St, and the time is the 5:39 pm stop.	Providing more trips on the 789 would be immensely helpful. A 2:30 departure from campus would be ideal. In the mornings, it would be nice to have another trip departing from Maple Grove at 8:15.	
292	The location of the pickup is right across the street from my house. I have a less than a minute walk in the morning. Then the drop off is directly on my neighbor's lawn.	There isn't a later bus route from Minneapolis after 6:15pm.	Reconfigure trip times to the pre-August 2016 adjustment.	I appreciate the options. I have lived in 3 different parts of Maple Grove and was fortunate to have a route within walking distance if I didn't want to drive to a park and ride.

ID	Q8	Q9	Q11	D8
293	The morning driver for the 7:19 bus route is very awesome! He is always so friendly.	There isn't a route near the new Wells Fargo locations near the US Bank Stadium.	Reduce the number of riders per trip. People are always standing and packed in. Also be nice to have a day bus for the 785	
294	The new "coach" style buses are quieter, smoother, and more comfortable.	Those taking the 781A leaving downtown in the afternoon sometimes have to wait while a number of 781 buses go past. Why can't you even that out so 781A people don't have to wait so long? Those taking the 781 can get on 781As anyway. It seems a little unfair, 781A riders pay the same rider cost.		
295	The nice clean busses	Time between each of the 783 routes, wish they were closer together.	Reminders to passengers to keep cell phone conversations quiet and brief.	
296	The number of trips that are offered.	Waiting 30 minutes for bus.	Rerouting drop off and pick up locations to meet the needs of their riders.	Generally good service and most of the drivers are good drivers and friendly. Several know me by name and know where my stop is when riding the 781A.
297	The options of bus routes to downtown	Waiting in the morning when buses are there but do not drive up and let you into the bus.	Review ridership on 785. More northerly people would take the 785 instead of 781. Thanks!	People not getting up for the elderly or disabled persons, just because they want to be first off the bus. This needs to stop!
298	The overall experience - It is convenient - saves money all around - less driving stress as I have been a commuter for over 20 years. I have also made many friends.	Waiting outside for the bus	Riders should not have to stand while the bus is traveling over 60 mph, need more trips. Understanding there is a large financial cost with that I would be happy to see better climate control. Its always too hot on the bus in the fall and winter!	
299	The overall quality.	We need 785 and 781 to have a 5:00 a.m. run into Minneapolis, and a 7:00 p.m. run back to Maple Grove.	Route buses to the new Wells Fargo buildings (near the new Vikings Stadium).	It would be VERY nice to have a pick up spot further out, like Albertville or even Rogers. The ability to ride the shoulder on the bus from Rogers to Downtown would save a lot of time, so much traffic sits from Rogers to Maple Grove.

ID	Q8	Q9	Q11	D8
300	The park and ride locations	When all seats are taken and have to stand.		The coach buses are still difficult for a lot of people to ride - difficult climb up the stairs, not much room to maneuver bags, etc.
301	The reliability of service. When other riders that take Metro Transit busses complain about on-time performance and state, "my bus didn't show up this morning" I am proud to say I don't have that issue.	When drivers do no drive the speed limit, usually much slower. Don't pull away on the scheduled time. For instance, the other day a driver drove off from Parkway Station before the time they were supposed to. Also, one morning the 7:30 bus never showed so the 7:40 bus pulled up and he said to the passengers should he pull away or wait until 7:40? Why didn't he know the previous bus never arrived? He should have them made up the 9 minutes it took for this debacle to get things on schedule. Instead he drove under the speed limit, which then made me late for work.	Running 789 all year. Even if it is not possible to run it during the summer, it would be a HUGE improvement to have it run during the winter break (January). This is the worst month to drive or to have to transfer.	Provide a way to get to bus service the Friday after Thanksgiving and a way to get back home without a four mile walk
302	The service and buses are exceptional. I also like how courteous and friendly bus drivers are.		Scrap the Wi-Fi on the buses. This is an unnecessary expense. There is no improvement to web access from LTE which most if not all phones get while riding on 94.	No.
303	The set time of having to be at work each day.	When smokers sit next to me. Allergic to the nicotine smell		Thank you for this service. I'm a non driver and being able to board the bus on the corner close to my house has been very important to me.
304				
305				
306	The stress free travel to work.	When we don't get a coach bus or I have to stand.	Serve the new Downtown East area by the US Bank Stadium and Wells Fargo with a stop.	
307	The transit station. It is a great, convenient location that meets the majority of my travel needs.	WiFi is terrible; way TOO slow - I have to turn my auto-detect off when riding because performance is SO slow.	Some of the buses have very narrow aisle ways which cause a lot of unnecessary collisions between people and people sitting or people and bus components.	No

ID	Q8	Q9	Q11	D8
308				
309	The variety of park and ride options	Wifi is very spotty.		Great job! Nice service, very reliable.
310	There are many different bus routes that will get me back to Maple Grove.		Space out the 781A bus going from downtown, sometimes there are two buses five minutes apart, and then another one doesn't come for 20 minutes. Use the bigger buses all the time to accommodate more people.	No
311	There is an option to go from maple grove straight to the u of mn.	WiFi needs improvement. Need more double buses on peak days	spread out the return trips from downtown to Maple Grove to provide more options. Some are back to back.	Bus 782 was the option to use highways 169 and 610 to get to the Zachary Park and Ride. Unfortunately, most of the time the buses don't use this route and at times when I-694/I-94 are very busy they don't use the 169/610 option. Do the drivers have traffic information that can help them making this decision?
312	Time savings WHEN the driver uses the shoulder during heavy traffic	Wifi on buses unreliable Few trips leaving downtown between 5 and 6	Stops at downtown east by the stadium and Wells Fargo towers.	Great service overall
313			Survey customers before making major route time changes. Ensure that bus arrival times to downtown Minneapolis coincide with connecting routes (7, 3, Green Line routes).	
314	Timing between buses, if I miss one, there's always another waiting.	wifi service often doesn't work...would be nice to have consistent	Switch the departure times for the less frequent services back to where they used to be.	
315	Transit center - covered parking and indoor/heated waiting area	Wifi strength	Telling the bus drivers to make sure to get close to a curb for on/off. It is difficult to get on/off the bus when I have to step up/down directly onto the road (rather than a curb) due to being vertically challenged.	

ID	Q8	Q9	Q11	D8
316	Transit supervisor always very responsive and really listens to the concerns of customers.	Wish buses ran more often on parkway station	This may be out of scope, but in some areas on 694 near 169, the west-bound shoulders are sometimes difficult for the drivers to navigate. In some places they abruptly end or are flanked by deep mud puddles or drop offs that could make them dangerous. I'd like to see more dedicated bus lanes or improved shoulder access.	
317	Travel time from MG to downtown Minneapolis is faster on the bus compared to driver my car because the bus can drive on the shoulders and bypass slow/stopped traffic.	wish maple grove transit would consider a route to downtown east	This past year alone route times have changed 3 times. Find the schedule that you need to have and stick with it. Constant shuffling isn't good for anybody	
318	Usually responsive to issues or requests. Metro transit is less responsive or effective in resolving issues.	Wish more trips were offered with trips being more frequent as well	tires on the buses. very loud whining noise on some parts of the freeway. Could use earmuffs, it even drowns out my headphones I play on low listening to music because I can't read due to car sickness. It really can be loud at times. really loud. just saying. Thanks for listening. Sparky	
319	Very clean and convenient express buses make it a more relaxing ride back. Less transfers, less walking, and clean, quiet bus rides home	wish the hours would extend later into the evening	Try to time buses with the green and blue line better for transfers	Thank you. I appreciate the coach bus on 783 and would like to see wifi with good performance made available.
320	Very courteous drivers and good service	Wish there was a 1:20 PM trip.	Use additional service to 785 to alleviate crowding on 781. Riders still use 781 more because it offers more flexibility in the afternoon.	Great program!! Thank you!!

ID	Q8	Q9	Q11	D8
321	Very organized and safe.	Wish there was one in Albertville / St. Michael (closer as I live in Hanover).	When i started riding the maple grove buses the times were perfect and i made my transfer perfect, now that you changed the times for the 783 i have to run for the train in the early morning (1st bus) or be late to work and with the last bus i used to be able to take that one when i started at 9am and the connections were perfect now if i start at 9am i have to catch the 4th bus and be an hour early for work. Come Dec changes you changed the 2nd, 3rd, and 4th buses on the 783 but of course the 2 buses (1st and last buses) i ride the most you didnt change. Come winter i prob will be late to work everyday because i wont want to run for that bus and take a chance of falling	Perhaps to explore alternate routes when construction occurs.
322				99% of the time I am more than satisfied riding Maple Grove transit. I talk very highly of the service when asked about my commute. Every once in a while we'll get a slow bus driver leaving downtown which can change the whole commuting experience on the Maple Grove transit, but no one can really control that. Also, those long buses are so uncomfortable without a headrest anymore. It definitely makes me re-think my schedule. Wish they were all coach buses or the old ones.



ID	Q8	Q9	Q11	D8
323	Very reliable	Wish there were more options during day for going home to MG 789 and 781. After work, I always have to take Lightrail from U at 4:00 to transfer downtown to 781. Don't want to wait 45 minutes for U of M direct bus. Do not like that there is no 789 service during winter break and summer for employees. Makes me 15 minutes late with transferring from 781 downtown.	Wider seats. I'm actually a fit person and I'm average height but can't sit comfortably in an aisle seat due to most people being much larger and sitting in the window seat. If the rear bench was removed and the side by side seats staggered a few inches, it would give more arm and shoulder room for people. For instance, the aisle seat would sit forward of window seat by approx. 6".	
324	Very reliable "on time" performance.	wish we had one more mid day trip	Wi-fi on all buses please	
325	When the driver actually drives on the bus lane on 94. There are several drivers that never go in the lane and I never understand why we are sitting in traffic. Sort of the point why I take the bus.	Would be nice if there were a few more buses in the evening	Wifi on buses. Current system does not work.	
326	Whenever we have Nora as a driver. You can always guarantee to be to work and home right on schedule or earlier.	Would like a mid-morning option (10 or 10:30a) to downtown via 781 or 785, with collection from Park & Rides via 787.	WiFi speed	Great service; thanks for making it available.

ID	Q8	Q9	Q11	D8
327	Will pick you up on side of the road so no need to drive car at all.	Would like more covered parking at Parkway Station	With how busy the 785 is, I believe that more routes would help this route	It is a great service! I am a huge advocate of MG Transit, and have urged people to give it a try. I will never again sit in early morning 94 traffic, I love to be able to read quietly, and leave the driving to the professionals. Your drivers are very nice and very good. I use the Parkway Station lot, and the facility is great. It is clean, and on those colder fall/winter mornings, it is nice to have the option to wait inside for the bus and be able to catch up on the news too! :) Thank you for providing this terrific transit service for us! It's the best! You all do a great job!
328	You are dependable and keep us well-informed.	Would like more times offered on the 785 and later times in the evening	Work with Rogers/St.Michael/Albertville to expand	
329	You have the mid-day service	Would like one late bus, no matter which route.	would like to see an hourly or two hour trip between the park and ride stations to promote bus usage within the city itself. right now if I use the bus to go from the Jr High to Cub foods, there will not be another bus for another 4 hours. This may not be feasible costwise quite yet, but I see it as a greater need than a maple grove -> edina route.	Run extra buses at night when there is a snowstorm
330	Your drivers are awesome.			Route 782: Why does the return route for buses 1-4 take Hemlock Lane instead of 169 to 610? Stoplights and a stop at the train track seem to take more time.
331		Would like to be able to catch green line to St Paul before 6 am to get to the U by 6. 785 misses it by 1-2 minutes on first trip out in Am.	Year round service on 789	

ID	Q8	Q9	Q11	D8
332	Your routes in to work have been reliable as far as predicable travel time from Maple Grove to Minneapolis.	Would like to have a few more early afternoon routes	you could tell your drivers to always lower the bus for people getting off. I have very bad knees - drivers always lower the bus for me to get on, but only a few do it for exiting the bus. When you have bad knees, it's actually harder to climb down than it is to climb up.	Just thank you.

## Appendix B: Select Results Compared by Respondent Race/Ethnicity

Table 33: Question 5 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Taking all things into consideration, how would you rate the overall quality and performance of the Maple Grove Transit?															
	Very good		Good		Average		Poor		Very poor		No opinion		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	68%	N=176	29%	N=74	2%	N=5	0%	N=0	0%	N=0	0%	N=1	0%	N=1	100%	N=257
Non-White/Other	75%	N=18	21%	N=5	4%	N=1	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=24
Prefer not to answer	54%	N=15	46%	N=13	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=28
No response given	43%	N=10	30%	N=7	4%	N=1	0%	N=0	0%	N=0	0%	N=0	22%	N=5	100%	N=23
Overall	66%	N=219	30%	N=99	2%	N=7	0%	N=0	0%	N=0	0%	N=1	2%	N=6	100%	N=332

Table 34: Question 6 Compared by Respondent Race/Ethnicity

How would you rate the quality of each of the following?		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Bus cleanliness	Very good	74%	189	88%	21	57%	16	39%	9	71%	235
	Good	24%	62	13%	3	43%	12	17%	4	24%	81
	Average	2%	5	0%	0	0%	0	0%	0	2%	5
	Poor	0%	0	0%	0	0%	0	0%	0	0%	0
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	0%	0	0%	0	43%	10	3%	10
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Bus comfort	Very good	47%	121	54%	13	43%	12	22%	5	45%	151
	Good	42%	107	38%	9	39%	11	22%	5	40%	132
	Average	11%	27	4%	1	14%	4	9%	2	10%	34
	Poor	0%	1	0%	0	4%	1	0%	0	1%	2
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	1	4%	1	0%	0	48%	11	4%	13
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Driver skills	Very good	51%	130	75%	18	46%	13	35%	8	51%	169
	Good	40%	102	25%	6	46%	13	22%	5	38%	126

How would you rate the quality of each of the following?		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
	Average	8%	21	0%	0	7%	2	0%	0	7%	23
	Poor	1%	3	0%	0	0%	0	0%	0	1%	3
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	1	0%	0	0%	0	43%	10	3%	11
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Driver safety	Very good	56%	143	75%	18	54%	15	35%	8	55%	184
	Good	39%	99	13%	3	39%	11	22%	5	36%	118
	Average	5%	13	8%	2	7%	2	0%	0	5%	17
	Poor	0%	1	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	1	4%	1	0%	0	43%	10	4%	12
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Driver customer service	Very good	55%	141	75%	18	50%	14	30%	7	54%	180
	Good	34%	88	21%	5	43%	12	22%	5	33%	110
	Average	9%	22	4%	1	7%	2	4%	1	8%	26
	Poor	1%	2	0%	0	0%	0	0%	0	1%	2
	Very poor	0%	1	0%	0	0%	0	0%	0	0%	1
	No opinion	1%	3	0%	0	0%	0	0%	0	1%	3
	No response given	0%	0	0%	0	0%	0	43%	10	3%	10
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Hours of operation	Very good	30%	77	13%	3	25%	7	13%	3	27%	90
	Good	41%	106	42%	10	25%	7	17%	4	38%	127
	Average	24%	61	25%	6	21%	6	17%	4	23%	77
	Poor	4%	10	21%	5	25%	7	9%	2	7%	24
	Very poor	0%	1	0%	0	4%	1	0%	0	1%	2
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	1%	2	0%	0	0%	0	43%	10	4%	12
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Availability of seats	Very good	44%	112	38%	9	36%	10	22%	5	41%	136
	Good	42%	109	42%	10	50%	14	26%	6	42%	139
	Average	11%	29	21%	5	14%	4	4%	1	12%	39
	Poor	2%	4	0%	0	0%	0	4%	1	2%	5
	Very poor	1%	2	0%	0	0%	0	0%	0	1%	2
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	0%	0	0%	0	43%	10	3%	10
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>

How would you rate the quality of each of the following?		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Service area/route coverage	Very good	51%	130	46%	11	36%	10	17%	4	47%	155
	Good	37%	95	33%	8	29%	8	26%	6	35%	117
	Average	9%	24	21%	5	32%	9	9%	2	12%	40
	Poor	2%	6	0%	0	4%	1	4%	1	2%	8
	Very poor	0%	1	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	0%	0	0%	0	43%	10	3%	10
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Number of bus trips offered	Very good	26%	67	21%	5	14%	4	17%	4	24%	80
	Good	39%	99	46%	11	29%	8	17%	4	37%	122
	Average	27%	70	21%	5	25%	7	17%	4	26%	86
	Poor	7%	18	8%	2	29%	8	4%	1	9%	29
	Very poor	1%	2	4%	1	4%	1	0%	0	1%	4
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	0%	0	0%	0	43%	10	3%	10
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Travel time to and from Minneapolis	Very good	56%	143	58%	14	36%	10	22%	5	52%	172
	Good	34%	88	33%	8	46%	13	22%	5	34%	114
	Average	9%	24	8%	2	14%	4	9%	2	10%	32
	Poor	0%	1	0%	0	4%	1	0%	0	1%	2
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	0	0%	0	0%	0	48%	11	3%	11
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Reliability/on-time performance	Very good	56%	143	71%	17	43%	12	30%	7	54%	179
	Good	34%	88	29%	7	43%	12	17%	4	33%	111
	Average	8%	20	0%	0	14%	4	9%	2	8%	26
	Poor	2%	4	0%	0	0%	0	0%	0	1%	4
	Very poor	0%	1	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0
	No response given	0%	1	0%	0	0%	0	43%	10	3%	11
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Value of service	Very good	62%	159	79%	19	43%	12	30%	7	59%	197
	Good	33%	85	17%	4	46%	13	22%	5	32%	107
	Average	4%	11	4%	1	11%	3	4%	1	5%	16
	Poor	0%	0	0%	0	0%	0	0%	0	0%	0
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	0%	0	0%	0	0%	0	0%	0	0%	0

How would you rate the quality of each of the following?		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Meets my travel needs	No response given	1%	2	0%	0	0%	0	43%	10	4%	12
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very good	47%	122	58%	14	32%	9	17%	4	45%	149
	Good	40%	103	38%	9	39%	11	26%	6	39%	129
	Average	10%	26	4%	1	25%	7	13%	3	11%	37
	Poor	1%	3	0%	0	4%	1	0%	0	1%	4
	Very poor	0%	1	0%	0	0%	0	0%	0	0%	1
	No opinion	0%	1	0%	0	0%	0	0%	0	0%	1
	No response given	0%	1	0%	0	0%	0	43%	10	3%	11
Transit stations/Park-and-ride lots	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very good	57%	147	63%	15	29%	8	26%	6	53%	176
	Good	34%	87	21%	5	50%	14	22%	5	33%	111
	Average	4%	9	13%	3	11%	3	4%	1	5%	16
	Poor	0%	1	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	4%	10	4%	1	7%	2	0%	0	4%	13
	No response given	1%	3	0%	0	4%	1	48%	11	5%	15
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Rider alert flyers	Very good	48%	124	67%	16	36%	10	30%	7	47%	157
	Good	35%	90	17%	4	39%	11	13%	3	33%	108
	Average	9%	22	8%	2	14%	4	4%	1	9%	29
	Poor	0%	1	4%	1	0%	0	0%	0	1%	2
	Very poor	0%	0	0%	0	4%	1	0%	0	0%	1
	No opinion	8%	20	4%	1	7%	2	4%	1	7%	24
	No response given	0%	0	0%	0	0%	0	48%	11	3%	11
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very good	40%	103	54%	13	21%	6	22%	5	38%	127
Transit website	Good	37%	96	21%	5	43%	12	17%	4	35%	117
	Average	11%	29	13%	3	25%	7	13%	3	13%	42
	Poor	0%	1	0%	0	0%	0	0%	0	0%	1
	Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
	No opinion	11%	27	13%	3	11%	3	0%	0	10%	33
	No response given	0%	1	0%	0	0%	0	48%	11	4%	12
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very good	44%	112	58%	14	32%	9	30%	7	43%	142
	Good	40%	102	21%	5	50%	14	13%	3	37%	124
Pocket schedule/Rider guide	Average	5%	13	8%	2	4%	1	4%	1	5%	17
	Poor	1%	2	0%	0	0%	0	0%	0	1%	2
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>

How would you rate the quality of each of the following?	What best describes your racial or ethnic background?									
	White		Non-White/Other		Prefer not to answer		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Very poor	0%	0	0%	0	0%	0	0%	0	0%	0
No opinion	11%	27	13%	3	14%	4	4%	1	11%	35
No response given	0%	1	0%	0	0%	0	48%	11	4%	12
<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>



Table 35: Question 7 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	What are the top two reasons you use Maple Grove Transit?																			
	Convenience		Environmental		Fare is subsidized by employer		Do not own a car		Car not available		Saves money on parking		Avoid stress of driving		Saves travel time		Saves money on automobile expenses		Other	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	29%	N=75	7%	N=19	23%	N=58	1%	N=2	2%	N=6	48%	N=124	60%	N=154	11%	N=29	16%	N=41	2%	N=4
Non-White/Other	50%	N=12	8%	N=2	13%	N=3	4%	N=1	0%	N=0	42%	N=10	50%	N=12	21%	N=5	4%	N=1	4%	N=1
Prefer not to answer	25%	N=7	7%	N=2	18%	N=5	4%	N=1	0%	N=0	50%	N=14	71%	N=20	4%	N=1	21%	N=6	0%	N=0
No response given	38%	N=3	13%	N=1	0%	N=0	13%	N=1	13%	N=1	50%	N=4	50%	N=4	13%	N=1	13%	N=1	0%	N=0
Overall	31%	N=97	8%	N=24	21%	N=66	2%	N=5	2%	N=7	48%	N=152	60%	N=190	11%	N=36	15%	N=49	2%	N=5

Totals exceed 100% as respondents could select more than one response.

Table 36: Question 8 Compared by Respondent Race/Ethnicity

What one thing do you like most about Maple Grove Transit?	What best describes your racial or ethnic background?									
	White		Non-White/Other		Prefer not to answer		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Level, frequency or convenience of service	35%	90	38%	9	21%	6	0%	0	32%	105
Drivers, customer service, friendliness or safety	8%	20	4%	1	11%	3	0%	0	7%	24
Reliability/dependability	8%	21	8%	2	32%	9	4%	1	10%	33
Reduced stress or hassle by avoiding traffic/parking	9%	23	4%	1	4%	1	0%	0	8%	25
Fast travel times/use of bus lanes	2%	6	13%	3	7%	2	0%	0	3%	11
Saving money	5%	13	4%	1	7%	2	0%	0	5%	16
Other	2%	5	0%	0	0%	0	0%	0	2%	5
Bus quality, cleanliness or features	10%	26	17%	4	0%	0	13%	3	10%	33
Parking/facilities	5%	14	0%	0	4%	1	0%	0	5%	15
None/N/A	0%	0	0%	0	0%	0	0%	0	0%	0
No response given	15%	39	13%	3	14%	4	83%	19	20%	65
Total	100%	257	100%	24	100%	28	100%	23	100%	332

Table 37: Question 9 Compared by Respondent Race/Ethnicity

What one thing do you like least about Maple Grove Transit?	What best describes your racial or ethnic background?									
	White		Non-White/Other		Prefer not to answer		No response given		Overall	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Time/schedule limitations	17%	43	8%	2	14%	4	9%	2	15%	51
More trips desired: Midday/noon	2%	5	0%	0	4%	1	0%	0	2%	6
More trips desired: Late evening	9%	22	0%	0	11%	3	0%	0	8%	25
More trips desired: Early afternoon	4%	11	4%	1	4%	1	0%	0	4%	13
More trips desired: Late morning	1%	3	8%	2	0%	0	0%	0	2%	5
More trips desired: Early morning	2%	5	0%	0	4%	1	4%	1	2%	7
Reliability, travel times or fareboxes	3%	8	8%	2	4%	1	4%	1	4%	12
Capacity concerns	8%	20	8%	2	7%	2	0%	0	7%	24
Cleanliness, comfort or temperature concerns	16%	41	13%	3	14%	4	4%	1	15%	49
Driver concerns	6%	16	4%	1	18%	5	0%	0	7%	22
Other	9%	23	13%	3	4%	1	0%	0	8%	27
None	5%	13	4%	1	4%	1	0%	0	5%	15
additional routes/locations	6%	15	8%	2	4%	1	0%	0	5%	18
No response given	12%	32	21%	5	11%	3	78%	18	17%	58
Total	100%	257	100%	24	100%	28	100%	23	100%	332

Table 38: Question 10 Compared by Respondent Race/Ethnicity

Please tell us how important the following service improvements would be to you:		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Earlier a.m. bus trips to Minneapolis	Very important	17%	44	42%	10	36%	10	4%	1	20%	65
	Somewhat important	21%	54	17%	4	21%	6	4%	1	20%	65
	Not important	58%	149	42%	10	43%	12	13%	3	52%	174
	No response given	4%	10	0%	0	0%	0	78%	18	8%	28
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
Later a.m. bus trips to Minneapolis	Very important	19%	48	46%	11	14%	4	13%	3	20%	66
	Somewhat important	43%	111	21%	5	43%	12	4%	1	39%	129

Please tell us how important the following service improvements would be to you:		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
	Not important	36%	93	17%	4	39%	11	4%	1	33%	109
	No response given	2%	5	17%	4	4%	1	78%	18	8%	28
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	32%	82	42%	10	46%	13	17%	4	33%	109
	Somewhat important	42%	108	17%	4	36%	10	9%	2	37%	124
Earlier p.m. bus trips to Maple Grove	Not important	25%	64	21%	5	14%	4	0%	0	22%	73
	No response given	1%	3	21%	5	4%	1	74%	17	8%	26
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	34%	88	67%	16	43%	12	13%	3	36%	119
	Somewhat important	41%	105	21%	5	32%	9	9%	2	36%	121
Later p.m. bus trips to Maple Grove	Not important	22%	57	8%	2	21%	6	4%	1	20%	66
	No response given	3%	7	4%	1	4%	1	74%	17	8%	26
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	37%	96	63%	15	46%	13	22%	5	39%	129
	Somewhat important	49%	125	17%	4	29%	8	0%	0	41%	137
More mid-day buses to and from Minneapolis	Not important	13%	34	13%	3	25%	7	0%	0	13%	44
	No response given	1%	2	8%	2	0%	0	78%	18	7%	22
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	26%	67	25%	6	39%	11	13%	3	26%	87
	Somewhat important	40%	103	25%	6	29%	8	4%	1	36%	118
More trips within the existing service hours	Not important	31%	79	29%	7	25%	7	4%	1	28%	94
	No response given	3%	8	21%	5	7%	2	78%	18	10%	33
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	6%	15	33%	8	4%	1	17%	4	8%	28
	Somewhat important	4%	9	13%	3	7%	2	0%	0	4%	14
More trips to and from the U of M (Rt. 789)	Not important	87%	223	29%	7	86%	24	4%	1	77%	255
	No response given	4%	10	25%	6	4%	1	78%	18	11%	35
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>
	Very important	6%	15	33%	8	4%	1	17%	4	8%	28
	Somewhat important	4%	9	13%	3	7%	2	0%	0	4%	14

Please tell us how important the following service improvements would be to you:		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
U of M Service (Rt. 789) during Summer Term	Very important	5%	13	21%	5	4%	1	13%	3	7%	22
	Somewhat important	4%	9	21%	5	4%	1	4%	1	5%	16
	Not important	88%	226	33%	8	89%	25	4%	1	78%	260
	No response given	4%	9	25%	6	4%	1	78%	18	10%	34
	<b>Total</b>	<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>

Table 39: Question 11 Compared by Respondent Race/Ethnicity

What do you think is the single most important improvement Maple Grove Transit could make to better the system?		What best describes your racial or ethnic background?									
		White		Non-White/Other		Prefer not to answer		No response given		Overall	
		Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
Expanding capacity		4%	10	4%	1	0%	0	0%	0	3%	11
More trips desired: Late morning		5%	12	4%	1	4%	1	0%	0	4%	14
More trips desired: Midday to early afternoon		8%	20	4%	1	4%	1	9%	2	7%	24
More trips desired: Afternoon or evening		5%	13	8%	2	4%	1	0%	0	5%	16
More trips desired: general		14%	37	25%	6	18%	5	4%	1	15%	49
Convenience/customer service improvements		12%	30	17%	4	11%	3	4%	1	11%	38
Bus improvements/new buses		6%	15	4%	1	14%	4	0%	0	6%	20
Value/fare considerations		0%	1	4%	1	4%	1	0%	0	1%	3
Facilities/amenities improvements		6%	16	0%	0	0%	0	0%	0	5%	16
additional routes/locations		11%	27	4%	1	11%	3	4%	1	10%	32
Other		3%	8	4%	1	4%	1	0%	0	3%	10
None		8%	21	4%	1	4%	1	0%	0	7%	23
No response given		18%	47	17%	4	25%	7	78%	18	23%	76
<b>Total</b>		<b>100%</b>	<b>257</b>	<b>100%</b>	<b>24</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>332</b>

Table 40: Question 12 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	What is your primary reason for using Maple Grove Transit?															
	Commuting to and from work		Shopping/dining		Social/entertainment		Commuting to and from school		Medical		Other:		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	98%	N=252	0%	N=1	0%	N=0	2%	N=4	0%	N=0	0%	N=0	0%	N=0	100%	N=257
Non-White/Other	92%	N=22	0%	N=0	0%	N=0	8%	N=2	0%	N=0	0%	N=0	0%	N=0	100%	N=24
Prefer not to answer	96%	N=27	0%	N=0	0%	N=0	4%	N=1	0%	N=0	0%	N=0	0%	N=0	100%	N=28
No response given	22%	N=5	0%	N=0	0%	N=0	4%	N=1	0%	N=0	0%	N=0	74%	N=17	100%	N=23
Overall	92%	N=306	0%	N=1	0%	N=0	2%	N=8	0%	N=0	0%	N=0	5%	N=17	100%	N=332

Table 41: Question 13 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Do you have the option to use a personal vehicle to make your bus trip?							
	Yes		No		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	93%	N=238	6%	N=15	2%	N=4	100%	N=257
Non-White/Other	88%	N=21	13%	N=3	0%	N=0	100%	N=24
Prefer not to answer	82%	N=23	14%	N=4	4%	N=1	100%	N=28
No response given	17%	N=4	9%	N=2	74%	N=17	100%	N=23
Overall	86%	N=286	7%	N=24	7%	N=22	100%	N=332

Table 42: Question 14 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Will you transfer to another bus or train as part of your trip today?							
	No		Yes (Route # or rail line):		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	89%	N=230	9%	N=24	1%	N=3	100%	N=257
Non-White/Other	63%	N=15	38%	N=9	0%	N=0	100%	N=24
Prefer not to answer	82%	N=23	14%	N=4	4%	N=1	100%	N=28
No response given	13%	N=3	9%	N=2	78%	N=18	100%	N=23
Overall	82%	N=271	12%	N=39	7%	N=22	100%	N=332

Table 43: Question 15 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	In the past six months, did you place a phone call, write a letter, or send an email regarding a Maple Grove Transit question, comment, complaint and/or suggestion?									
	Yes		No		Unsure		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	22%	N=57	75%	N=192	3%	N=8	0%	N=0	100%	N=257
Non-White/Other	21%	N=5	75%	N=18	4%	N=1	0%	N=0	100%	N=24
Prefer not to answer	21%	N=6	75%	N=21	4%	N=1	0%	N=0	100%	N=28
No response given	4%	N=1	17%	N=4	4%	N=1	74%	N=17	100%	N=23
Overall	21%	N=69	71%	N=235	3%	N=11	5%	N=17	100%	N=332

Table 44: Question 16 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	If yes to the above question, was your inquiry handled to your satisfaction?													
	Very good		Good		Average		Poor		Very poor		No opinion		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	44%	N=25	25%	N=14	12%	N=7	11%	N=6	4%	N=2	5%	N=3	100%	N=57
Non-White/Other	80%	N=4	0%	N=0	0%	N=0	20%	N=1	0%	N=0	0%	N=0	100%	N=5
Prefer not to answer	33%	N=2	33%	N=2	17%	N=1	0%	N=0	0%	N=0	17%	N=1	100%	N=6
No response given	0%	N=0	0%	N=0	0%	N=0	0%	N=0	0%	N=0	100%	N=1	100%	N=1
Overall	45%	N=31	23%	N=16	12%	N=8	10%	N=7	3%	N=2	7%	N=5	100%	N=69

*Asked only of those who reported contacting Maple Grove Transit in the six months preceding the survey.*

Table 45: Question 17 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Which best describes your awareness of the Guaranteed Ride Home Program?									
	Not aware of the program		Aware of the program, but not registered to use it		Aware and registered to use		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	16%	N=41	47%	N=121	37%	N=94	0%	N=1	100%	N=257
Non-White/Other	33%	N=8	38%	N=9	29%	N=7	0%	N=0	100%	N=24
Prefer not to answer	29%	N=8	43%	N=12	25%	N=7	4%	N=1	100%	N=28
No response given	9%	N=2	17%	N=4	0%	N=0	74%	N=17	100%	N=23
Overall	18%	N=59	44%	N=146	33%	N=108	6%	N=19	100%	N=332

Table 46: Question 18 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Which best describes your awareness that Maple Grove Transit sends “rider alerts” via email?									
	Not aware of email “rider alerts”		Aware of email “rider alerts,” but not signed up to receive them		Aware and currently receive email “rider alerts”		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	14%	N=37	19%	N=50	65%	N=168	1%	N=2	100%	N=257
Non-White/Other	29%	N=7	13%	N=3	58%	N=14	0%	N=0	100%	N=24
Prefer not to answer	21%	N=6	14%	N=4	64%	N=18	0%	N=0	100%	N=28
No response given	0%	N=0	17%	N=4	9%	N=2	74%	N=17	100%	N=23
Overall	15%	N=50	18%	N=61	61%	N=202	6%	N=19	100%	N=332

Table 47: Question 19 Compared by Respondent Race/Ethnicity

What best describes your racial or ethnic background?	Do you think your bus fare is priced...									
	Too high		Just right		Too low		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	6%	N=16	93%	N=239	0%	N=1	0%	N=1	100%	N=257
Non-White/Other	4%	N=1	96%	N=23	0%	N=0	0%	N=0	100%	N=24
Prefer not to answer	18%	N=5	82%	N=23	0%	N=0	0%	N=0	100%	N=28
No response given	0%	N=0	26%	N=6	0%	N=0	74%	N=17	100%	N=23
Overall	7%	N=22	88%	N=291	0%	N=1	5%	N=18	100%	N=332



Table 48: Question 20 Compared by Question 1

What best describes your racial or ethnic background?	Which style of Maple Grove bus do you prefer to ride:									
	A: Standard transit bus		B: Coach-style		C: Articulated (long) bus		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	12%	N=31	68%	N=174	19%	N=50	1%	N=2	100%	N=257
Non-White/Other	13%	N=3	46%	N=11	42%	N=10	0%	N=0	100%	N=24
Prefer not to answer	11%	N=3	79%	N=22	7%	N=2	4%	N=1	100%	N=28
No response given	0%	N=0	17%	N=4	0%	N=0	83%	N=19	100%	N=23
Overall	11%	N=37	64%	N=211	19%	N=62	7%	N=22	100%	N=332

Table 49: Question 21 Compared by Question 1

What best describes your racial or ethnic background?	Did you use the free WiFi service on the coach buses during its trial period?									
	Yes, most of the time		Yes, sometimes		Was not aware of the service		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	25%	N=63	57%	N=147	14%	N=36	4%	N=11	100%	N=257
Non-White/Other	25%	N=6	54%	N=13	21%	N=5	0%	N=0	100%	N=24
Prefer not to answer	25%	N=7	57%	N=16	18%	N=5	0%	N=0	100%	N=28
No response given	9%	N=2	9%	N=2	4%	N=1	78%	N=18	100%	N=23
Overall	23%	N=78	54%	N=178	14%	N=47	9%	N=29	100%	N=332

Table 50: Question 21b Compared by Question 1

What best describes your racial or ethnic background?	Please rate the quality of the WiFi service:											
	Very good		Good		Average		Poor		Very poor		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	5%	N=11	25%	N=53	37%	N=77	27%	N=57	5%	N=10	100%	N=208
Non-White/Other	17%	N=3	22%	N=4	39%	N=7	11%	N=2	11%	N=2	100%	N=18
Prefer not to answer	0%	N=0	22%	N=5	35%	N=8	22%	N=5	22%	N=5	100%	N=23
No response given	0%	N=0	33%	N=1	33%	N=1	33%	N=1	0%	N=0	100%	N=3
Overall	6%	N=14	25%	N=63	37%	N=93	26%	N=65	7%	N=17	100%	N=252

Table 51: Question 22 Compared by Question 1

What best describes your racial or ethnic background?	If Maple Grove Transit had a Twitter account how likely or unlikely would you be to follow it?											
	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	9%	N=23	18%	N=46	10%	N=25	63%	N=162	0%	N=1	100%	N=257
Non-White/Other	17%	N=4	8%	N=2	21%	N=5	54%	N=13	0%	N=0	100%	N=24
Prefer not to answer	7%	N=2	7%	N=2	7%	N=2	79%	N=22	0%	N=0	100%	N=28
No response given	0%	N=0	9%	N=2	0%	N=0	4%	N=1	87%	N=20	100%	N=23
Overall	9%	N=29	16%	N=52	10%	N=32	60%	N=198	6%	N=21	100%	N=332

Table 52: Question 23 Compared by Question 1

What best describes your racial or ethnic background?	How likely or unlikely are you to recommend our service to someone who asks?											
	Very likely		Somewhat likely		Somewhat unlikely		Very unlikely		No response given		Total	
	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number	Percent	Number
White	88%	N=227	11%	N=27	1%	N=2	0%	N=1	0%	N=0	100%	N=257
Non-White/Other	88%	N=21	8%	N=2	4%	N=1	0%	N=0	0%	N=0	100%	N=24
Prefer not to answer	75%	N=21	18%	N=5	0%	N=0	7%	N=2	0%	N=0	100%	N=28
No response given	9%	N=2	4%	N=1	0%	N=0	0%	N=0	87%	N=20	100%	N=23
Overall	82%	N=271	11%	N=35	1%	N=3	1%	N=3	6%	N=20	100%	N=332

## **Appendix C: Copy of Survey Questionnaire**

The following pages contain a copy of the questionnaire that survey participants were asked to complete.

# Maple Grove Transit “Express Bus Service” Customer Survey

Maple Grove Transit would like to find out how you, the customer, feel about the express bus service. It is important that we have the information and feedback from our riders to make crucial decisions.

**1. What route do you ride most often?**

- ☐ 780      ☐ 781      ☐ 782      ☐ 783      ☐ 785      ☐ 789

**2. Which of the following stops is where you most commonly board the bus in Maple Grove?**

- ☐ Maple Grove Transit Station (Route 781 and 789)  
☐ Parkway Transit Station (Route 785)  
☐ Zachary Lane Park-and-Ride lot (Route 782)  
☐ Crosswinds Church Park-and-Ride lot (Route 783)  
☐ Shepherd of the Grove Park-and-Ride lot (Route 780)  
☐ On a street (list closest intersection): \_\_\_\_\_  
☐ Other: \_\_\_\_\_

**3. On average, how many days a week do you use Maple Grove Transit?** \_\_\_\_\_

**4. How long have you been using Maple Grove Transit?**

- ☐ Less than 1 year  
☐ 1 year to 5 years  
☐ 6 years to 10 years  
☐ More than 10 years

**5. Taking all things into consideration, how would you rate the overall quality and performance of the Maple Grove Transit?**

- ☐ Very good      ☐ Good      ☐ Average      ☐ Poor      ☐ Very poor      ☐ No opinion

**6. How would you rate the quality of each of the following?**

	<i>Very good</i>	<i>Good</i>	<i>Average</i>	<i>Poor</i>	<i>Very poor</i>	<i>No opinion</i>
Bus cleanliness.....	1	2	3	4	5	9
Bus comfort.....	1	2	3	4	5	9
Driver skills .....	1	2	3	4	5	9
Driver safety.....	1	2	3	4	5	9
Driver customer service .....	1	2	3	4	5	9
Hours of operation .....	1	2	3	4	5	9
Availability of seats.....	1	2	3	4	5	9
Service area/route coverage .....	1	2	3	4	5	9
Number of bus trips offered.....	1	2	3	4	5	9
Travel time to and from Minneapolis.....	1	2	3	4	5	9
Reliability/on-time performance .....	1	2	3	4	5	9
Value of service.....	1	2	3	4	5	9
Meets my travel needs .....	1	2	3	4	5	9
Transit stations/Park-and-ride lots .....	1	2	3	4	5	9
Rider alert flyers.....	1	2	3	4	5	9
Transit website.....	1	2	3	4	5	9
Pocket schedule/Rider guide.....	1	2	3	4	5	9

**7. What are the top two reasons you use Maple Grove Transit?**

- ☐ Convenience      ☐ Environmental      ☐ Fare is subsidized by employer      ☐ Do not own a car  
☐ Car not available      ☐ Saves money on parking      ☐ Avoid stress of driving      ☐ Saves travel time  
☐ Saves money on automobile expenses      ☐ Other: \_\_\_\_\_

**8. What one thing do you like most about Maple Grove Transit?**

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**9. What one thing do you like least about Maple Grove Transit?**

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**10. Please tell us how important the following service improvements would be to you:**

	<i>Very important</i>	<i>Somewhat important</i>	<i>Not important</i>
Earlier a.m. bus trips to Minneapolis .....	1	2	3
Later a.m. bus trips to Minneapolis.....	1	2	3
Earlier p.m. bus trips to Maple Grove.....	1	2	3
Later p.m. bus trips to Maple Grove .....	1	2	3
More mid-day buses to and from Minneapolis .....	1	2	3
More trips within the existing service hours.....	1	2	3
More trips to and from U of M (Rt. 789).....	1	2	3
U of M Service (Rt. 789) during Summer Term .....	1	2	3

**11. What do you think is the single most important improvement Maple Grove Transit could make to better the system?**

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---

**12. What is your primary reason for using Maple Grove Transit?**

- ☐ Commuting to and from work
- ☐ Shopping/dining
- ☐ Social/entertainment
- ☐ Commuting to and from school
- ☐ Medical
- ☐ Other: \_\_\_\_\_

**13. Do you have the option to use a personal vehicle to make your bus trip?**

- ☐ Yes
- ☐ No

**14. Will you transfer to another bus or train as part of your trip today?**

- ☐ No
- ☐ Yes (Route # or rail line: \_\_\_\_\_)

**15. In the past six months, did you place a phone call, write a letter, or send an email regarding a Maple Grove Transit question, comment, complaint and/or suggestion?**

- ☐ Yes
- ☐ No
- ☐ Unsure

**16. If yes to the above question, was your inquiry handled to your satisfaction?**

- ☐ Very good
- ☐ Good
- ☐ Average
- ☐ Poor
- ☐ Very poor
- ☐ No opinion

**17. Which best describes your awareness of the Guaranteed Ride Home Program?**

- ☐ Not aware of the program
- ☐ Aware of the program, but not registered to use it
- ☐ Aware and registered to use

**18. Which best describes your awareness that Maple Grove Transit sends “rider alerts” via email?**

- ☐ Not aware of email “rider alerts”
- ☐ Aware of email “rider alerts,” but not signed up to receive them
- ☐ Aware and currently receive email “rider alerts”

**19. Do you think your bus fare is priced...**

- ☐ Too high
- ☐ Just right
- ☐ Too low

**20. Which style of Maple Grove bus do you prefer to ride:**

- ☐ Standard transit bus (click here for photo)
- ☐ Coach-style (click here for photo)
- ☐ Articulated (long) bus (click here for photo)

# Maple Grove Transit “Express Bus Service” Customer Survey

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## 21. Did you use the free WiFi service on the coach buses during its trial period?

- ☐ Yes, most of the time  
→ Please rate the quality of the WiFi service: ☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very poor
- ☐ Yes, sometimes  
→ Please rate the quality of the WiFi service: ☐ Very good ☐ Good ☐ Average ☐ Poor ☐ Very poor
- ☐ Was not aware of the service

## 22. If Maple Grove Transit had a Twitter account how likely or unlikely would you be to follow it?

- ☐ Very likely  
☐ Somewhat likely  
☐ Somewhat unlikely  
☐ Very unlikely

## 23. How likely or unlikely are you to recommend our service to someone who asks?

- ☐ Very likely  
☐ Somewhat likely  
☐ Somewhat unlikely  
☐ Very unlikely

**Our last questions are about you and your household. Again, all of your responses to this survey are completely anonymous and will be reported in group form only.**

### D1. What City do you live in?

- |                                   |   |
|-----------------------------------|---|
| <input type="radio"/> Maple Grove | <input type="radio"/> Brooklyn Park                 |
| <input type="radio"/> St. Michael | <input type="radio"/> Monticello                    |
| <input type="radio"/> Rogers      | <input type="radio"/> Hanover                       |
| <input type="radio"/> Plymouth    | <input type="radio"/> Corcoran                      |
| <input type="radio"/> Albertville | <input type="radio"/> Osco                          |
| <input type="radio"/> Ostego      | <input type="radio"/> Other (please specify): _____ |
| <input type="radio"/> Champlin    |   |

### D2. What best describes your racial or ethnic background?

- |  |  |
|--|--|
| <input type="radio"/> African American/Black | <input type="radio"/> Hispanic/Latino      |
| <input type="radio"/> American Indian        | <input type="radio"/> Other                |
| <input type="radio"/> Asian                  | <input type="radio"/> Prefer not to answer |
| <input type="radio"/> Caucasian/White        |  |

### D3. In which category is your age?

- |                                |                                   |
|--------------------------------|-----------------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54       |
| <input type="radio"/> 18-24    | <input type="radio"/> 55-64       |
| <input type="radio"/> 25-34    | <input type="radio"/> 65 or older |
| <input type="radio"/> 35-44    |                                   |

### D4. What gender do you identify as:

- ☐ Female ☐ Male ☐ Other: \_\_\_\_\_

### D5. Approximately what was your family's total income last year?

- ☐ Less than \$25,000  
☐ \$25,000 to \$49,999  
☐ \$50,000 to \$99,999  
☐ \$100,000 or more  
☐ Don't know  
☐ Prefer not to answer

### D6. What is the primary language spoken in your household?

- |                                |   |
|--------------------------------|---|
| <input type="radio"/> English  | <input type="radio"/> Russian                       |
| <input type="radio"/> Spanish  | <input type="radio"/> Vietnamese                    |
| <input type="radio"/> Chinese  | <input type="radio"/> Other (please specify): _____ |
| <input type="radio"/> Japanese |   |

### D7. Do you consider yourself to have a disability?

- ☐ Yes ☐ No

### D8. Are there any other things that you would like to comment on regarding Maple Grove Transit?



# 2018 ANNUAL REGIONAL PARK-AND-RIDE SYSTEM REPORT

JANUARY 2019

***Prepared for:***

Metropolitan Council

Metro Transit

Minnesota Valley Transit Authority

SouthWest Transit

Maple Grove Transit

Plymouth Metrolink

Northstar Link

Minnesota Department of Transportation

Wisconsin Department of Transportation

***Prepared by:***

Emma Pickett

Metro Transit Engineering and Facilities, Planning and Urban Design

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## Overview

The 2018 Annual Regional Park-and-Ride System Report provides a summary of current trends in the Twin Cities regional park-and-ride system. This document is a system performance update that complements other Metropolitan Council long-term planning documents, including the 2040 Transportation Policy Plan and Thrive MSP 2040. A survey of the system was conducted in late September and early October 2018, which included vehicle and bicycle counts for every facility as well as recording of license plates for analyzing user origins.

As of October 2018, the regional park-and-ride system consisted of 104 active park-and-ride facilities throughout the Twin Cities metropolitan area. In addition to park-and-ride facilities, there are 40 park-and-pool facilities. Park-and-ride facilities are defined as parking facilities that are served by transit (i.e. they have a bus route or rail line serving them), whereas park-and-pool facilities are designated parking areas that provide individuals a gathering point from which they can carpool to a common destination. Both types of facilities have been surveyed by regional and state transportation agencies since 1999. This report focuses primarily on park-and-ride facilities.

Six transit providers operate the region's park-and-ride facilities and associated transit service: Minnesota Valley Transit Authority (MVTA), Maple Grove Transit, Metro Transit, Northstar Link, Plymouth Metrolink and SouthWest Transit. The region's park-and-pools are provided by the Minnesota Department of Transportation (MnDOT) and Wisconsin Department of Transportation (WisDOT). The annual system survey is a collaborative effort conducted by the region's providers.

**The 2018 survey counted 18,442 regional park-and-ride users, a decrease of approximately 6 percent from 19,610 users in 2017. The overall capacity of the system is currently 33,740, and the utilization rate is 54.7 percent.** While strong growth in usage occurred between 2004 and 2008, utilization rates have since leveled off and remain steadily within a range of 18,000 to 19,000 users over the past decade. Yearly changes in total capacity and usage of the park-and-ride system can be seen in Figure 1. The locations of all active park-and-ride facilities is shown in Figure 2.

This year, all providers saw a slight decrease in park-and-ride usage except Plymouth. Metro Transit's usage showed a notable decline in parking utilization at 28th Ave. Station; however, this reflects a return to normal after conclusion of a short-term lease for local parking needs. Capacity and usage changes by service provider may be found in Table 1.

The regional system has available capacity for more metro residents to use park-and-rides. The Hwy. 169 South, I-35W South Upper, I-35E North/Hwy. 36 East, Hwy. 61 South and I-35W North corridors have the greatest available capacity with utilization rates of less than 50 percent. Only one corridor, I-94 East, experiences a utilization rate over 80 percent, and a new park-and-ride at I-94 and Manning Avenue in Lake Elmo is scheduled to open in late 2019.

Several municipalities throughout the Twin Cities Metropolitan Area have reached an agreement with the Council to implement the Transit Capital Levy. Consequently, all taxable properties are assessed for transit and paratransit capital within these communities. The data from this year's survey show that 79 percent of all park-and-ride users reside within communities that are part of the Transit Capital Levy District.

Figure 1: Regional Park-and-Ride System Usage 2004-2018

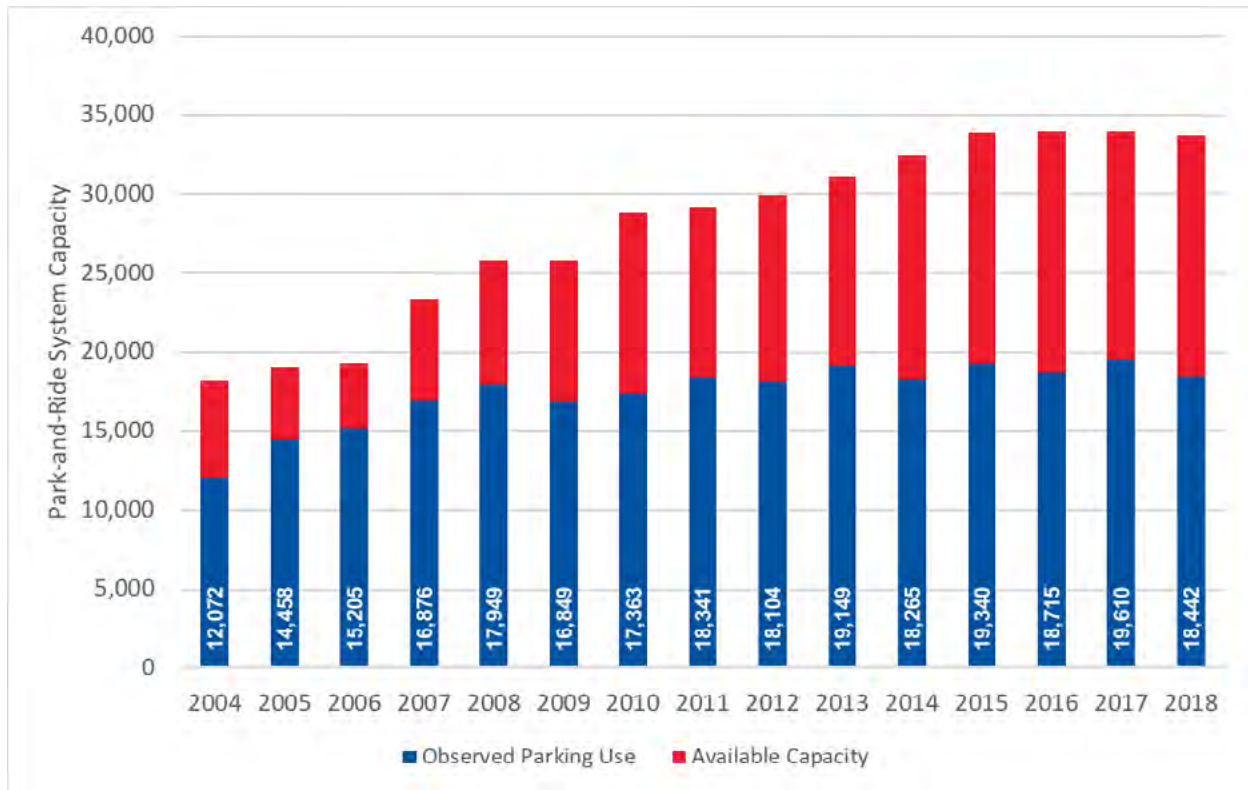
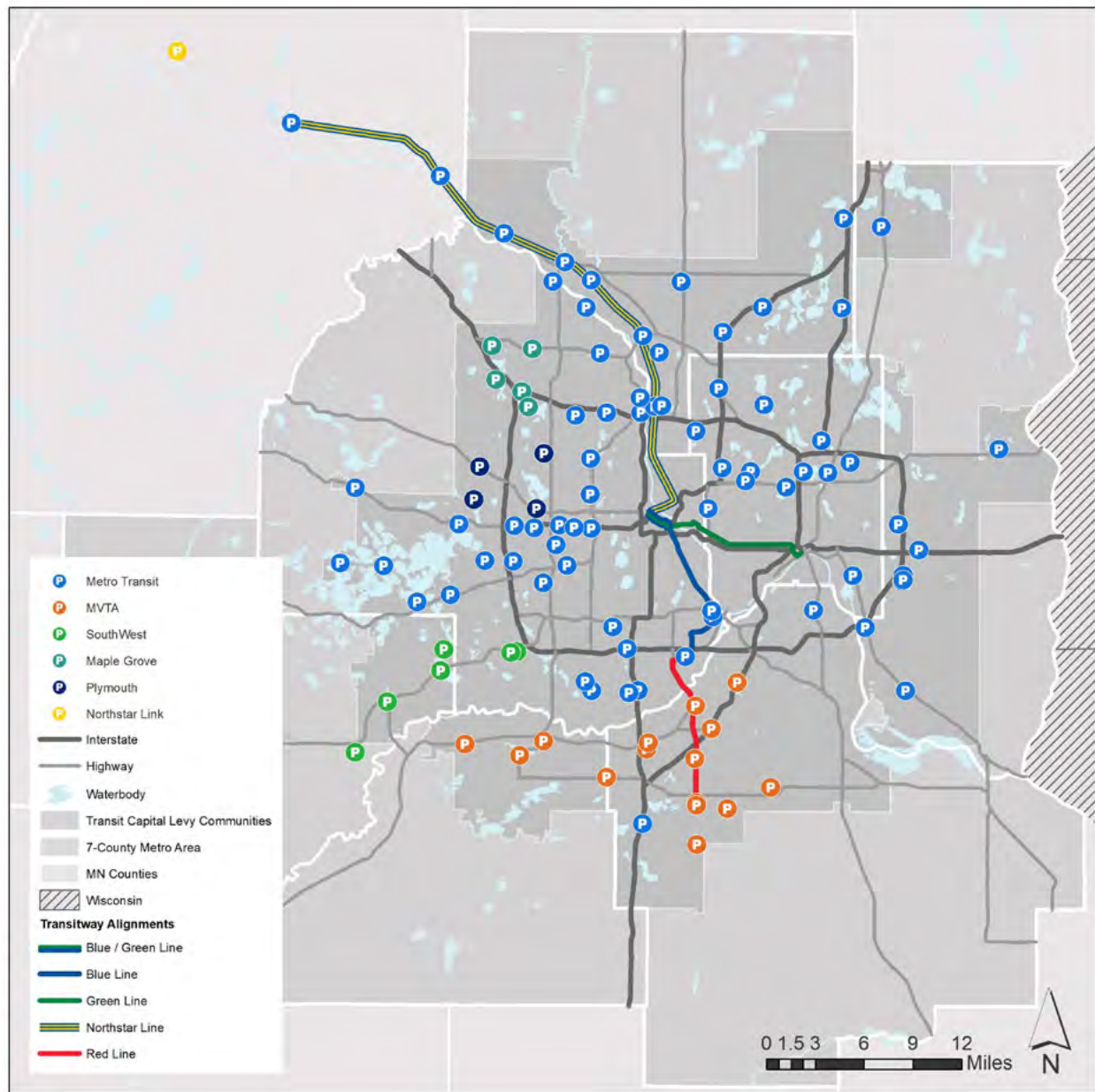


Table 1: 2017-2018 System Capacity and Usage by Provider

Provider	Number of Facilities	2017 Usage	2018 Capacity	2018 Usage	2018 % Utilized	2017-18 Change	2017-18 % Change
Metro Transit	72	12,470	21,394	11,655	54.5%	-815	-6.5%
Bus	63	8,982	15,545	8,632	55.5%	-350	-3.9%
Rail	9	3,488	5,849	3,023	51.7%	-465	-13.3%
Northstar	6	1,472	3,280	1,395	42.5%	-77	-5.2%
METRO Blue Line	3	2,016	2,569	1,628	63.4%	-388	-19.3%
MVTA	15	3,539	6,384	3,206	50.2%	-333	-9.4%
SouthWest	6	1,572	3,012	1,524	50.6%	-48	-3.1%
Maple Grove	5	1,585	2,226	1,509	67.8%	-76	-4.8%
Plymouth	4	401	558	508	91.0%	107	26.7%
Northstar Link	2	43	166	40	24.1%	-3	-7.0%
<b>Park-and-Ride Total</b>	<b>104</b>	<b>19,610</b>	<b>33,740</b>	<b>18,442</b>	<b>54.7%</b>	<b>-1,168</b>	<b>-6.0%</b>
MnDOT	30	374	1,518	340	22.4%	-34	-9.1%
WisDOT	10	212	723	381	52.7%	169	79.7%
New Richmond	0	7	0	0		-7	-100.0%
<b>Park-and-Pool Total</b>	<b>40</b>	<b>593</b>	<b>2,241</b>	<b>721</b>	<b>32.2%</b>	<b>128</b>	<b>21.6%</b>

Figure 2: 2018 Regional Park-And-Ride System by Provider



## Capacity Changes

Since the October 2017 park-and-ride system survey, 32 spaces have been added and 300 spaces have been removed from the regional park-and-ride system capacity total for a net loss of 268 spaces. Two facilities closed: Mermaid Supper Club and Preserve Village Mall. At both of these facilities, the leases were discontinued by their owners.

Several facilities' capacities were adjusted given recent construction projects and data validation. Fort Snelling South's capacity was corrected from 675 spaces to 586. This new total excludes Fort Snelling Club parking spaces that were initially included in the facility's overall capacity but are no longer available to Metro Transit park-and-ride customers. Capacities at 65th Ave. & Brooklyn Blvd. Park & Ride, Plymouth Road Park & Ride, Wayzata and Barry Ave. and Park Place & I-394 changed due to ADA site improvements to the lots. Skating Center's capacity was adjusted from 50 to 51 based on a recount of spaces during the 2017 system survey. Southdale Transit Center saw a capacity adjustment of 14 spaces due to construction and a change in the location of the overflow parking lot. All 2018 capacity changes and corrections can be seen in Table 2.

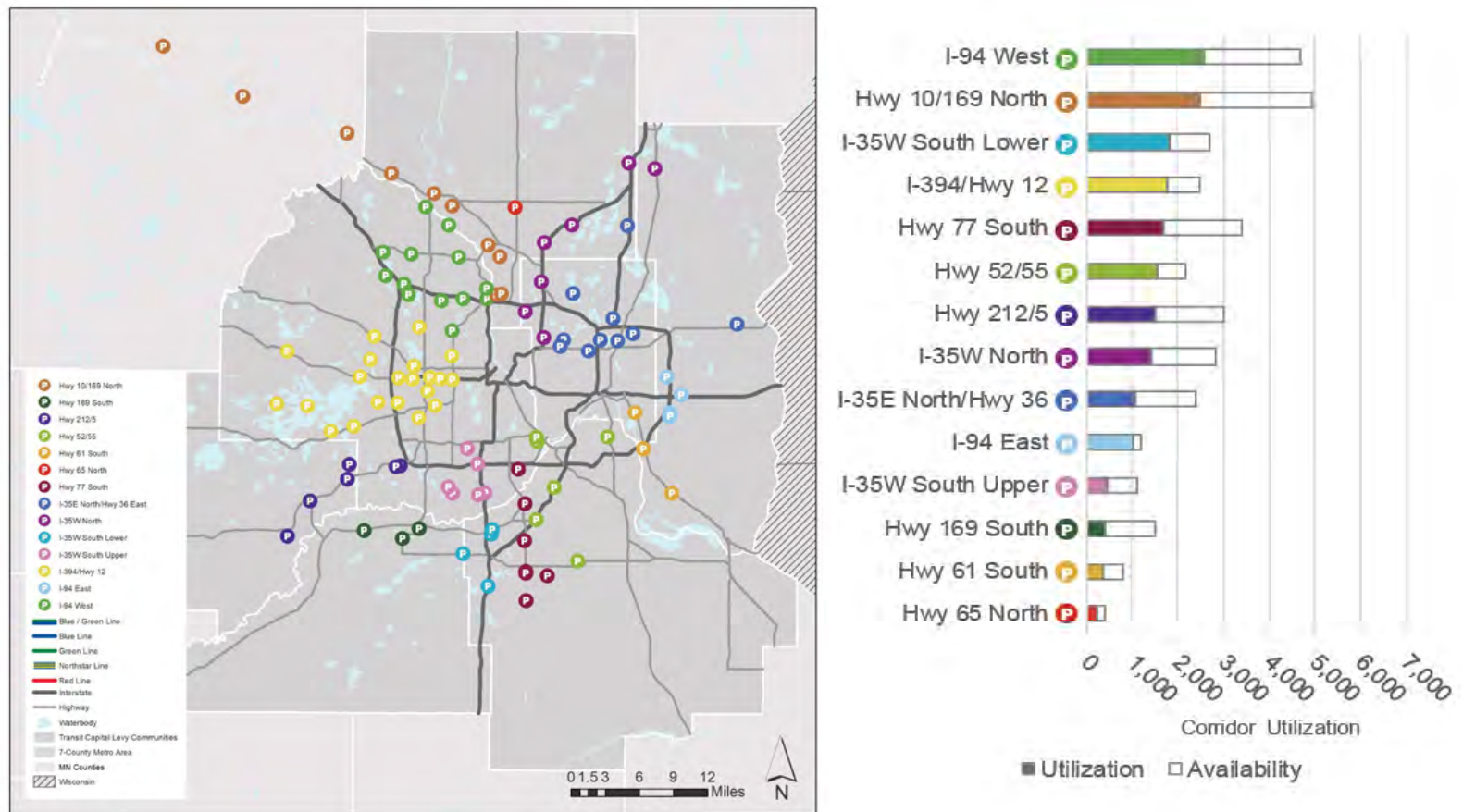
*Table 2: Capacity Changes and Corrections*

Park and Ride Facility	2017 Capacity	2018 Capacity	Capacity Change	Reason
65th Ave. & Brooklyn Blvd. Park & Ride	239	242	3	Site Improvement -Capacity Change
Plymouth Road Park & Ride	111	113	2	Site Improvement -Capacity Change
Wayzata Blvd & Barry Ave.	102	101	-1	Site Improvement -Capacity Change
Park Place & I-394	55	67	12	Site Improvement -Capacity Change
Fort Snelling South	675	586	-89	Corrected capacity
Mermaid Supper Club	80	0	-80	Facility closure
Hwy. 252 & 66th (formerly Regal Cinemas)	200	120	-80	Construction/Reduced spaces
Skating Center	50	51	1	Corrected capacity
Southdale Transit Center	147	161	14	Change in overflow parking location and capacity
Preserve Village Mall	50	0	-50	Facility closure
<b>Spaces Lost</b>			<b>300</b>	
<b>Spaces Gained</b>			<b>32</b>	
<b>Net Capacity Change</b>			<b>-268</b>	

## System Capacity and Usage by Travel Corridor

Park-and-ride capacity and utilization are aggregated by geographic travel corridor to better understand demand across the region [Figure 3]. Available capacity remains for more metro residents to use park-and-rides. The Hwy. 169 South, I-35W South Upper, I-35E North/Hwy. 36 East, Hwy. 61 South and I-35W North corridors have the greatest available capacity with utilization rates of less than 50 percent. Only one corridor, I-94 East, experiences a utilization rate over 80 percent, and a new park-and-ride at I-94 and Manning Avenue in Lake Elmo is scheduled to open in late 2019.

Figure 3: 2018 Regional Park-and-Ride System Utilization and Capacity by Travel Corridor

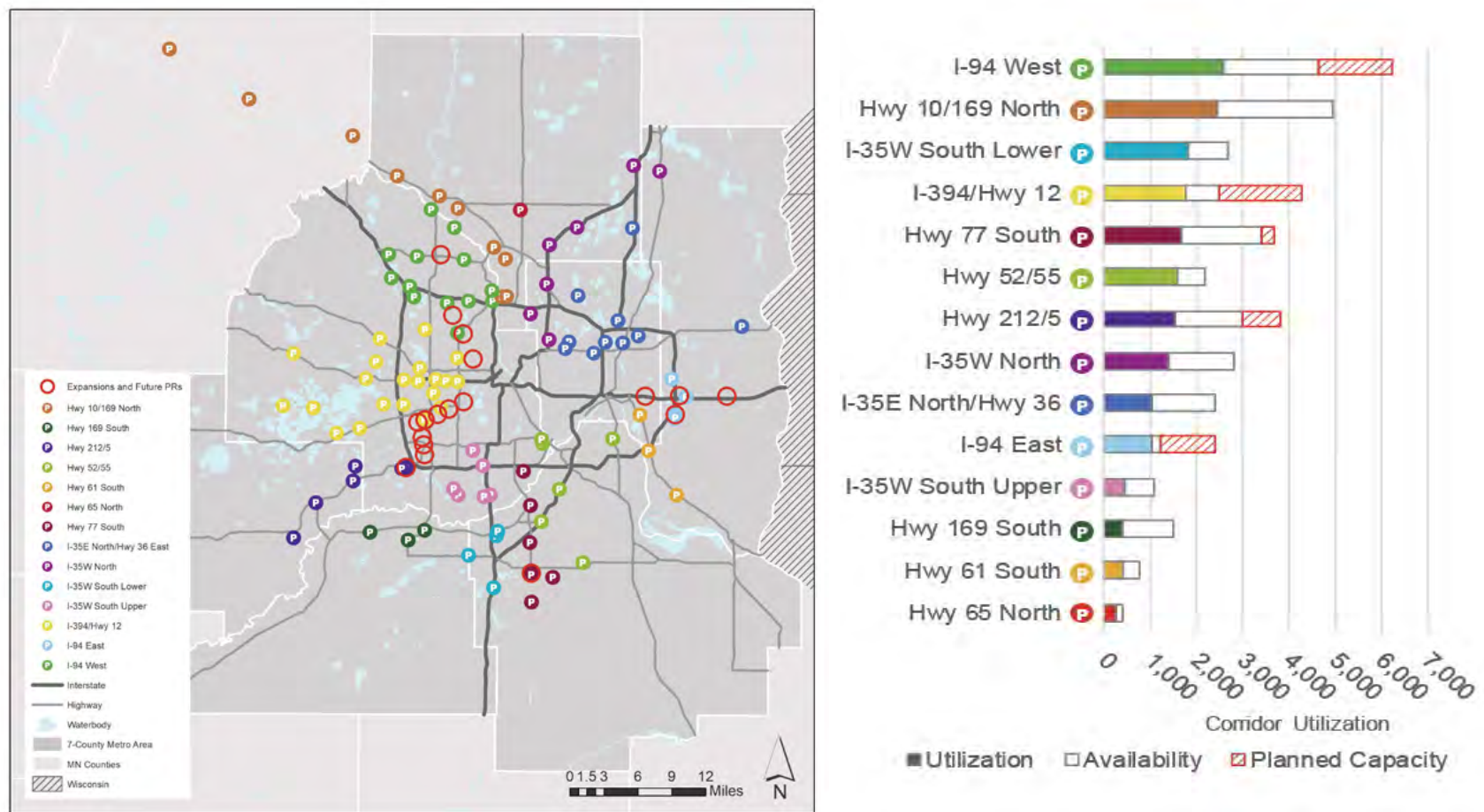




## Planned Capacity Expansion

Planned park-and-ride expansion projects [Figure 4] include a new 550-space park-and-ride at I-94 and Manning Avenue in Lake Elmo (I-94 East) and a 330-space expansion of Apple Valley Transit Station (Hwy. 77 South), both scheduled to open in 2019. Other planned park-and-ride expansion will occur with transitway projects. Green Line Extension (I-394/Hwy12 and Hwy 212/5), Blue Line Extension (I-94 West), and Gold Line (I-94 East) are currently planned to add 4,800 new park-and-ride spaces to the system.

Figure 4: 2018 Regional Park-and-Ride System Utilization and Capacity by Travel Corridor With Expansions and Future Park-and-Ride Facilities

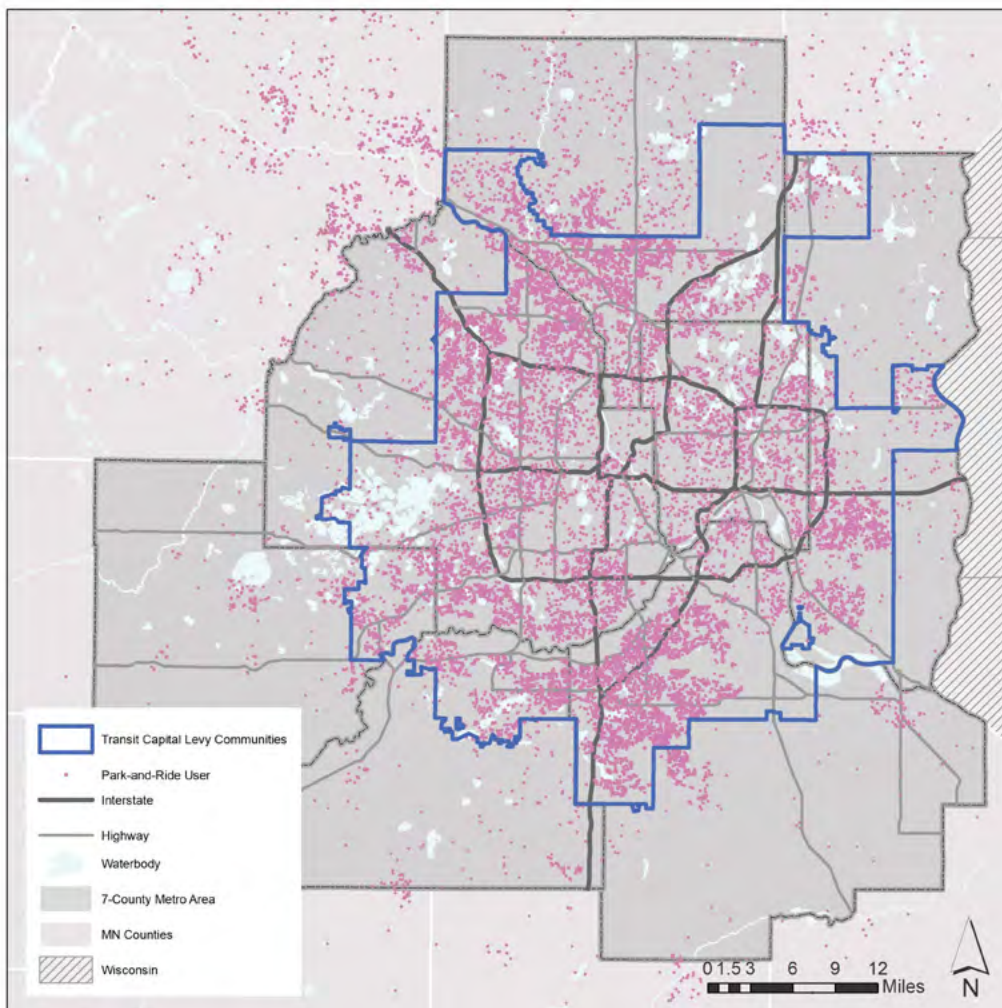


## License Plate User Home Origin Data

Metro Transit obtained Minnesota user origin data from the Driver and Vehicle Services (DVS) Division of the Minnesota Department of Public Safety. Geocoding user origin data makes it possible to show generalized customer origins while protecting individual user privacy. User data, including home addresses, are kept private and secure in accordance with a data practices agreement between DVS and the Metropolitan Council. Metro Transit has not been able to obtain Wisconsin user home address information since the 2014 survey. The tables on the Regional Park-and-Rider User Origin Maps (in Appendix B) contain counts of Wisconsin license plate users at each facility.

Maps of customer origins provide information about user travel patterns and allows Metro Transit and other transit providers to plan accordingly. Plans are developed to meet demand partially through analysis of user home origins. This data also provides insights for transitway ridership forecasting. Specific driver data is kept private in conformance with state data privacy laws. Park-and-ride users' home origins from Minnesota license plates and counts by geographic area are shown in Figure 5 and Table 4.

*Figure 5: 2018 Park-and-Ride User Home Origins from Minnesota License Plates*



**Table 3: User Home Origins from Minnesota License Plates Geocoding Process**

Process	Count	Percentage
Successfully geocoded (mapped) addresses	17,017	88.8%
Addresses that could not be mapped	669	3.5%
Duplicate license plates counted	192	1.0%
License plate did not generate address	245	1.3%
WisDOT park-and-pool users	381	2.0%
Out-of-state or dealer/temporary plates	659	3.4%
<b>Total Number of Park-and-Ride/Pool Users</b>	<b>19,163</b>	<b>100%</b>

Several municipalities throughout the Twin Cities Metropolitan Area have reached an agreement with the Council to implement the Transit Capital Levy. Consequently, all taxable properties are assessed for transit and paratransit capital within these communities. These areas are collectively known as the Transit Capital Levy Communities (TCLC). The data from this year's survey show that 79 percent of all park-and-ride users reside within the TCLC and 21 percent of all users come from outside the TCLC to use park-and-ride facilities [Table 4].

**Table 4: Park-and-Ride User Home Origins from Minnesota License Plates by Geography**

Minnesota User Home Origins	Count	% of total
Inside Transit Capital Levy Communities	13,754	79.2%
Outside Transit Capital Levy Communities but Inside the 7-county Metro Area	1,749	10.0%
Outside the 7-county Metro Area	1,873	10.8%
<b>Total Park-and-Ride License Plates</b>	<b>17,376</b>	<b>100.0%</b>
<b>7-county Metro Area</b>	<b>15,503</b>	<b>89.0%</b>
Anoka County	2,575	14.8%
Washington County	1,416	8.1%
Dakota County	3,395	19.5%
Scott County	914	5.3%
Carver County	630	3.6%
Ramsey County	1,382	8.0%
Hennepin County	5,191	29.9%
Total MN Residents	17,346	99.8%
Wisconsin License Plates	332	NA
<b>Total Park-and-Ride License Plates</b>	<b>17, 376</b>	<b>100.0%</b>



## About the System Survey

The park-and-ride system has been surveyed annually since 1999, providing the region with valuable information about this critical transportation system component. System-wide license plate surveys are conducted biennially as part of the system survey process and were last collected in 2016. In a collaborative effort, staff from state, county and regional agencies collected data for vehicles parked at each park-and-ride and park-and-pool facility. Data collection dates were held in late September and early October. The survey is conducted during this time to gain accurate data on the typical use of each facility, as Fall is not a prime vacation time and schools are back in session. The 2018 data was collected once for each park-and-ride facility, generally between 9 a.m. and 3 p.m. and within the following dates: Tuesday, Sept. 25 – Thursday, Sept. 27; and Tuesday, Oct. 2 – Thursday, Oct. 4.

# Appendix A: Facility Utilization Data

## Park-and-Ride System Data

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017-2018	Usage Change: 2017-2018
716	MVTA	157th St. Station	Apple Valley	258	19	7%	258	19	7%	0%	0
251	Metro Transit Rail	28th Ave. Station	Bloomington	1585	1130	71%	1585	693	44%	-39%	-437
268	Metro Transit	63rd Ave. & Bottineau Blvd.	Brooklyn Park	565	39	7%	565	23	4%	-41%	-16
210	Metro Transit	65th Ave. & Brooklyn Blvd.	Brooklyn Center	239	127	53%	242	121	50%	-5%	-6
298	Metro Transit Rail	Anoka Station	Anoka	525	258	49%	525	204	39%	-21%	-54
712	MVTA	Apple Valley Transit Station	Apple Valley	768	741	96%	768	736	96%	-1%	-5
534	Northstar Link	Becker Municipal Lot	Becker	20	9	45%	20	7	35%	-22%	-2
300	Metro Transit Rail	Big Lake Station	Big Lake	518	274	53%	518	248	48%	-9%	-26
152	MVTA	Blackhawk	Eagan	370	245	66%	370	235	64%	-4%	-10
710	MVTA	Burnsville Transit Station	Burnsville	1428	1387	97%	1428	1084	76%	-22%	-303
318	MVTA	Carmike Cinema	Apple Valley	115	43	37%	115	32	28%	-26%	-11
312	SouthWest	Carver Station	Carver	400	28	7%	400	25	6%	-11%	-3
718	MVTA	Cedar Grove Transit Station	Eagan	166	37	22%	166	43	26%	16%	6
306	SouthWest	Chanhassen Transit Station	Chanhassen	420	141	34%	420	141	34%	0%	0
145	Metro Transit	Christ Episcopal Church	Woodbury	100	59	59%	100	46	46%	-22%	-13
266	Metro Transit	Church of St. William	Fridley	50	20	40%	50	22	44%	10%	2
155	Metro Transit	Church of the Nazarene	Brooklyn Center	115	101	88%	115	82	71%	-19%	-19
40	Metro Transit	Co. Rd. 73 & I-394 South	Minnetonka	732	478	65%	732	502	69%	5%	24
10	Metro Transit	Como & Eustis	St. Paul	38	37	97%	38	35	92%	-5%	-2

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
231	Metro Transit Rail	Coon Rapids/Riverdale Station	Coon Rapids	455	329	72%	455	257	56%	-22%	-72
245	Metro Transit	Cottage Grove	Cottage Grove	525	278	53%	525	247	47%	-11%	-31
215	Maple Grove	Crosswinds Methodist Church	Maple Grove	125	75	60%	125	100	80%	33%	25
317	Plymouth	Dunkirk Park & Ride	Plymouth	50	39	78%	50	81	162%	108%	42
711	MVTA	Eagan Transit Station	Eagan	626	297	47%	626	279	45%	-6%	-18
722	MVTA	Eagle Creek Transit Station	Shakopee	563	38	7%	563	36	6%	-5%	-2
297	SouthWest	East Creek Station	Chaska	675	283	42%	675	259	38%	-8%	-24
244	Metro Transit Rail	Elk River Station (171st Ave. & Tyler St.)	Elk River	754	327	43%	754	322	43%	-2%	-5
57	Metro Transit	Excelsior City Hall	Excelsior	20	9	45%	20	7	35%	-22%	-2
110	Metro Transit	Faith-Lilac Way Lutheran Church	Robbinsdale	25	11	44%	25	20	80%	82%	9
204	Metro Transit	Foley Blvd.	Coon Rapids	1243	837	67%	1243	889	72%	6%	52
294	Metro Transit	Forest Lake Transit Center	Forest Lake	308	114	37%	308	99	32%	-13%	-15
253	Metro Transit Rail	Fort Snelling South	Fort Snelling	675	579	86%	586	571	97%	-1%	-8
252	Metro Transit Rail	Fort Snelling Station North	Fort Snelling	398	307	77%	398	364	91%	19%	57
299	Metro Transit Rail	Fridley Station	Fridley	668	85	13%	668	78	12%	-8%	-7
180	Metro Transit	General Mills Blvd. & I-394	Golden Valley	123	91	74%	123	64	52%	-30%	-27
271	Metro Transit	Grace Church	Roseville	115	105	91%	115	83	72%	-21%	-22
262	Metro Transit	Guardian Angels Catholic Church	Oakdale	415	336	81%	415	377	91%	12%	41
258	MVTA	Heart of the City	Burnsville	343	58	17%	343	66	19%	14%	8

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
309	Metro Transit	Hopkins	Hopkins	52	27	52%	52	38	73%	41%	11
256	Metro Transit	Hwy. 100 & Duluth	Golden Valley	50	186	372%	50	131	262%	-30%	-55
269	Metro Transit	Hwy. 252 & 66th (formerly Regal Cinemas 20)	Brooklyn Center	200	96	48%	120	46	38%	-52%	-50
302	Metro Transit	Hwy. 36 & Rice St.	Little Canada	280	178	64%	280	160	57%	-10%	-18
205	Metro Transit	Hwy. 61 & Co. Rd. C	Maplewood	229	99	43%	229	100	44%	1%	1
173	Metro Transit	Hwy. 61 & Lower Afton Rd.	St. Paul	114	140	123%	114	116	102%	-17%	-24
228	Metro Transit	Hwy. 610 & Noble	Brooklyn Park	1,009	683	68%	1,009	690	68%	1%	7
158	Metro Transit	Hwy. 7 & Texas Ave.	St. Louis Park	10	0	0%	10	2	20%	NA	2
209	Metro Transit	Hwy. 7 & Vinehill Rd.	Shorewood	27	2	7%	27	2	7%	0%	0
287	Metro Transit	I-35 & Kenrick Ave.	Lakeville	750	625	83%	750	608	81%	-3%	-17
304	Metro Transit	I-35E & Co. Rd. 14	Lino Lakes	300	95	32%	300	90	30%	-5%	-5
305	Metro Transit	I-35E & Co. Rd. E	Vadnais Heights	300	43	14%	300	61	20%	42%	18
217	Metro Transit	I35W & 95th Ave.	Blaine	1,482	811	55%	1,482	687	46%	-15%	-124
290	Metro Transit	I-35W & Co. Rd. C	Roseville	460	206	45%	460	188	41%	-9%	-18
161	Metro Transit	I-35W & Co. Rd. H	Mounds View	211	122	58%	211	189	90%	55%	67
261	Metro Transit	Knox Ave. at Best Buy	Richfield	525	165	31%	525	182	35%	10%	17
719	MVTA	Lakeville Cedar	Lakeville	190	4	2%	190	3	2%	-25%	-1
82	Metro Transit	Little Canada Municipal Lot	Little Canada	20	19	95%	20	0	0%	-100%	-19

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
704	Metro Transit	Louisiana Ave. Transit Center	St. Louis Park	330	287	87%	330	286	87%	0%	-1
301	Maple Grove	Maple Grove Parkway	Maple Grove	805	538	67%	805	509	63%	-5%	-29
247	Maple Grove	Maple Grove Transit Station	Maple Grove	924	906	98%	924	845	91%	-7%	-61
303	Metro Transit	Maple Plain	Maple Plain	150	1	1%	150	2	1%	100%	1
701	Metro Transit	Maplewood Mall Transit Center	Maplewood	1,007	485	48%	1,007	459	46%	-5%	-26
316	MVTA	Marschall Road Transit Station	Shakopee	442	120	27%	442	152	34%	27%	32
140	Metro Transit	Mermaid Supper Club	Mounds View	80	82	103%	0	0	0%	-100%	-82
42	Metro Transit	Minnetonka Blvd & Baker Rd.	Minnetonka	16	9	56%	16	13	81%	44%	4
43	Metro Transit	Minnetonka Blvd. & Steele St.	Minnetonka	25	6	24%	25	9	36%	50%	3
715	Metro Transit	Mound Transit Center	Mound	50	2	4%	50	5	10%	150%	3
291	Plymouth	Nathan Lane	Plymouth	120	93	78%	120	88	73%	-5%	-5
114	Metro Transit	Navarre Center	Orono	25	2	8%	25	4	16%	100%	2
313	Metro Transit	Newport Transit Station	Newport	150	29	19%	150	22	15%	-24%	-7
28	Metro Transit	Normandale Village	Bloomington	25	8	32%	25	3	12%	-63%	-5
564	Northstar Link	Northstar Link Lot	St. Cloud	146	34	23%	146	33	23%	-3%	-1
703	Metro Transit	Northtown Transit Center	Blaine	366	148	40%	366	155	42%	5%	7
198	MVTA	Palomino Hills	Apple Valley	318	213	67%	318	173	54%	-19%	-40
195	Metro Transit	Park Place & I-394	St. Louis Park	55	56	102%	67	65	97%	16%	9
315	Metro Transit	Paul Pkwy.	Blaine	411	265	64%	411	253	62%	-5%	-12

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
705	Metro Transit	Plymouth Road Park & Ride	Minnetonka	111	46	41%	113	51	45%	11%	5
230	SouthWest	Preserve Village Mall	Eden Prairie	50	7	14%	0	0	0%	-100%	-7
284	Metro Transit Rail	Ramsey Station	Ramsey	360	199	55%	360	286	79%	44%	87
201	Metro Transit	Richardson Park	Champlin	66	19	29%	66	19	29%	0%	0
721	MVTA	Rosemount Transit Station	Rosemount	102	79	77%	102	81	79%	3%	2
293	Metro Transit	Running Aces	Columbus	300	246	82%	300	203	68%	-17%	-43
98	Metro Transit	Salem Covenant Church	New Brighton	70	34	49%	70	35	50%	3%	1
232	MVTA	Savage Park & Ride	Savage	182	71	39%	182	63	35%	-11%	-8
177	Maple Grove	Shepherd of the Grove Church	Maple Grove	50	25	50%	50	15	30%	-40%	-10
191	Metro Transit	Shoreview Community Center	Shoreview	10	10	100%	10	8	80%	-20%	-2
272	Metro Transit	Skating Center	Roseville	50	51	102%	51	51	100%	0%	0
707	Metro Transit	South Bloomington Transit Center	Bloomington	195	175	90%	195	192	98%	10%	17
278	MVTA	Southbridge Crossing	Shakopee	513	187	36%	513	204	40%	9%	17
706	Metro Transit	Southdale Transit Center	Edina	147	75	51%	161	57	35%	-24%	-18
713	SouthWest	SouthWest Station	Eden Prairie	924	854	92%	924	854	92%	0%	0
292	SouthWest	SouthWest Village	Chanhassen	511	248	49%	511	237	46%	-4%	-11
223	Metro Transit	St Croix Valley Recreation Center	Stillwater	100	40	40%	100	39	39%	-3%	-1
285	SouthWest	St. Andrews's Church (overflow from SW Station)	Eden Prairie	82	11	13%	82	8	10%	-27%	-3
32	Metro Transit	St. Edward's Catholic Church	Bloomington	100	12	12%	100	9	9%	-25%	-3
187	Metro Transit	St. Joseph's Church	Lino Lakes	12	7	58%	12	8	67%	14%	1

PR NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
199	Metro Transit	St. Luke's Lutheran Church	Bloomington	100	34	34%	100	25	25%	-26%	-9
242	Plymouth	St. Philip Park & Ride	Plymouth	100	79	79%	100	91	91%	15%	12
714	Plymouth	Station 73	Plymouth	288	190	66%	288	248	86%	31%	58
248	Metro Transit	Walton Park	Oakdale	58	29	50%	58	18	31%	-38%	-11
130	Metro Transit	Wayzata Blvd. & Barry Ave.	Wayzata	102	63	62%	101	60	59%	-5%	-3
142	Metro Transit	West River Rd. & 117th Ave.	Champlin	151	44	29%	151	36	24%	-18%	-8
219	Metro Transit	West St. Paul Sports Complex	West St. Paul	100	53	53%	100	41	41%	-23%	-12
81	Metro Transit	Westwood Lutheran Church	St. Louis Park	40	5	13%	40	14	35%	180%	9
222	Metro Transit	Woodbury Lutheran Church	Woodbury	90	87	97%	90	84	93%	-3%	-3
229	Metro Transit	Woodbury Theatre	Woodbury	550	433	79%	550	499	91%	15%	66
143	Maple Grove	Zachary Lane & 96th Ave.	Maple Grove	322	41	13%	322	40	12%	-2%	-1
<b>PARK-AND-RIDE TOTAL</b>				<b>34,008</b>	<b>19,610</b>	<b>57.7%</b>	<b>33,740</b>	<b>18,442</b>	<b>54.7%</b>	<b>-6.0%</b>	<b>-1168</b>

## Park-and-Pool System Data

PP NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017-2018	Usage Change: 2017-2018
237	MnDOT	City Hall - Belle Plaine	Belle Plaine	20	3	15%	20	0	0%	-100%	-3
238	MnDOT	Lions Park	Jordan	15	3	20%	15	1	7%	-67%	-2
500	WisDOT	I-94 & US 63 (St. Croix Co.)	Baldwin	36	29	81%	36	17	47%	-41%	-12
502	WisDOT	I-94 & US 12 (Dunn Co.)	Elk Mound	33	12	36%	33	17	52%	42%	5
503	MnDOT	Elk River P&P	Elk River	60	8	13%	60	4	7%	-50%	-4
505	MnDOT	36 & Manning	Grant Twp./ Stillwater	15	1	7%	15	1	7%	0%	0
506	MnDOT	Hwy. 52/Hwy. 56/Hwy. 50	Hampton	42	41	98%	42	47	112%	15%	6
508	WisDOT	Old WIS 35 & Hanley Rd.	Hudson	74	8	11%	74	18	24%	125%	10
510	MnDOT	I-94 & Hwy. 95	Lakeland	79	17	22%	79	15	19%	-12%	-2
511	MnDOT	I-35 & Co. Rd. 70	Lakeville	80	12	15%	80	14	18%	17%	2
512	MnDOT	Montgomery Twp-MN13 & MN 99	Montgomery Twp.	3	0	0%	3	2	67%	NA	2
514	MnDOT	Hwy. 25 & School Blvd.	Monticello	187	22	12%	187	15	8%	-32%	-7
516	MnDOT	I-35 & Co. Rd. 19	Webster Twp./ Northfield	30	31	103%	30	24	80%	-23%	-7
517	MnDOT	Hwy. 169 & 179th St. NW	Princeton	26	10	38%	26	7	27%	-30%	-3
518	WisDOT	I-94 & WIS 65 (St. Croix Co.)	Warren	112	40	36%	112	31	28%	-23%	-9
519	MnDOT	I-94 & Hwy. 101 (Hennepin Co.)	Rogers	27	10	37%	27	12	44%	20%	2
522	MnDOT	Wyoming	Wyoming	88	31	35%	88	25	28%	-19%	-6
524	MnDOT	Hwy. 65 & Co. Rd. 24 (Anoka Co.)	East Bethel	41	15	37%	41	9	22%	-40%	-6
525	WisDOT	I-94 & Carmichael Rd. (St. Croix Co.)	Hudson	168	95	57%	168	99	59%	4%	4
526	MnDOT	Taylors Falls	Taylors Falls	10	6	60%	10	2	20%	-67%	-4
527	MnDOT	Hwy. 65 & CR 43 & 313th Ave.	Cambridge	60	1	2%	60	4	7%	300%	3
529	MnDOT	St. Joseph	St. Joseph	134	37	28%	134	47	35%	27%	10



PP NUM	Provider	Name	City	2017 Capacity	2017 Usage	2017 % Utilized	2018 Capacity	2018 Usage	2018 % Utilized	% Usage Change: 2017- 2018	Usage Change: 2017- 2018
531	New Richmond	WIS 65 & WIS 64 (St. Croix Co.)	New Richmond	44	7	16%	0	0	0%	-100%	-7
533	MnDOT	Albany	Albany	28	10	36%	28	15	54%	50%	5
535	MnDOT	I-94 & Co. Rd. 19 (Wright Co.)	Albertville	34	12	35%	34	7	21%	-42%	-5
540	MnDOT	Big Lake P&P	Big Lake	90	1	1%	90	0	0%	-100%	-1
546	MnDOT	Maple Lake VFW	Maple Lake	21	4	19%	21	5	24%	25%	1
553	WisDOT	WIS 35 & WIS 65 (St. Croix Co.)	River Falls	124	16	13%	124	100	81%	525%	84
554	WisDOT	US 63 & WIS 64 (St. Croix Co.)	Cylon Twp.	20	3	15%	20	15	75%	400%	12
557	MnDOT	I-35 & CR 60	Lakeville	64	15	23%	64	15	23%	0%	0
558	MnDOT	East Bethel Ice Arena	East Bethel	53	0	0%	53	0	0%	NA	0
559	New Richmond	WIS 65 & Paperjack	New Richmond	30	0	0%	0	0	0%	NA	0
560	WisDOT	Prescott WI	Prescott	68	8	12%	68	60	88%	650%	52
561	MnDOT	Rockford	Rockford	4	1	25%	4	2	50%	100%	1
562	WisDOT	USH 10 & CTH CC (Pierce Co.)	Union Twp.	20	1	5%	20	12	60%	1100%	11
565	MnDOT	Waverly	Waverly	27	3	11%	27	5	19%	67%	2
566	MnDOT	Zimmerman	Zimmerman	30	1	3%	30	3	10%	200%	2
567	MnDOT	I-35 & Co Rd 17	Stacy	85	11	13%	85	9	11%	-18%	-2
568	MnDOT	Cannon Falls (S. US 19 across from athletic fields)	Cannon Falls	40	35	88%	40	26	65%	-26%	-9
570	MnDOT	St. Bonifacius	St. Bonifacius	25	0	0%	25	1	4%	NA	1
571	WisDOT	I-94 & WIS 312 / US 12	Eau Claire	68	0	0%	68	12	18%	NA	12
914	MnDOT	Hastings Park & Pool	Hastings	100	33	33%	100	23	23%	-30%	-10
PARK-AND-POOL TOTAL				2315	593	25.62%	2241	721	32.17%	21.59%	128

## Bike-and-Ride System Data

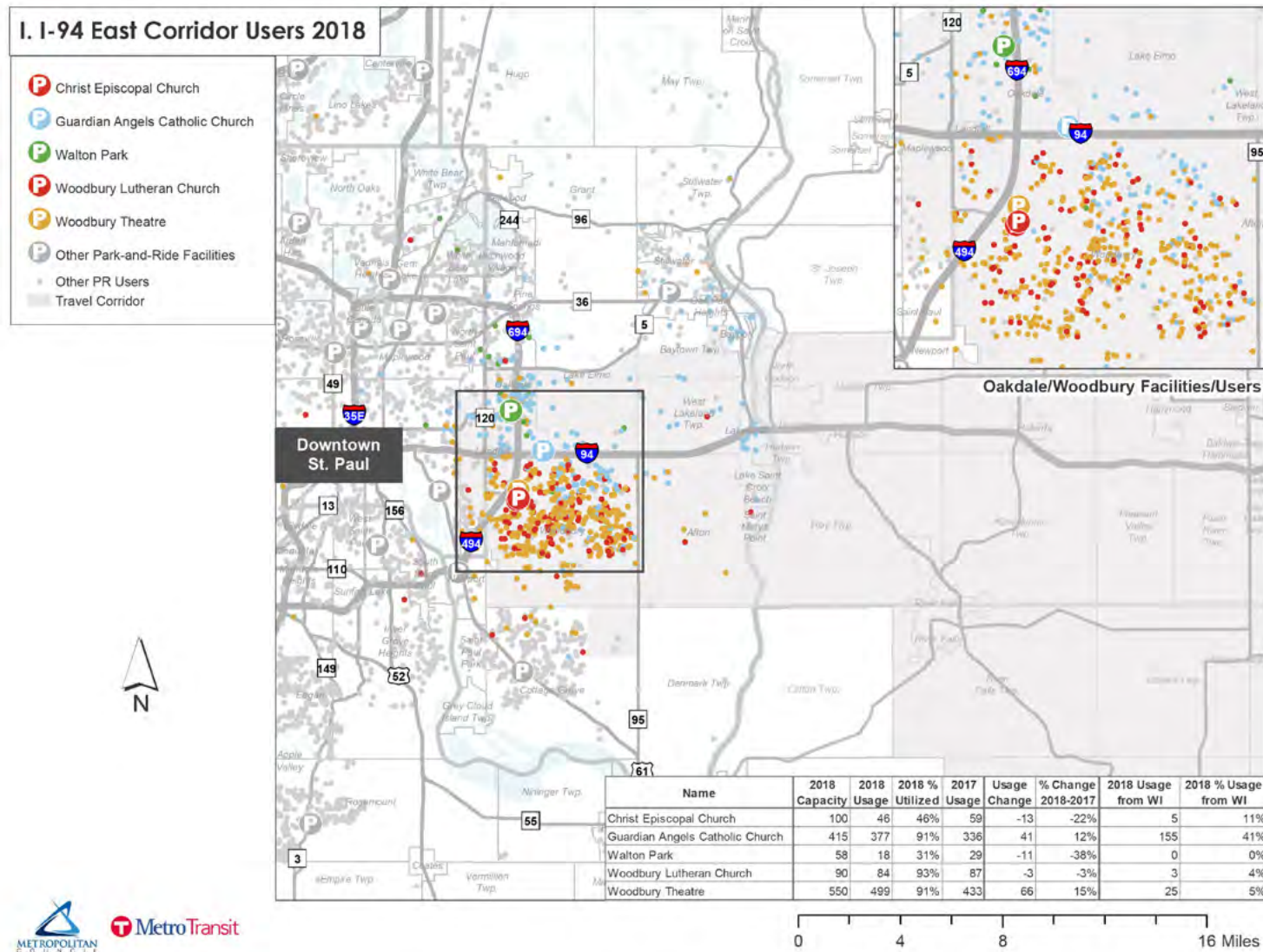
Counts of parked bicycles were collected at all transit facilities. Facilities where no bikes were observed are not listed below. Dockless bikeshare bike count data was collected at A Line, Blue Line and Green Line stations as well as Ramp B/5th Street Transit Center, Uptown Transit Center, Ramp A/7th Street Transit Center, Chicago Lake Transit Center and Rosedale Transit Center. Cells with a dash (-) indicate that the facility was not surveyed for dockless bikeshare bikes.

	ID Number	Facility Name	Number of bikes parked at the facility's bike racks	Number of bikes parked in places other than bike racks of the facility	Number of abandoned bikes	Number of dockless bikeshare bikes
Blue Line and Green Line LRT	T816	Mall of America Station	3	0	0	0
	T810	VA Medical Center Station	2	0	0	0
	T809	50th Street-Minnehaha Falls Station	1	0	0	0
	T808	46th Street Station	4	0	0	0
	T807	38th Street Station	7	0	0	0
	T806	Lake Street-Midtown Station	0	0	1	0
	T802	Govt Plaza Station	3	0	0	0
	T842	West Bank Station	2	0	0	0
	T840	Stadium Village Station	10	0	0	1
	T839	Prospect Park Station	2	0	0	0
	T837	Raymond Avenue Station	1	0	0	0
	T832	Victoria Street Station	1	0	0	0
A Line BRT	B005	Snelling & Hewitt Station SB	0	0	0	1
	B011	Snelling & Randolph Station SB	0	0	0	2
	B012	Snelling & Highland Station SB	1	0	0	0
	B018	46th St & Minnehaha Station SB	1	0	0	0
Commuter Rail Stations	298	Anoka Station	3	1	0	-
	299	Fridley Station	1	0	0	-
	231	Coon Rapids/Riverdale Station	2	0	0	-

	ID Number	Facility Name	Number of bikes parked at the facility's bike racks	Number of bikes parked in places other than bike racks of the facility	Number of abandoned bikes	Number of dockless bikeshare bikes
Transit Centers (Stand-alone)	129	Ramp B/5th Street Transit Center	0	0	0	5
	105	Columbia Heights Transit Center	1	0	0	-
	113	Uptown Transit Center	2	0	0	0
	102	Robbinsdale Transit Center	1	0	0	-
	128	Ramp A/7th Street Transit Center	0	0	0	1
	115	Chicago Lake Transit Center	2	0	2	0
	106	Rosedale Transit Center	1	0	0	0
	57	Excelsior City Hall	1	0	0	-
	81	Westwood Lutheran Church	1	0	0	-
	152	Blackhawk	1	0	0	-
	161	I-35W & Co. Rd. H	1	0	0	-
	198	Palomino Hills	1	1	0	-
	209	Hwy. 7 & Vinehill Rd.	1	0	0	-
Park & Ride Facilities	222	Woodbury Lutheran Church	1	0	0	-
	228	Hwy. 610 & Noble	3	0	0	-
	229	Woodbury Theatre	0	1	0	-
	245	Cottage Grove	2	0	0	-
	247	Maple Grove Transit Station	4	0	0	-
	251	28th Avenue Station	1	0	0	-
	284	Ramsey Station	1	10	0	-
	287	I-35 & Kenrick Ave.	4	0	0	-
	290	I-35W & Co. Rd. C	3	0	0	-
	292	SouthWest Village	1	0	0	-
	293	Running Aces	0	1	0	-
	294	Forest Lake Transit Center	1	0	0	-
	302	Hwy. 36 & Rice St.	1	0	0	-
	315	Paul Pkwy.	1	0	0	-

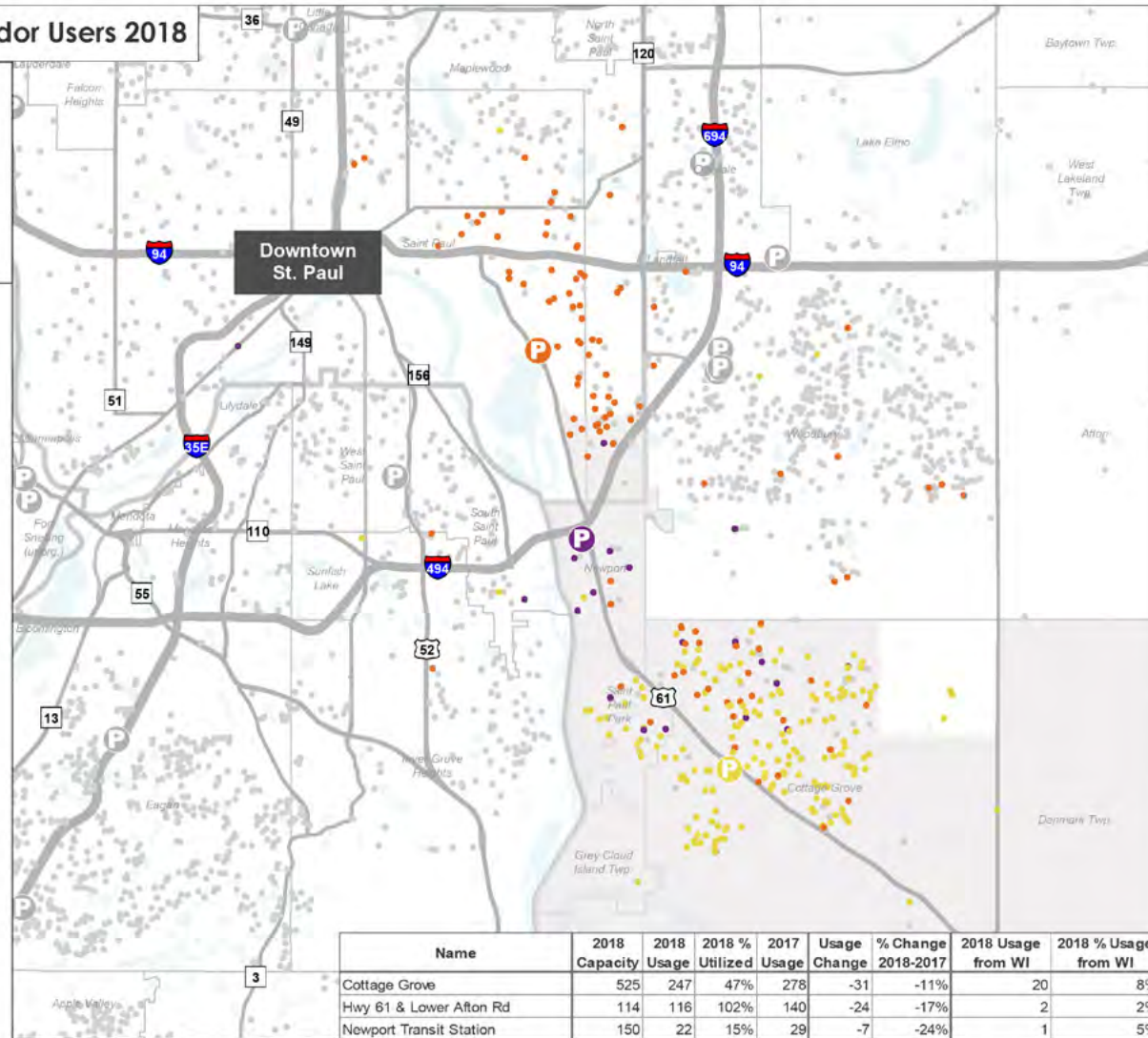
	ID Number	Facility Name	Number of bikes parked at the facility's bike racks	Number of bikes parked in places other than bike racks of the facility	Number of abandoned bikes	Number of dockless bikeshare bikes
Park & Ride Facilities	316	Marschall Road Transit Station	2	2	0	-
	701	Maplewood Mall Transit Center	2	0	0	-
	703	Northtown Transit Center	1	0	0	-
	704	Louisiana Ave. Transit Center	1	0	0	2
	706	Southdale Transit Center	2	0	0	-
	707	South Bloomington Transit Center	2	0	0	-
	711	Eagan Transit Station	4	0	0	-
	712	Apple Valley Transit Station	12	0	1	-
	713	SouthWest Station	7	0	0	-
	714	Station 73	2	0	0	-
	715	Mound Transit Center	1	0	0	-
	716	157th St. Station	1	0	0	-
	718	Cedar Grove Transit Station	1	0	0	-
	721	Rosemount Transit Station	4	0	0	-
BIKE-AND-RIDE TOTAL			122	16	4	12

## Appendix B: Regional Park-and-Rider User Origin Maps



## II. Hwy 61 South Corridor Users 2018

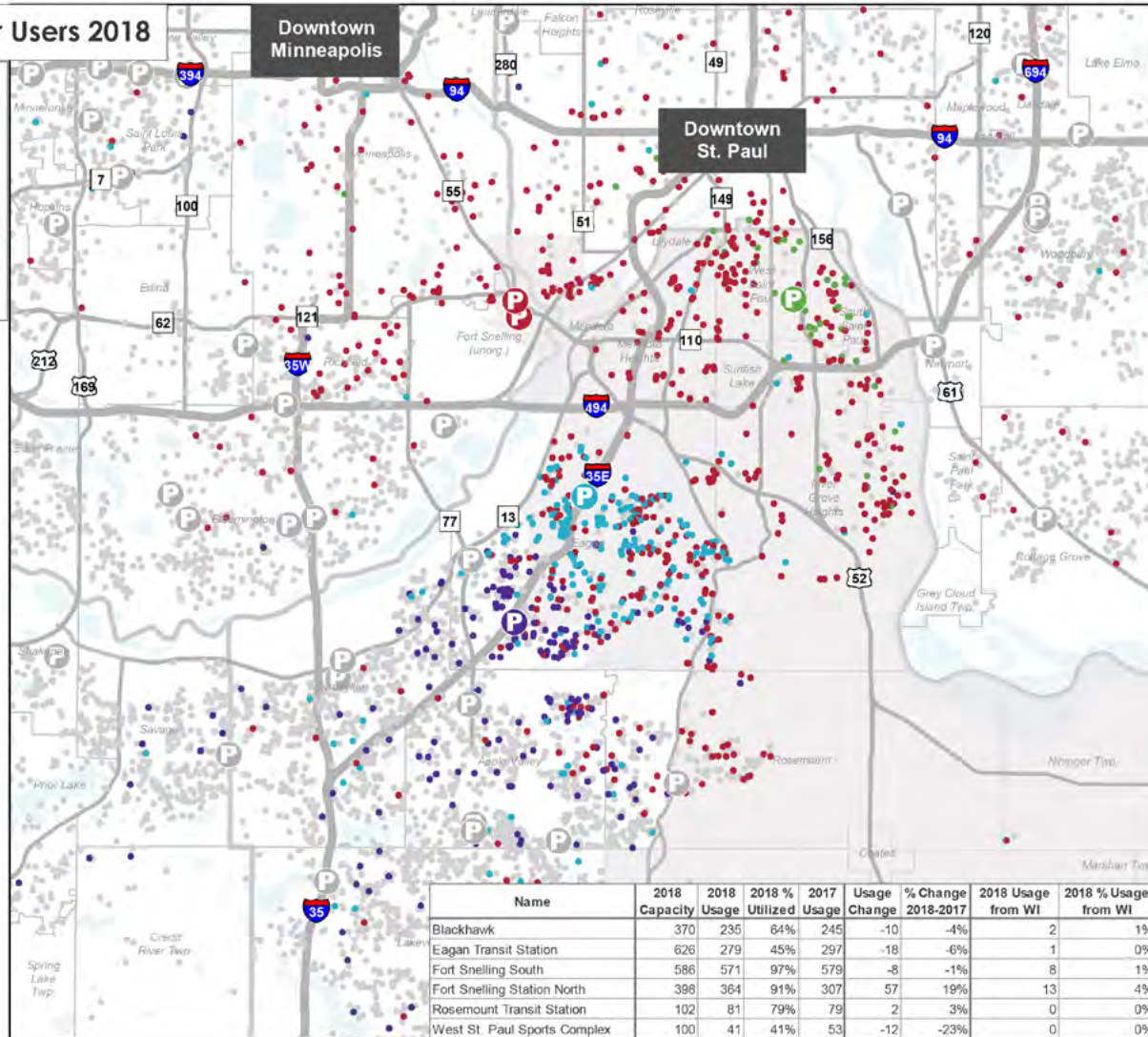
- P Cottage Grove
- P Hwy 61 & Lower Afton Rd
- P Newport Transit Station
- P Other Park-and-Ride Facilities
- P Other PR Users
- Travel Corridor





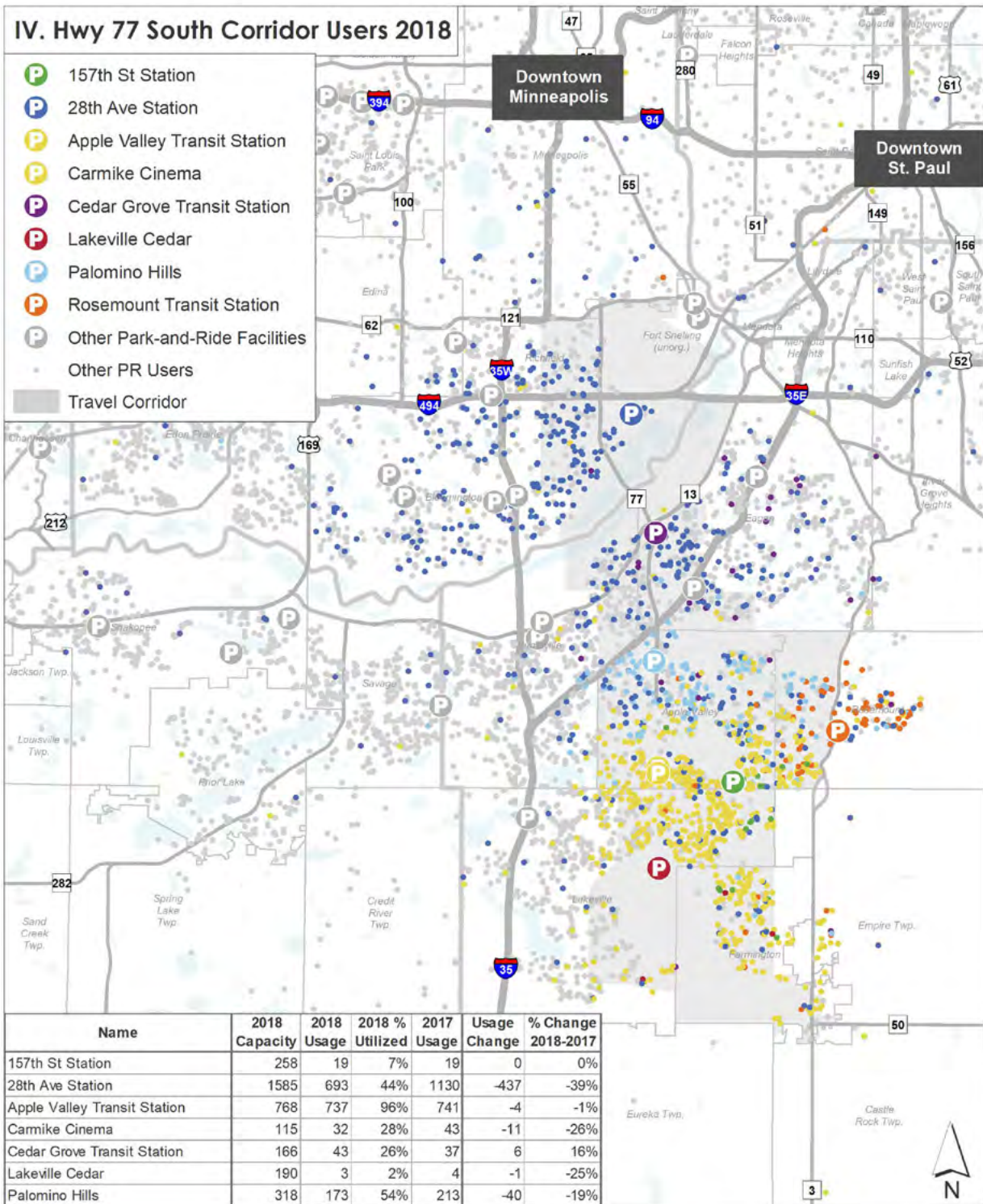
### III. Hwy 52/55 Corridor Users 2018

- P Blackhawk
- P Eagan Transit Station
- P Ft Snelling Station North
- P Ft Snelling Station South
- P West St Paul Sports Complex
- P Other PR Users
- Travel Corridor



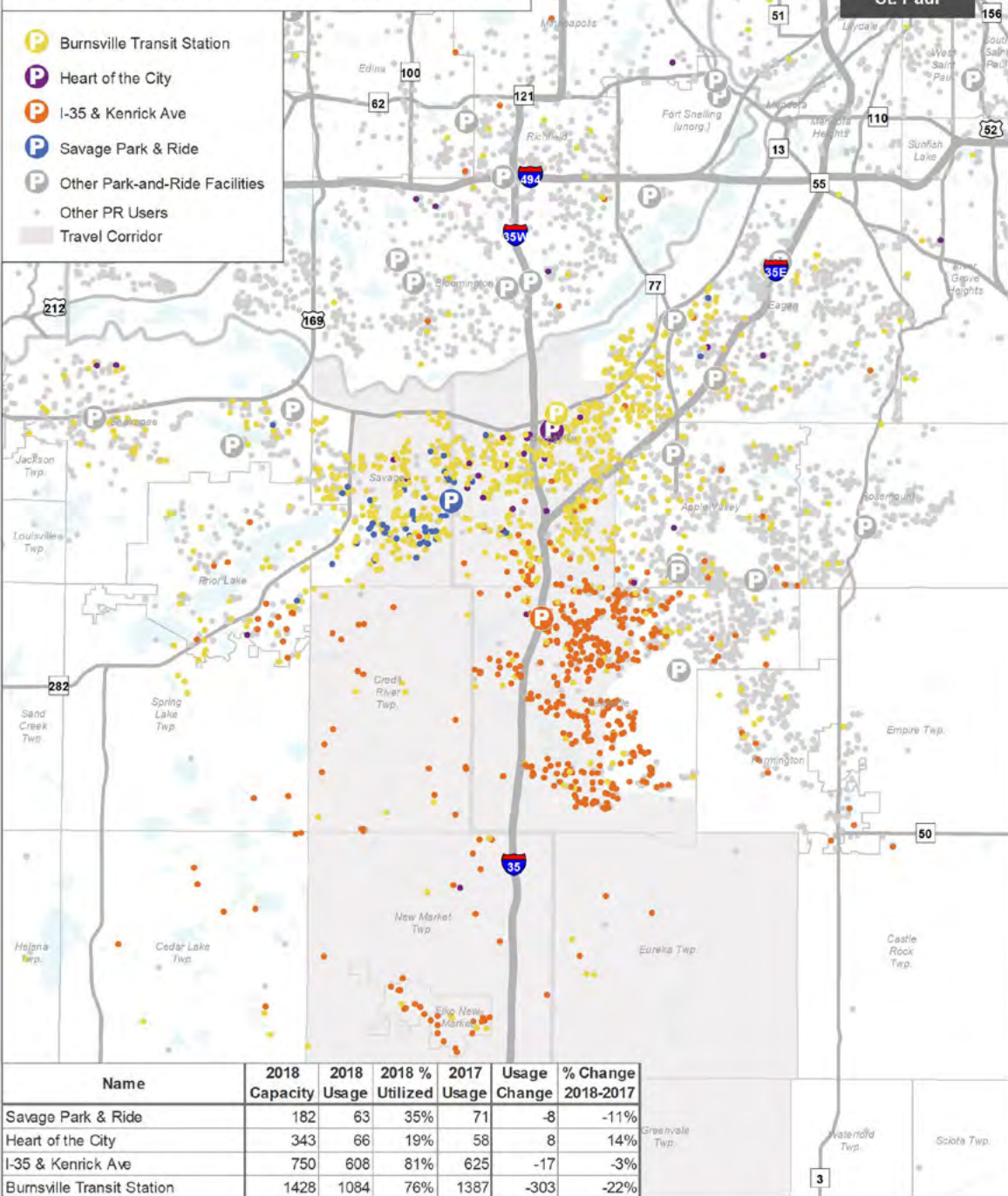
#### IV. Hwy 77 South Corridor Users 2018

- P 157th St Station
- P 28th Ave Station
- P Apple Valley Transit Station
- P Carmike Cinema
- P Cedar Grove Transit Station
- P Lakeville Cedar
- P Palomino Hills
- P Rosemount Transit Station
- P Other Park-and-Ride Facilities
- P Other PR Users
- Travel Corridor





## V. I-35W South Lower Corridor Users 2018



0 2 4 8 Miles

**VI. I-35W South Upper Corridor Users 2018**

**Legend:**

- P Knox Avenue at Best Buy
- P Normandale Village
- P South Bloomington Transit Center
- P Southdale Transit Center
- P St. Edward's Catholic Church
- P St. Luke's Lutheran Church
- P Other PR Users
- Travel Corridor

Name	2018 Capacity	2018 Usage	2018 % Utilized	2017 Usage	Usage Change	% Change 2018-2017
Knox Avenue at Best Buy	525	182	35%	165	17	10%
Normandale Village	25	3	12%	8	-5	-63%
South Bloomington Transit Center	195	192	98%	175	17	10%
Southdale Transit Center	147	57	39%	75	-18	-24%
St. Edward's Catholic Church	100	9	9%	12	-3	-25%
St. Luke's Lutheran Church	100	25	25%	34	-9	-26%







**Map Labels:** Minneapolis, Saint Louis Park, Eden Prairie, Bloomington, Richfield, Burnsville, Apple Valley, Fort Snelling (uninc.), 5, 62, 100, 121, 169, 213, 494, 15W, 77, 35E.

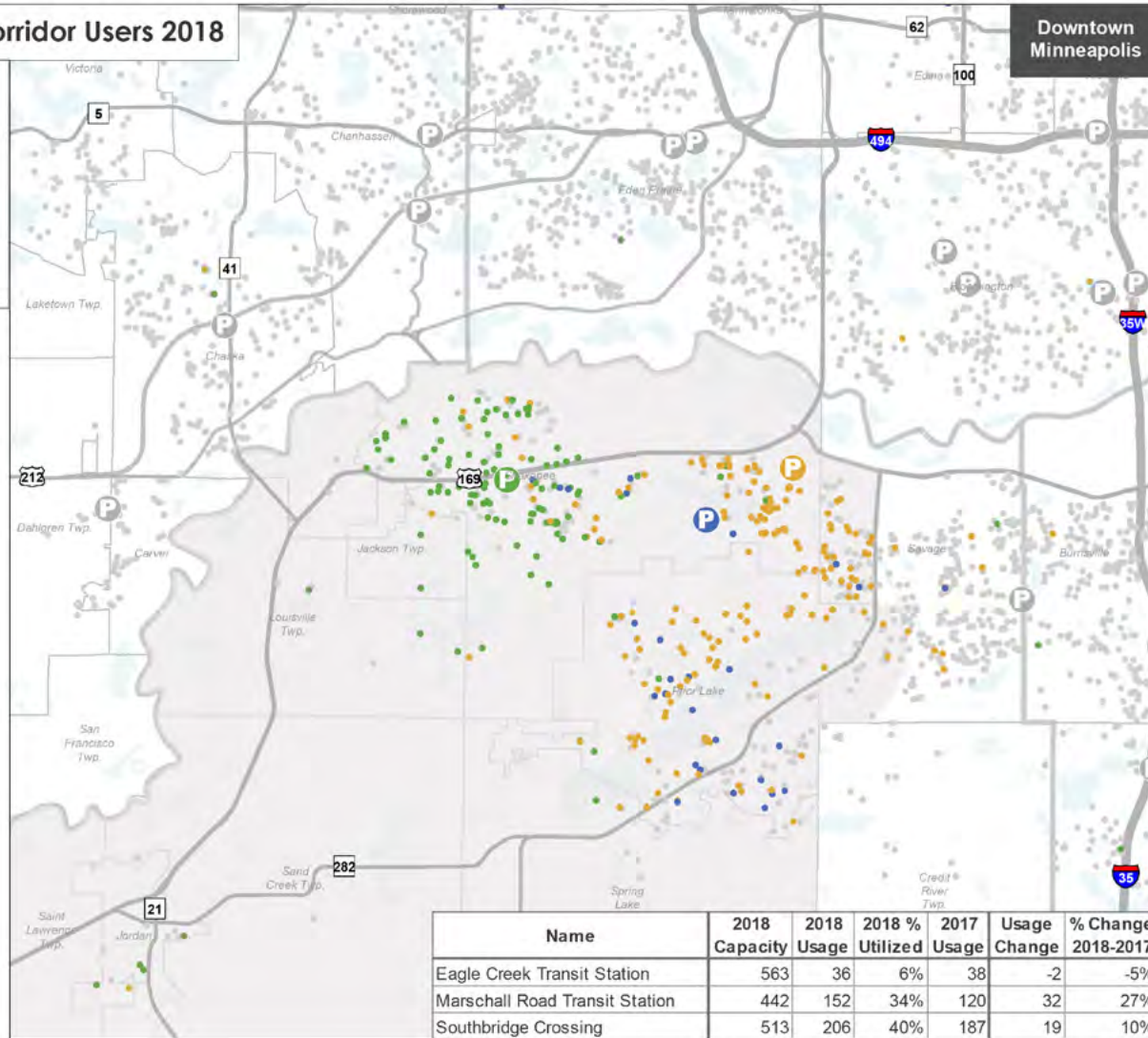
**Scale:** 0 to 4 Miles

Name	2018 Capacity	2018 Usage	2018 % Utilized	2017 Usage	Usage Change	% Change 2018-2017
Knox Avenue at Best Buy	525	182	35%	165	17	10%
Normandale Village	25	3	12%	8	-5	-63%
South Bloomington Transit Center	195	192	98%	175	17	10%
Southdale Transit Center	147	57	39%	75	-18	-24%
St. Edward's Catholic Church	100	9	9%	12	-3	-25%
St. Luke's Lutheran Church	100	25	25%	34	-9	-26%

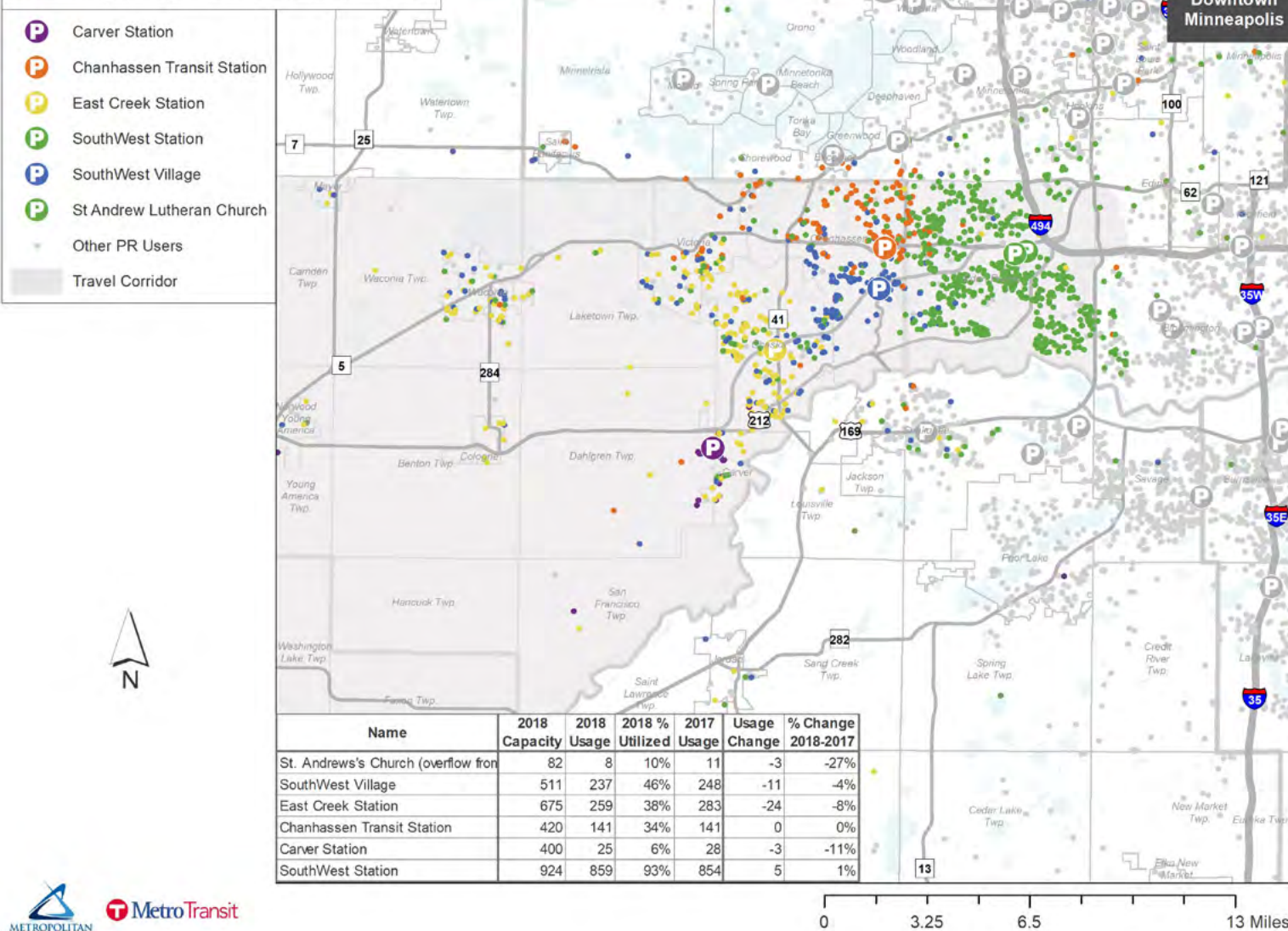


## VII. Hwy 169 South Corridor Users 2018

-  Eagle Creek Transit Station
-  Marshall Road Transit Station
-  Southbridge Crossing
-  Other Park-and-Ride Facilities
-  Other PR Users
-  Travel Corridor



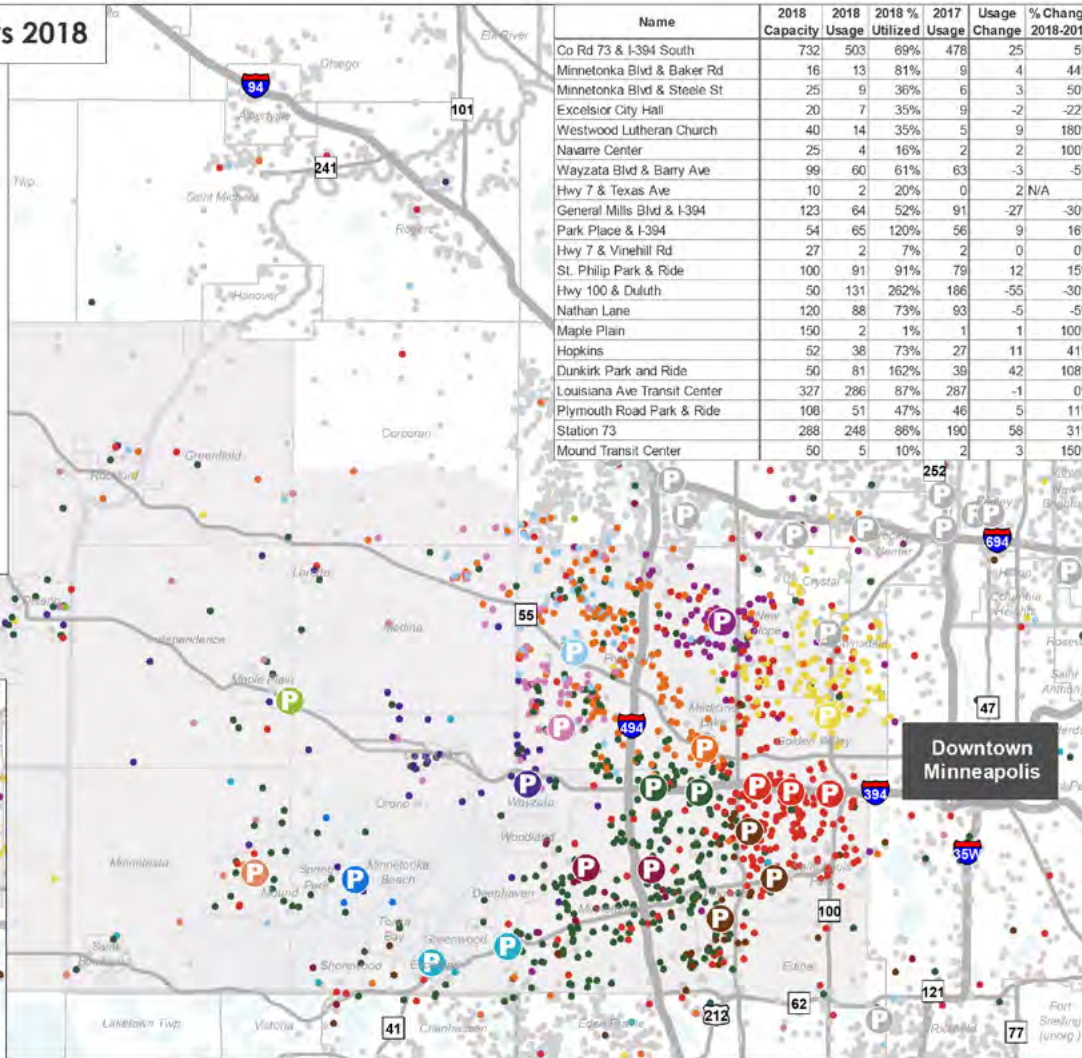
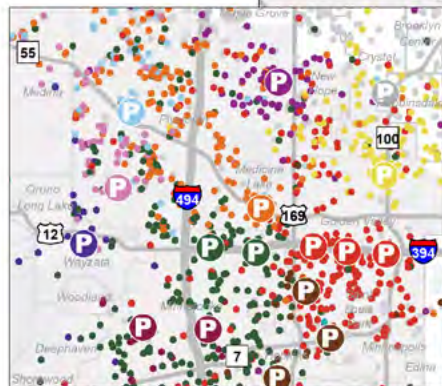
## VIII. Hwy 212/5 Corridor Users 2018





## IX. I-394/Hwy 12 Corridor Users 2018

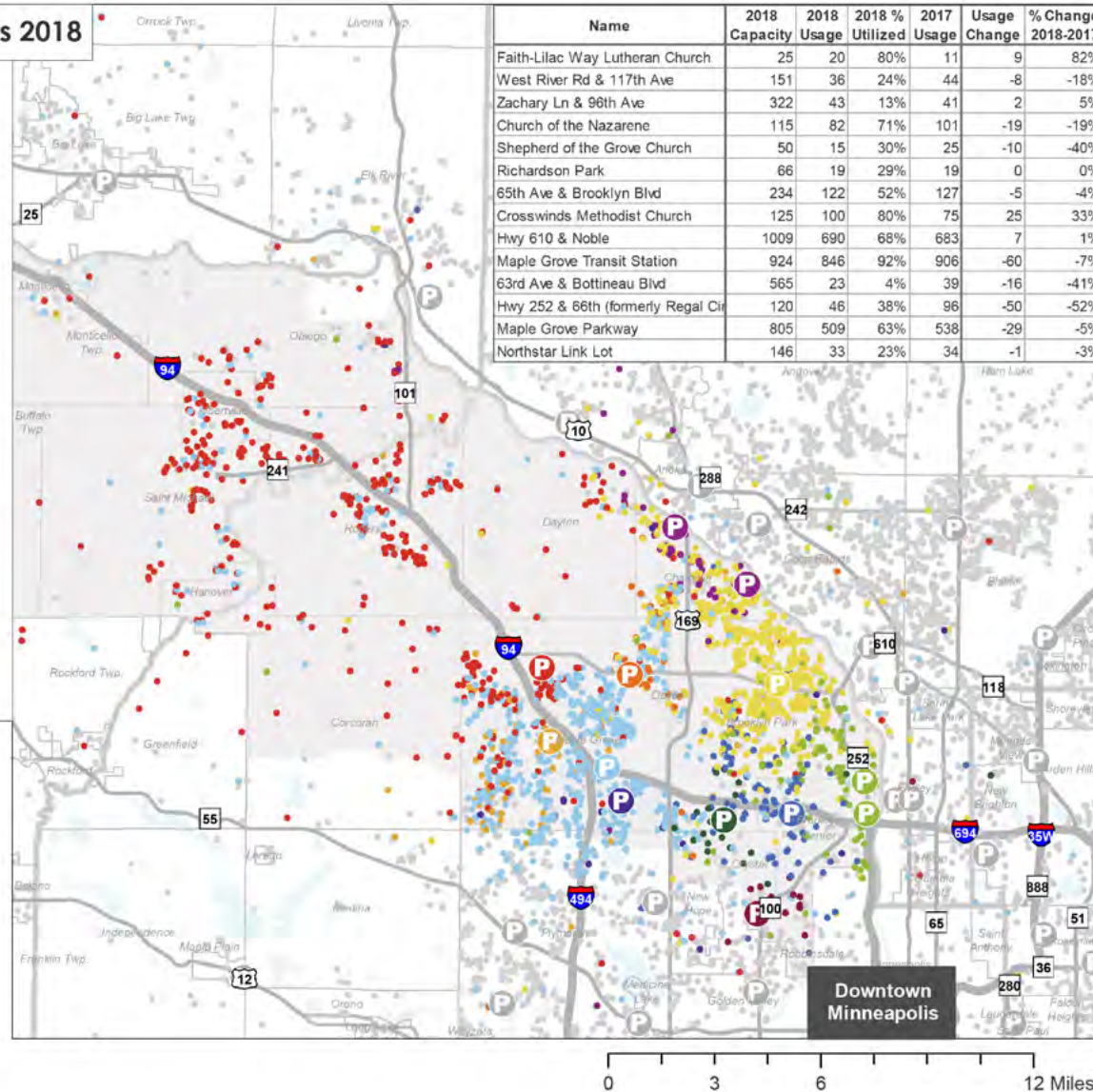
-  Co Rd 73 & I-394 South
-  Dunkirk Park & Ride
-  Excelsior City Hall
-  General Mills Blvd & I-394
-  Hopkins Park-and-Ride
-  Hwy 100 & Duluth
-  Hwy 7 & Texas Ave
-  Hwy 7 & Vinehill Rd
-  Louisiana Ave Transit Center
-  Maple Plain
-  Minnetonka Blvd & Baker Rd
-  Minnetonka Blvd & Steele St
-  Mound Transit Center
-  Nathan Lane
-  Navarre Center
-  Park Place & I-394
-  Plymouth Road Park & Ride
-  St. Philip's Park & Ride
-  Station 73
-  Wayzata Blvd & Barry Ave
-  Westwood Lutheran Church
-  Other Park-and-Ride Facilities
-  Other PR Users
-  Travel Corridor



Name	2018 Capacity	2018 Usage	2018 % Utilized	2017 Usage	Usage Change	% Change 2018-2017
Co Rd 73 & I-394 South	732	503	69%	478	25	5%
Minnetonka Blvd & Baker Rd	16	13	81%	9	4	44%
Minnetonka Blvd & Steele St	25	9	36%	6	3	50%
Excelsior City Hall	20	7	35%	9	-2	-22%
Westwood Lutheran Church	40	14	35%	5	9	180%
Navarre Center	25	4	16%	2	2	100%
Wayzata Blvd & Barry Ave	99	60	61%	63	-3	-5%
Hwy 7 & Texas Ave	10	2	20%	0	2	N/A
General Mills Blvd & I-394	123	64	52%	91	-27	-30%
Park Place & I-394	54	65	120%	56	9	16%
Hwy 7 & Vinehill Rd	27	2	7%	2	0	0%
St. Philip Park & Ride	100	91	91%	79	12	15%
Hwy 100 & Duluth	50	131	262%	186	-55	-30%
Nathan Lane	120	88	73%	93	-5	-5%
Maple Plain	150	2	1%	1	1	100%
Hopkins	52	38	73%	27	11	41%
Dunkirk Park and Ride	50	81	162%	39	42	108%
Louisiana Ave Transit Center	327	286	87%	287	-1	0%
Plymouth Road Park & Ride	108	51	47%	46	5	11%
Station 73	288	248	86%	190	58	31%
Mound Transit Center	50	5	10%	2	3	150%














## X. I-94 West Corridor Users 2018

- P 63rd Ave & Bottineau Blvd
- P 65th Ave & Brooklyn Blvd
- P Church of Nazarene
- P Crosswinds Methodist Church
- P Faith-Lilac Way Lutheran Church
- P Hwy 252 & 66th Ave
- P Hwy 610 & Noble
- P Maple Grove Transit Station
- P Parkway Station
- P Richardson Park
- P Shepherd of the Grove Church
- P West River Rd & 117th Ave
- P Zachary Square
- P Other Park-and-Ride Facilities
- Other PR Users
- Travel Corridor





## XI. Hwy 10/169 North Corridor Users 2018

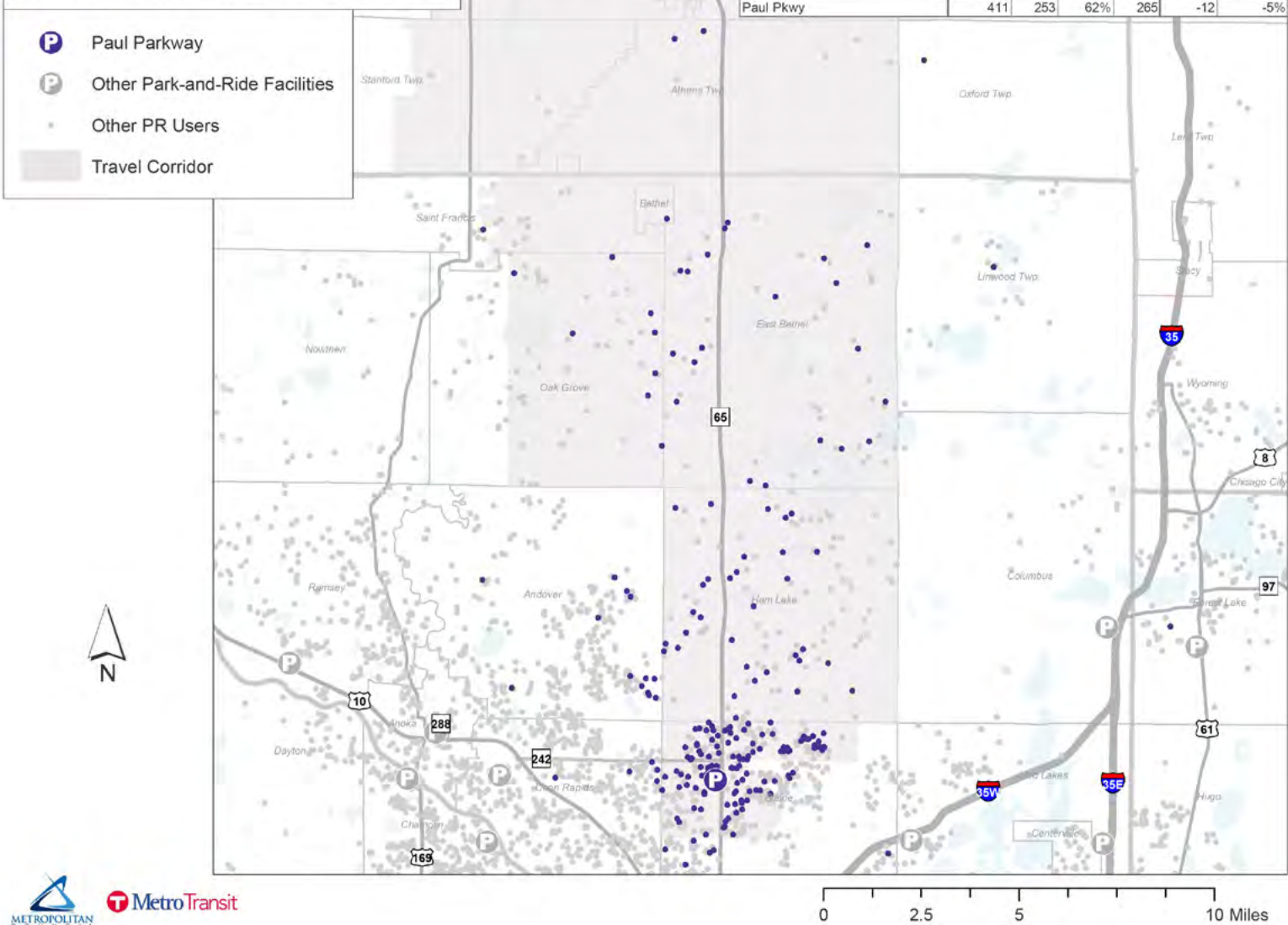
-  Anoka Station
-  Becker Municipal Lot
-  Big Lake Station
-  Church of St. William
-  Coon Rapids/Riverdale Station
-  Elk River Station
-  Foley Blvd
-  Fridley Station
-  Northtown Transit Center
-  Ramsey Station
-  Other Park-and-Ride Facilities
-  Other PR Users
-  Travel Corridor

Name	2018 Capacity	2018 Usage	2018 % Utilized	2017 Usage	Usage Change	% Change 2018 - 2017
Foley Blvd	1243	889	72%	837	52	6%
Coon Rapids/Riverdale Station	455	257	56%	329	126	38%
Elk River Station (171st Ave & Tyle	754	323	43%	327	427	131%
Church of St. William	50	22	44%	20	30	150%
Ramsey Station	360	286	79%	199	161	81%
Anoka Station	525	204	39%	258	267	103%
Fridley Station	668	77	12%	85	583	686%
Big Lake Station	518	248	48%	274	244	89%
Becker Municipal Lot	20	7	35%	9	11	122%
Northtown Transit Center	366	155	42%	148	218	147%



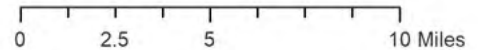
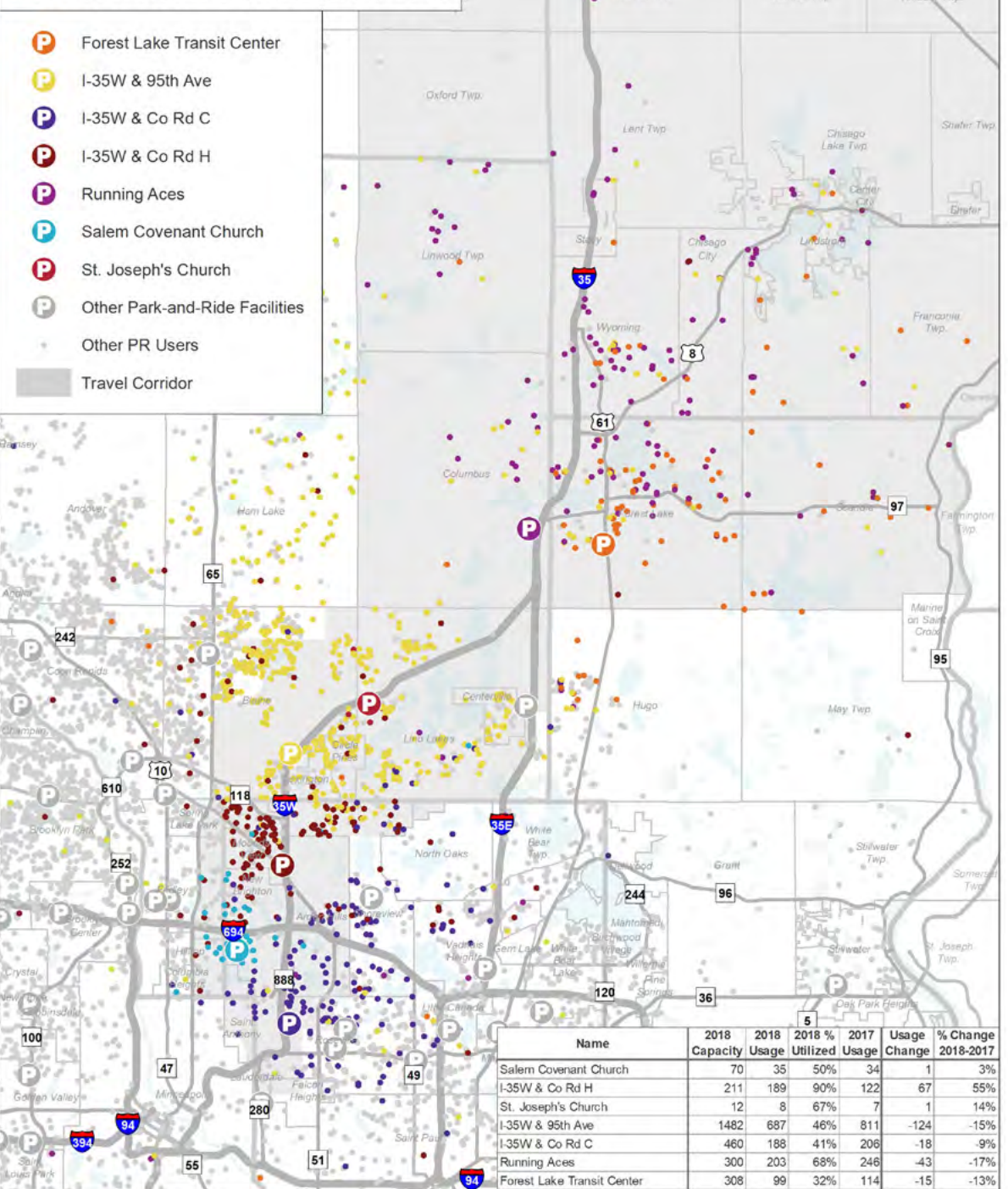
0 3.75 7.5 15 Miles

## XII. Hwy 65 North Corridor Users 2018

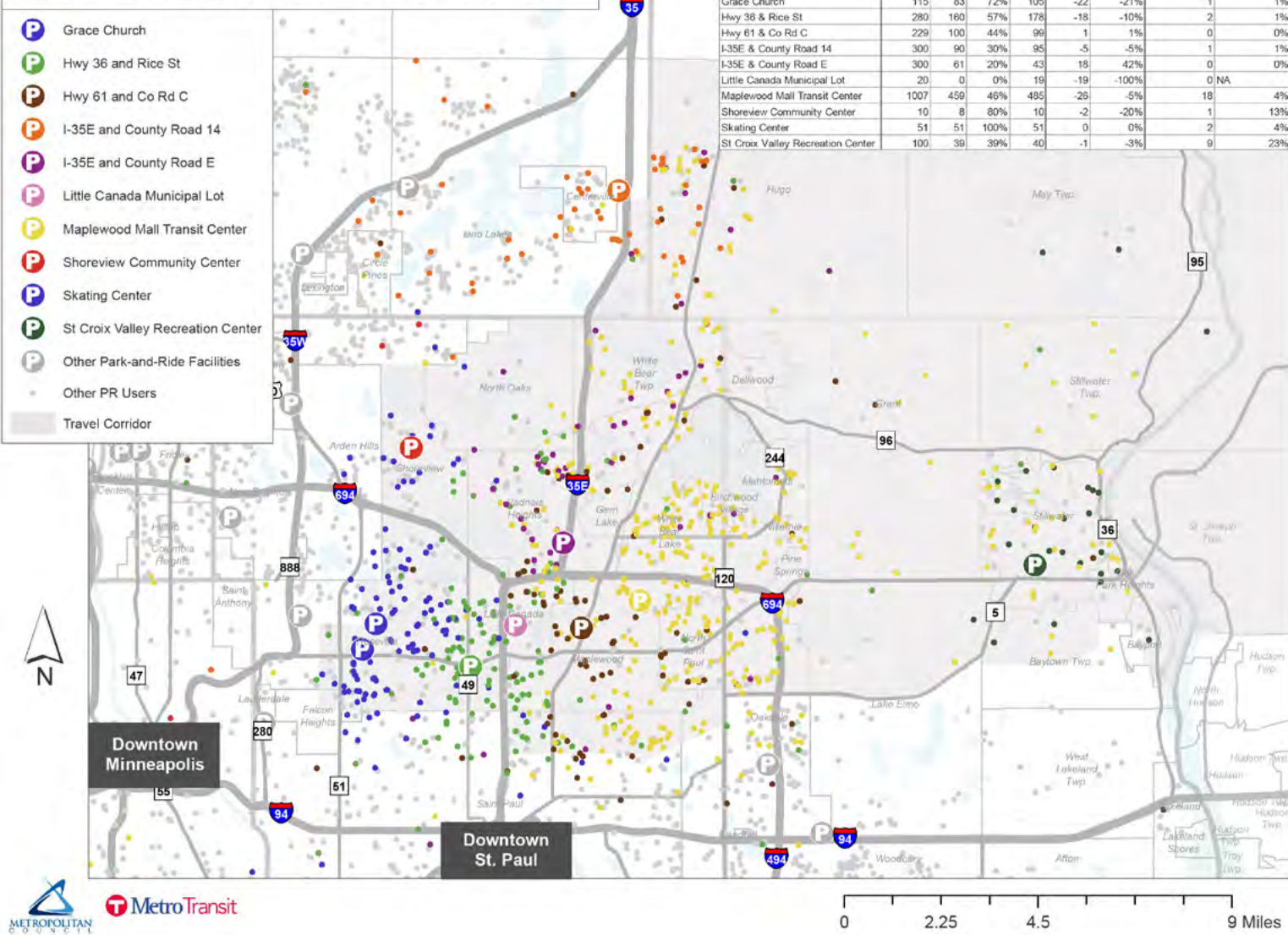




### XIII. I-35W North Corridor Users 2018



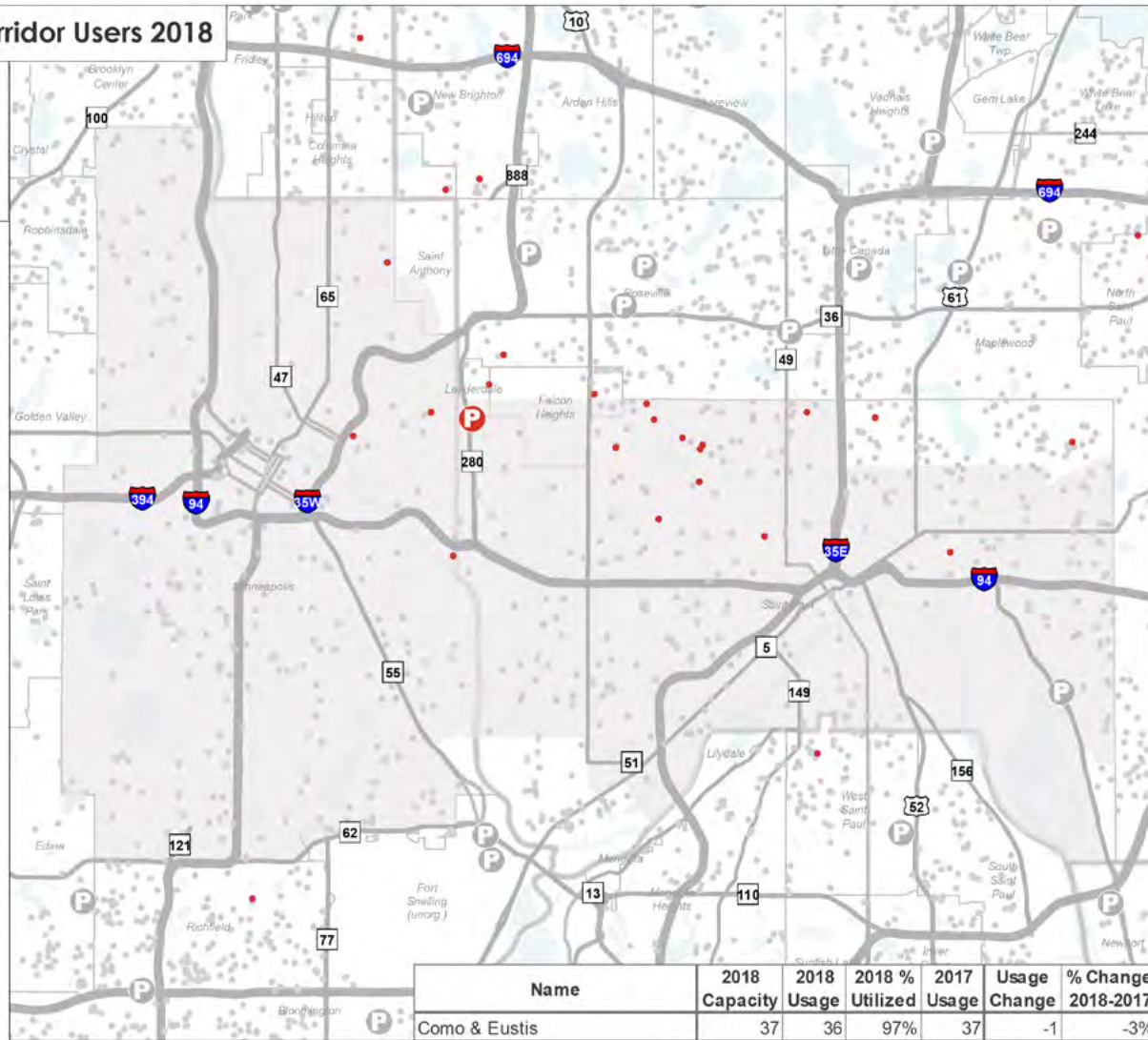
#### XIV. I-35E North/Hwy 36 East Corridor Users 2018





## XV. Central Cities Corridor Users 2018

- P Como & Eustis
- P Other Park-and-Ride Facilities
- P Other PR Users
- Travel Corridor



0 1.5 3 6 Miles

# 2018 REGIONAL ROUTE PERFORMANCE ANALYSIS



October 2019

# The Council’s mission is to foster efficient and economic growth for a prosperous metropolitan region

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The Metropolitan Council is the regional planning organization for the seven-county Twin Cities area. The Council operates the regional bus and rail system, collects and treats wastewater, coordinates regional water resources, plans and helps fund regional parks, and administers federal funds that provide housing opportunities for low- and moderate-income individuals and families. The 17-member Council board is appointed by and serves at the pleasure of the governor.

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## 2018 REGIONAL ROUTE PERFORMANCE ANALYSIS

The Regional Route Performance Analysis evaluates how transit service in the Twin Cities region performs relative to the *2040 Transportation Policy Plan* (2040 TPP) performance standards. This report provides a summary of the performance standards in the 2040 TPP, the results of the analysis, the cost allocation methodology of each provider, and a definition of the data collected from each provider.

### TRANSIT PERFORMANCE STANDARDS

The Metropolitan Council adopted the transit performance standards within Appendix G of the 2040 TPP. Performance standards are used to evaluate the relative productivity and efficiency of the services provided throughout the region. To be responsible and dynamic, a transit system must consistently measure and adjust service on unproductive routes and address insufficient service in productive areas. These standards serve as indicators of route performance and call attention to routes that may need to be adjusted. The use of multiple performance standards provides better insight into the operational and financial performance of individual services and allows transit providers to balance the cost and ridership of each route with its role in the regional transit network. The primary performance standards to measure service are Subsidy per Passenger and Passengers per In-Service Hour.

Because different types of routes are expected to have different levels of performance, each route's performance is compared to its peers. Each peer group is identified in the 2040 TPP.

### REGIONAL TRANSIT SERVICE

This performance analysis includes the transit services provided by Metro Transit (a division of the Metropolitan Council), Metropolitan Transportation Services (a division of the Metropolitan Council), and the suburban transit Providers (Maple Grove, Minnesota Valley Transit Authority, Plymouth, and SouthWest Transit).

Tables shown at the end of this report summarize by service type ridership, hours of service, and total cost of service for each of these providers.

### ALLOCATION METHODOLOGY

The various regional providers deliver transit services either through direct operations (Metro Transit – all operations, Southwest Transit – maintenance only) or through a contract with a third-party vendor. Providers submitted data on their direct and indirect costs, fare revenue, passengers, and in-service hours. To verify accuracy of the data, the data submitted by the providers was reconciled with data submitted to the National Transit Database (NTD). The NTD is used because it is a report to the Federal Transit Administration.



The allocation of costs and revenues by provider are summarized in the table below. The greatest variance in allocation methodology is in the indirect cost allocation to each route by provider, summarized in the following table.

#### ALLOCATION METHODOLOGY TABLE

Providers	Direct Costs	Indirect Costs	Fare Revenue
Metro Transit	Allocated by annual platform hour for each route.	Total indirect, less non-attributable costs, allocated by annual platform hour.	Fare earned by each route.
Metropolitan Transportation Services	Allocated to each route based on contract rates.	Allocated based on number of in-service hours for each route.	Fare earned by each route.
Maple Grove	Allocated to each route based on contract rates.	Allocated based on ridership.	Fare earned by each route. Some allocation of fares is done for connecting services.
MVTA	Allocated to each route based on contracted rates and fuel.	Allocated based on calculated percentage of route direct costs to total direct costs.	Fare earned by each route.
Plymouth	Allocated to each route based on contracted rates.	Divided equally among routes.	Fare earned by each route. Some allocation of fares is done for connecting services.
SouthWest Transit	Allocated by platform hour and total revenue hour.	Allocated based on total revenue hour for each route.	Fare earned by each route.

#### REGIONAL SYSTEM PERFORMANCE

##### *Cost Effectiveness*

The cost effectiveness of a route is measured by the subsidy required to operate the route per passenger trip delivered. Subsidy per passenger for each route is calculated by dividing the net subsidy by the number of passenger trips delivered, with net subsidy being equal to total cost minus passenger fares. Certain other revenue may be collected by a provider for items such as advertising and shared use rentals to reduce the taxpayer burden for the service. Those revenues do not reduce the net cost of service but are considered sources for funding the subsidy.

The table below shows both route-level average peer subsidy per passenger (left half of table below) and system subsidy per passenger (right half of table below). The route-level subsidy standard is used for performance comparison, as described later in this document.

The route-level average is determined by calculating the subsidy per passenger per route then creating an average of those values and is used for route performance purposes. The system subsidy per passenger is calculated by dividing the total subsidy for a route type by the total number of passengers on that route type, e.g., total subsidy of all commuter and express routes divided by total number of passengers for the route type. The following table shows a comparison of the peer average subsidy per passenger and the system subsidy per passenger by type of service.

## SUBSIDY PER PASSENGER BY TYPE OF SERVICE

Route Type	Route Performance Average Peer Subsidy Per Passenger (Route-Level)				System Subsidy Per Passenger (Passenger-Level)			
	Weekday	Saturday	Sunday	Total	Weekday	Saturday	Sunday	Total
<b>Commuter and Express Bus</b>	\$7.23	\$37.82*	\$37.82*	N/A	\$5.07	\$17.06*	\$17.06*	<b>\$5.17</b>
<b>Core Local Bus</b>	\$5.14	\$7.24	\$7.31	N/A	\$4.21	\$5.44	\$5.50	<b>\$4.43</b>
<b>Supporting Local Bus</b>	\$7.49	\$9.11	\$11.86	N/A	\$6.75	\$9.49	\$11.82	<b>\$7.41</b>
<b>Suburban Local Bus</b>	\$11.04	\$11.46	\$16.69	N/A	\$6.79	\$7.02	\$8.15	<b>\$6.89</b>
<b>Arterial BRT</b>	\$3.64	\$4.57	\$5.79	N/A	\$3.64	\$4.57	\$5.79	<b>\$3.99</b>
<b>Highway BRT</b>	\$9.21	\$7.96	\$9.89	N/A	\$9.21	\$7.96	\$9.89	<b>\$9.12</b>
<b>Light Rail Transit</b>	\$1.79	\$2.05	\$2.51	N/A	\$1.74	\$2.02	\$2.51	<b>\$1.86</b>
<b>Commuter Rail</b>	\$17.25	\$17.25	\$17.25	N/A	\$17.25	\$17.25	\$17.25	<b>\$17.25</b>
<b>General Public Dial-A-Ride**</b>	N/A	N/A	N/A	\$20.71	N/A	N/A	N/A	\$21.22
<b>Metro Mobility/ADA</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>\$27.94</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	\$27.94

\* Express Saturday and Sunday were averaged together because of the limited number of routes.

\*\* For General Public Dial-A-Ride, each provider is considered a route. Excludes Metro Mobility service.

\*\* Subsidy for dial-a-ride services given at Total level only because some services operated on weekdays only and some operate on weekdays and weekends.



### System Subsidy per Passenger by Provider

The table at the end of this document shows the system subsidy per passenger (passenger-level) for each provider and service type. The accompanying Excel file provides the route-level detail to this table.

### Subsidy per Passenger – Route-Level

For the cost effectiveness standard in the 2040 TPP, each route and day of service was compared against the route-level subsidy per passenger for its peer group. The 2040 TPP specifies a monitoring goal and possible corrective action for routes that fall within certain levels compared to the peer average, which are shown in the table below.

Threshold No.	Level of Subsidy per Passenger Performance	Monitoring Goal	Possible Action
1	> 20% to 35% over peer average	For Quick Review	Minor Modifications
2	> 35% to 60% over peer average	For Intense Review	Major Changes
3	> 60% over peer average	For Significant Change	Restructure/Eliminate

The following table shows a summary of the routes by service type and day of service and the number of routes in each threshold.

### Subsidy per Passenger Performance Standard

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Commuter and Express Bus	Weekday	\$7.23	Meets	Less than 20% over peer average		\$8.67	90
			1	20% to 35% over peer average	\$8.68	\$9.75	8
			2	35% to 60% over peer average	\$9.76	\$11.56	7
			3	60 % over peer average	\$11.57		13
Commuter and Express Bus	Saturday	\$37.82	Meets	Less than 20% over peer average		\$45.37	5
			1	20% to 35% over peer average	\$45.38	\$51.05	0
			2	35% to 60% over peer average	\$51.06	\$60.50	0
			3	60 % over peer average	\$60.51		1
Commuter and Express Bus	Sunday	\$37.82	Meets	Less than 20% over peer average		\$45.37	3
			1	20% to 35% over peer average	\$45.38	\$51.05	1
			2	35% to 60% over peer average	\$51.06	\$60.50	0
			3	60 % over peer average	\$60.51		1

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Core Local	Weekday	\$5.14	Meets	Less than 20% over peer average		\$6.16	26
			1	20% to 35% over peer average	\$6.17	\$6.93	0
			2	35% to 60% over peer average	\$6.94	\$8.21	5
			3	60 % over peer average	\$8.22		2
Core Local	Saturday	\$7.24	Meets	Less than 20% over peer average		\$8.68	21
			1	20% to 35% over peer average	\$8.69	\$9.76	0
			2	35% to 60% over peer average	\$9.77	\$11.57	2
			3	60 % over peer average	\$11.58		3
Core Local	Sunday	\$7.31	Meets	Less than 20% over peer average		\$8.76	19
			1	20% to 35% over peer average	\$8.77	\$9.86	2
			2	35% to 60% over peer average	\$9.87	\$11.69	0
			3	60 % over peer average	\$11.70		3
Supporting Local	Weekday	\$7.49	Meets	Less than 20% over peer average		\$8.98	10
			1	20% to 35% over peer average	\$8.99	\$10.10	2
			2	35% to 60% over peer average	\$10.11	\$11.97	3
			3	60 % over peer average	\$11.98		1
Supporting Local	Saturday	\$9.11	Meets	Less than 20% over peer average		\$10.92	8
			1	20% to 35% over peer average	\$10.93	\$12.29	1
			2	35% to 60% over peer average	\$12.30	\$14.57	1
			3	60 % over peer average	\$14.58		2
Supporting Local	Sunday	\$11.86	Meets	Less than 20% over peer average		\$14.22	8
			1	20% to 35% over peer average	\$14.23	\$16.00	0
			2	35% to 60% over peer average	\$16.01	\$18.97	3
			3	60 % over peer average	\$18.98		1
Suburban Local	Weekday	\$11.04	Meets	Less than 20% over peer average		\$13.24	29
			1	20% to 35% over peer average	\$13.25	\$14.89	2
			2	35% to 60% over peer average	\$14.90	\$17.65	2
			3	60 % over peer average	\$17.66		11
Suburban Local	Saturday	\$11.46	Meets	Less than 20% over peer average		\$13.74	15
			1	20% to 35% over peer average	\$13.75	\$15.46	2
			2	35% to 60% over peer average	\$15.47	\$18.33	0
			3	60 % over peer average	\$18.34		3
Suburban Local	Sunday	\$16.69	Meets	Less than 20% over peer average		\$20.02	11
			1	20% to 35% over peer average	\$20.03	\$22.52	0
			2	35% to 60% over peer average	\$22.53	\$26.69	0
			3	60 % over peer average	\$26.70		3

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Arterial BRT	Weekday	\$3.64	Meets	Less than 20% over peer average		\$4.36	1
			1	20% to 35% over peer average	\$4.37	\$4.90	0
			2	35% to 60% over peer average	\$4.91	\$5.81	0
			3	60 % over peer average	\$5.82		0
Arterial BRT	Saturday	\$4.57	Meets	Less than 20% over peer average		\$5.47	1
			1	20% to 35% over peer average	\$5.48	\$6.16	0
			2	35% to 60% over peer average	\$6.17	\$7.30	0
			3	60 % over peer average	\$7.31		0
Arterial BRT	Sunday	\$5.79	Meets	Less than 20% over peer average		\$6.94	1
			1	20% to 35% over peer average	\$6.95	\$7.81	0
			2	35% to 60% over peer average	\$7.82	\$9.25	0
			3	60 % over peer average	\$9.26		0
Highway BRT	Weekday	\$9.21	Meets	Less than 20% over peer average		\$11.04	1
			1	20% to 35% over peer average	\$11.05	\$12.42	0
			2	35% to 60% over peer average	\$12.43	\$14.73	0
			3	60 % over peer average	\$14.74		0
Highway BRT	Saturday	\$7.96	Meets	Less than 20% over peer average		\$9.54	1
			1	20% to 35% over peer average	\$9.55	\$10.74	0
			2	35% to 60% over peer average	\$10.75	\$12.73	0
			3	60 % over peer average	\$12.74		0
Highway BRT	Sunday	\$9.89	Meets	Less than 20% over peer average		\$11.86	1
			1	20% to 35% over peer average	\$11.87	\$13.34	0
			2	35% to 60% over peer average	\$13.35	\$15.81	0
			3	60 % over peer average	\$15.82		0
Light Rail	Weekday	\$1.79	Meets	Less than 20% over peer average		\$2.14	1
			1	20% to 35% over peer average	\$2.15	\$2.41	1
			2	35% to 60% over peer average	\$2.42	\$2.85	0
			3	60 % over peer average	\$2.86		0
Light Rail	Saturday	\$2.05	Meets	Less than 20% over peer average		\$2.45	2
			1	20% to 35% over peer average	\$2.46	\$2.76	0
			2	35% to 60% over peer average	\$2.77	\$3.27	0
			3	60 % over peer average	\$3.28		0
Light Rail	Sunday	\$2.51	Meets	Less than 20% over peer average		\$3.00	2
			1	20% to 35% over peer average	\$3.01	\$3.38	0
			2	35% to 60% over peer average	\$3.39	\$4.01	0
			3	60 % over peer average	\$4.02		0

Service Type	Day of Service	Peer Group Subsidy Average	Threshold Information				
			Level Number	Description	Min	Max	Routes
Commuter Rail	Weekday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
Commuter Rail	Saturday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
Commuter Rail	Sunday	\$17.25	Meets	Less than 20% over peer average		\$20.69	1
			1	20% to 35% over peer average	\$20.70	\$23.28	0
			2	35% to 60% over peer average	\$23.29	\$27.59	0
			3	60 % over peer average	\$27.60		0
General Public Dial-a-Ride	All Days	\$20.71	Meets	Less than 20% over peer average		\$24.84	3
			1	20% to 35% over peer average	\$24.85	\$27.95	0
			2	35% to 60% over peer average	\$27.96	\$33.13	0
			3	60 % over peer average	\$33.14		1

### *Passengers per In-Service Hour*

The 2040 TPP establishes average and minimum passenger per in-service hour standards for light rail transit, big bus fixed-route service, small bus fixed-route service, and paratransit operations. Passengers per in-service hour represents the total passengers carried divided by the in-service time (time a vehicle is traveling on routes and available for passenger pickups). The standard for each type of service is shown in the table below.

For this analysis, the measure is analyzed at the route/day of service level.

Type of Service	Average Passengers per In-Service Hour Standard
Core Local Bus	≥20
Supporting Local Bus	≥15
Suburban Local Bus	≥10
Arterial BRT	≥25
Highway BRT	≥25
Light Rail Transit	≤70
Commuter & Express Bus	Peak ≥20; Off-peak ≥10
Commuter Rail	≥70
General Public Dial-a-Ride	≥2

## Passengers per In-Service Hour Standard

Type of Service	Weekday		Saturday		Sunday	
	Routes Meeting Standard	Routes Below Standard	Routes Meeting Standard	Routes Below Standard	Routes Meeting Standard	Routes Below Standard
Core Local Bus	32	1	21	5	18	6
Supporting Local Bus	12	4	5	7	3	9
Suburban Local Bus	26	18	11	9	10	4
Arterial BRT	1	0	1	0	1	0
Highway BRT	0	1	0	1	0	1
Light Rail Transit	2	0	2	0	2	0
Commuter & Express Bus (peak standard on weekday)	85	33	0	6	0	5
Commuter Rail	1	0	1	0	1	0
General Public Dial-a-Ride	4	0	NA	NA	NA	NA

## Table references

The following tables with route-level subsidy per passenger information are attached:

- Table 1 – Commuter & Express – Subsidy per passenger and passengers per hour for commuter and express bus service, sorted by day of service and route number.
- Table 2 – Core Local – Subsidy per passenger and passengers per hour for core local bus service, sorted by day of service and route number.
- Table 3 – Supporting Local – Subsidy per passenger and passengers per hour for supporting local bus service, sorted by day of service and route number.
- Table 4 – Suburban Local – Subsidy per passenger and passengers per hour for suburban local bus service, sorted by day of service and route number.
- Table 5 – Arterial BRT – Subsidy per passenger and passengers per hour for Arterial BRT, sorted by day of service.
- Table 6 – Highway BRT – Subsidy per passenger and passengers per hour for Highway BRT, sorted by day of service and route number.
- Table 7 – Light Rail Transit – Subsidy per passenger and passengers per hour for light rail transit, sorted by day of service and route number.
- Table 8 – Commuter Rail – Subsidy per passenger and passengers per hour for commuter rail, sorted by day of service and route number.
- Table 9 – General Public Dial-a-Ride – Subsidy per passenger and passengers per hour for dial-a-rides.

## DATA COLLECTION AND DEFINITIONS

The regional providers submitted data regarding the routes that they operate. Routes were categorized by type of service, as specified by the 2030 TPP, and by day of service (weekday, Saturday, and Sunday). Following is a list of data that were collected or calculated for each route:

**Total Cost** – Expenses related to all activities associated with the route. Includes vehicle operations, vehicle maintenance, non-vehicle maintenance, and general administration.

**Fare Revenue** – All revenues earned from carrying passengers. Includes all income received directly from passengers, paid either in cash or through pre-paid media, and donations from those passengers who donate money on the vehicle. Also includes payments made by a third party for reduced fare or free ride arrangements such as when a university pays for students to ride for free. Does not include governmental subsidies for reduced- or free-fare programs.

**Net Subsidy** – Total cost minus fare revenue.

**Passenger Trips** – Number of people who board a transit vehicle. If one customer boards multiple vehicles to complete their journey, each boarding should be counted as a passenger trip. In dial-a-ride service, late cancels, no-show, etc. are not passengers.

**In-Service Hours** – Time when vehicle is traveling on the route and available for picking up passengers. Calculated from first time point to last time point on each vehicle trip. Excludes layover/recovery and deadhead.

**Revenue Hours** – Time from first timepoint to last timepoint of a series of vehicle trips. Includes In-Service Hours plus layover/recovery time between trips. Excludes deadhead time between trips.

**Subsidy per Passenger** – Net subsidy divided by number of passengers.

**Passengers per Hour** – Number of passengers divided by hours.

Bus route types as defined by 2040 TPP:

- **Core Local** – Routes that serve the denser urban areas of Market Areas I and II, usually providing access to a downtown or major activity center. They form the base of the core bus network.
- **Supporting Local** – Routes that provide crosstown connections within Market Areas I and II and provide connections to Core Local routes.
- **Suburban Local** – Routes that serve Market Areas II and III and provide a basic level of transit coverage throughout the region.

**Table 1: Ridership by Service Type**

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types	%
Maple Grove			9,064				791,036		36,568			836,668	0.9%
Metro Transit	39,665,595	2,068,665	2,054,488	1,618,203		24,955,618	8,167,931	787,327				79,317,827	88.8%
MTS		760,916	1,277,639		254,125		104,165		243,857	2,381,781	117,252	5,139,735	5.8%
MVTA			604,306				1,927,871					2,532,177	2.8%
Plymouth			28,792				463,031		27,514			519,337	0.6%
SW Transit			40,219				856,461		102,511			999,191	1.1%
Total All Providers	39,665,595	2,829,581	4,014,508	1,618,203	254,125	24,955,618	12,310,495	787,327	410,450	2,381,781	117,252	89,344,935	100.0%
Percent of Total	44.4%	3.2%	4.5%	1.8%	0.3%	27.9%	13.8%	0.9%	0.5%	2.7%	0.1%	100.0%	

**Table 2: Hours by Service Type**

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a Ride	Comm. Vanpool	Total All Types	%
Maple Grove			718				18,961		10,913			30,592	0.8%
Metro Transit	1,170,471	99,078	70,524	37,722		117,621	251,210	3,191				1,749,817	46.2%
MTS		53,368	103,098		12,060		6,891		109,827	1,435,798	31,763	1,752,806	46.2%
MVTA			64,823				89,648					154,471	4.1%
Plymouth			3,852				22,513		9,422			35,787	0.9%
SW Transit			3,939				33,828		29,509			67,276	1.8%
Total All Providers	1,170,471	152,447	246,953	37,722	12,060	117,621	423,051	3,191	159,671	1,435,798	31,763	3,790,748	100.0%
Percent of Total	30.9%	4.0%	6.5%	1.0%	0.3%	3.1%	11.2%	0.1%	4.2%	37.9%	0.8%	100.0%	



**Table 3: Total Cost by Service Type**

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types	%
Maple Grove			131,083				3,954,990		788,760			4,874,832	0.9%
Metro Transit	213,852,270	19,546,617	14,108,908	8,218,440		73,123,680	59,381,162	16,213,833				404,444,911	73.8%
MTS		4,132,414	8,273,053		2,535,853		1,082,359		7,007,241	74,512,361	833,156	98,376,437	18.0%
MVTA			7,913,979				16,813,598					24,727,576	4.5%
Plymouth			491,412				3,172,490		1,147,968			4,811,870	0.9%
SW Transit			839,951				8,779,671		1,081,137			10,700,759	2.0%
Total All Providers	213,852,270	23,679,031	31,758,386	8,218,440	2,535,853	73,123,680	93,184,269	16,213,833	10,025,106	74,512,361	833,156	547,936,385	100.0%
Percent of Total	39.0%	4.3%	5.8%	1.5%	0.5%	13.3%	17.0%	3.0%	1.8%	13.6%	0.2%	100.0%	

**Table 4: System Subsidy per Passenger by Provider**

Provider	Core Local	Supporting Local	Suburban Local	Arterial BRT	Highway BRT	Light Rail	Commuter & Express Bus	Commuter Rail	General Public Dial-a-Ride	ADA Dial-a-Ride	Comm. Vanpool	Total All Types
Maple Grove							\$2.20		\$20.13			\$3.12
Metro Transit	\$4.43	\$8.52	\$5.98	\$3.99		\$1.86	\$4.96	\$17.25				\$3.94
MTS		\$4.40	\$5.30		\$9.12		\$8.18		\$24.81	\$27.94	\$2.30	\$16.76
MVTA			\$11.99				\$6.25					\$7.62
Plymouth							\$4.50		\$39.35			\$7.04
SW Transit			\$18.42				\$7.48		\$8.20			\$7.99
Total all providers	\$4.43	\$7.41	\$6.89	\$3.99	\$9.12	\$1.86	\$5.17	\$17.25	\$21.22	\$27.94	\$2.30	\$4.89



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## Summary of Existing Feedback

Metro Transit and other organizations frequently receive feedback from the community regarding their views on transit in the region. This feedback can be part of a larger study on transit, done with the sole goal of gathering feedback from riders, or initiated by riders and the public contacting Metro Transit Customer Relations with concerns and suggestions. This memo outlines the common themes shared by riders and non-riders about their views and requests for transit service in the region. While many of the studies or projects that gathered feedback had different goals, common themes emerged across the feedback. Riders and potential riders requested new routes and improvements in frequency, span, speed and amenities on existing routes.

Feedback gathered during several plans, studies, and other efforts is summarized and presented in this memo to help create the Guiding Framework for Network Next. This work shows that past feedback is being reviewed and will contribute the future development of Network Next.

### Common requests

Across all the sources of feedback, common themes emerge around the types of transit improvements riders and potential riders would like to see.

**Increased span of service:** Both express and local riders requested an increase in the span of service provided. Express riders would like options to access downtown at times outside of the peak periods. People who do not currently use transit often do not because it does not run at times they need. Local bus riders would like to see more service on weekends and evenings. Many workers want service to jobs outside of the traditional work shift times and days, and others would like more off-peak service so they can complete personal errands outside of the busiest parts of the day.

**More frequent service:** Nearly every study or opportunity for feedback included requests for increases in frequency of service. Riders who use peak period express buses and local riders who travel outside of the peak period travel times want better frequency of service. For many, the limited amount of service running in the evening and at night creates difficulties in returning home. Others discussed how traveling on the weekend was much more difficult because of how infrequently buses operate. Waiting long periods of time is

unpleasant, especially in inclement weather, and both customers and non-riders agree that reducing how long they wait at the transit stop would make transit a more competitive option than other modes.

**Reduced travel times:** Reducing overall travel time through faster transit service and the addition of transit advantages was included as feedback in several studies. Many people choose to not ride transit because of how long the trip takes, especially when compared to other modes. Riders have seen or experienced transit advantages such as bus only lanes/shoulders, transit signal priority, or BRT features on other routes and would like to see more routes with these amenities. Reducing travel time makes transit more appealing for both existing and potential riders.

**Expanded coverage:** Several studies focused on transit service in suburban locations, especially areas currently not well-served by transit. A common request was expanding transit coverage to serve new destinations. Shopping destinations, educational institutions, and places of employment were all places that residents wished had better access to transit. New routes were suggested in corridors that currently do not have access to transit. Other suggestions had existing routes being extended or modified to better serve regional destinations and trip generators.

## Ongoing Feedback

**Source: Transit Information Center feedback (2019)**

**Lead Agency: Metro Transit**

Transit Information staff generated a summarized list of service improvements based on frequently requested changes that they hear from customers trying to plan trips.

- **Weekend service** was a frequent request, either adding just a single additional day or the entire weekend.
- **Increased frequency** was a common request, particularly on specific branches of routes.
- Adding **later evening service** was a common request for suburban local routes.

**Source: Customer Relations comments (2019)****Lead Agency: Metro Transit**

Metro Transit maintains a database of customer comments received via e-mail and US Mail, through the website, and by phone. The database helps tracks trends and ensure comments are responded to appropriately. A sample of three months' worth of comments was queried from the database and downloaded. Close to 200 comments related to service planning were submitted in this time period and they were categorized and reviewed for common themes.

- **Service frequency and span:** The most popular topic was service frequency or span. Transit service is concentrated during weekdays and particularly the peak periods. Many people have travel needs outside of these hours and benefit from earlier or later service, or service on Saturday or Sunday. Frequency for most routes is highest in the peak periods and limited frequency outside of those hours makes it difficult to complete other types of trips. Higher frequency was requested so customers don't have to wait as long for a bus, so trips are more likely to have available seats on the bus, and to make travel choices more flexible so a missed bus is less of an issue.
- **Expanded access and coverage:** The next most common topic was about new routes or changing existing routes which both added up to around half the number of comments as service frequency and span. Metro Transit's service does not meet the needs of everyone in the Twin Cities region and commenters offered suggestions on routes that would better suit their needs. Other comments requested changes to routes like new route patterns, different destinations, or improvements that could help with faster operations or speed.
- **Improved Reliability:** Reliable service that arrives on-time and provides consistent travel times with minimal disruptions is important to customers. Running time can vary due to congestion or construction and this creates issues for customers who rely on timed transfers or depend on Metro Transit to arrive to their destinations at a particular time.
- **More capacity:** In response to experiencing crowded conditions on buses, customers requested high-capacity buses so customers don't need to stand, or get turned away due to full buses.

**Source: Orange Line Connecting Bus Study (2019 – Ongoing)****Lead Agency: Metro Transit**

In anticipation of the opening of the Orange Line, Metro Transit is conducting a Connecting Bus Study to determine route changes that will best support Orange Line ridership. An online and paper survey was distributed which collected 565 responses, and three open houses were held to introduce the start of the study. The most common theme was to improve service to major employment areas, including Normandale Lake Offices in Bloomington via American Blvd (Route 542), and peak hour trips to/from Opus II Office Park in Minnetonka via 50<sup>th</sup> St/Vernon Avenue in Minneapolis and Edina (Route 46). Continued access to destinations now served by Route 535 but no longer served by the Orange Line was another common request, particularly Normandale Community College, Lyndale and Penn Avenue in Richfield and Bloomington, and 94<sup>th</sup> Street and James Avenue in Bloomington.

**Source: Speed and Reliability Initiative (2018 – Ongoing)****Lead Agency: Metro Transit**

The Speed and Reliability Initiative has focused on improving individual bus routes like Route 2 and Route 63, as well as transit corridors serving multiple routes like Hennepin Ave. Many customers were excited about speeding up travel times in slow corridors and the increased number of shelters at retained bus stops. Other customers were concerned about the loss of their local bus stop. Customers were enthusiastic about the more reliable trip times that the bus lanes on Hennepin Ave helped provide.

**Source: BRT projects (2017 – Ongoing)****Lead Agency: Metro Transit**

Metro Transit is conducting significant outreach on the METRO A, B, C, D and E Line and Gold Line BRT projects, and stakeholders have shared their thoughts on desired improvements from these investments. Common themes include reducing travel times by speeding up buses using transit advantages, improving reliability and safety (on buses and at stations), stations located at key community locations, and more off-peak service. In the METRO Gold Line corridor, people also want more extensive coverage (including extending BRT lines further into the suburbs), easy transfer connections between routes and improved access to regional destinations (especially in the east metro and for suburb-to-suburb trips).

## Summaries

These summaries are presented in chronological order from the most recent to the oldest.

### Past Metro Transit/Metropolitan Council Outreach Feedback

**Source: Twin Cities Public Transit and Human Services Transportation Coordination Plan (2019)**

**Lead Agency: Metropolitan Council**

This plan focuses on the transportation needs of people with disabilities and older adults and identifies and prioritizes strategies to address those barriers and challenges. Ten public comments addressing both transit service planning and operations on the plan were received. Among the barriers and challenges to using Metro Transit:

- Limited or no service in some areas of the region and during off-peak. Commenters from Washington County emphasized the need for reliable transportation to jobs.
- Inaccessible pathways and transit stops, especially in the winter, can be major impediments to people with disabilities.
- Inadequate signage at transfer facilities can be challenging for people with cognitive disabilities.
- Fare payment
- Personal safety
- Language support services are important for people whose primary language is not English or people with disabilities who need help communicating with drivers or customer service representatives.
- Lack of coordinated information among providers. Metro Transit could better coordinate with human service agencies on clear provision of information as well as promoting its Transit Assistance Program.

More information:

<https://metro council.org/Transportation/Planning-2/Transit-Plans,-Studies-Reports/Transit-Transitways/Transportation-Coordination-Action-Plan.aspx>

**Source: Route 62 promotion and engagement (2019)**

**Lead Agency: Metro Transit**





Service on Route 62 was improved with funding from a Congestion Mitigation and Air Quality grant. While ridership did not improve as hoped, the service improvements have been kept despite the grant running out. To improve ridership, Metro Transit mailed close to 4,000 Go-To cards to residents and contacted local community organizations to help advertise the bus route. Metro Transit included information about the TAP program in the mailings and encouraged the community organizations to share information about the program to their participants. Further outreach during community meetings revealed that residents believe service every 30 minutes or more hinders transit use, especially if any transfers are involved due to travel length. Residents want the whole route to have service every 15 minutes which would help improve access to jobs and shopping in the suburbs.

**Source: Better Bus Stops (2018)**

**Lead Agency: Metro Transit**

While the Better Bus Stops report was focused on improving waiting facilities for transit, the study collected all comments related to transit that the public gave during the project's outreach and engagement phase. Public engagement focused on areas in St. Paul, Minneapolis, Brooklyn Center, Brooklyn Park, and Richfield that are areas of concentrated poverty where more than half the residents are people of color. A Community Engagement Team focused on supporting low-wealth populations, indigenous communities, communities of color, new immigrants and people with disabilities. Comments were categorized as related to service planning, operations, or the equitable distribution of resources.

Bus Service Planning

- More bus routes
- Better timed transfers
- Better on-time service
- More frequent bus service
- Fewer crowded buses
- Bus stop consolidation (don't have bus stops so close together)
- Span of service (provide bus service earlier and later, on weekends)

Bus Operations

- Respectful and safe drivers



- Improved experience on the bus including honoring priority seating areas, having enough space for strollers



### Equitable distribution of resources

- Disparities in the quality of Metro Transit and suburban transit authorities' vehicles, service and facilities
- Geographic-based disparities; some neighborhoods get more shelters or nicer bus stops than others
- Prioritize resources for people who rely on transit, people with disabilities, seniors, people with limited English proficiency, and Areas of Concentrated Poverty where 50 percent or more of residents are people of color (ACP50)

More information: <https://www.metrotransit.org/better-bus-stops>

### **Source: 2018 Customer Survey (2018)**

#### **Lead Agency: Metro Transit**

The 2018 Customer Survey collected 7,000 comments by mail, online, and in person. Surveys were collected in November and December of 2018 and included questions about demographics of riders, type of service used, opinions on service, and an open line for general comments.

### **Source: West End and Route 9 Transit Study (2017)**

#### **Lead Agency: Metro Transit**

Metro Transit conducted a study to review changing travel patterns in parts of north Minneapolis, St Louis Park, Golden Valley and Minnetonka. The primary goals were to simplify the route structure (especially Route 9) and provide faster access to the West End area. As part of the public engagement process Metro Transit responded to nearly 200 comments. Most comments were opposed to the elimination of several branches of Route 9 or opposed to converting an express Route 675 to a limited stop Route 645. Overall, many comments understood the desire to improve transit service but opposed route simplification or reductions in frequency or coverage on the commentator's specific route branch.

More information: <https://www.metrotransit.org/west-end>

**Source: Service Improvement Plan (2015)****Lead Agency: Metro Transit**

Metro Transit's 2015-2030 Service Improvement Plan outlined where service could be added or expanded in the local and express bus network if there was additional funding available. The plan lists and prioritizes possible new routes and service improvements to existing bus routes including frequency improvements, wider span of service, and adding weekend service. This plan is being updated and replaced with Network Next.

- The most popular category of feedback, with 225 comments, related to the frequency and hours of service on existing bus routes.
- Approximately 125 comments focused on routing and bus service structure.
- About 100 comments were related to improving service coverage to areas without service or with limited service and reverse commute routes (routes bringing urban residents to suburban jobs).
- Nearly 70 comments related to the SIP development process and 50 comments were submitted about the importance of improving travel time.
- Most of the new ideas primarily related to expanding service coverage, including suburb-to-suburb service, new express routes and new limited-stop service in the urban core with 47 comments.

More information: <https://www.metrotransit.org/2015-sip>

**Other Organizations****Source: Rethinking I-94 (2016 - Ongoing)****Lead Agency: MnDOT**

MnDOT is aiming to improve its relationships and engagement with the communities impacted by the I-94 corridor between downtown Minneapolis and downtown Saint Paul. This engagement is being done in advance of developing and evaluating alternatives for investment and planning in the corridor over the next 20 years. Comments were collected as part of a survey and set of open houses on how users interact in the corridor and what changes they would like to see. 95 comments were received that related to transit. Overall comments expressed included a desire for an online station, more transit service, better

transit advantages (bus-only shoulders, MnPASS) and LRT in the median of I-94 through the study area, as well as possibly extending the planned Gold Line west of downtown St. Paul.

More information: <http://www.dot.state.mn.us/I-94minneapolis-stpaul/>

**Source: Eastern Transit Study (2019)**

**Lead Agency: Dakota County**

This project identified and evaluated transit gaps and mobility improvements in Hastings, Rosemount, South St. Paul, West St. Paul and Inver Grove Heights, as well as potential connection to Woodbury via I-494. Public engagement consisted of seven meetings with internal stakeholders, stakeholder outreach meetings with those who rely on transit the most, Hastings stakeholders, a website with social media, and three surveys. The study received around 300 comments with more than 2/3 of comments coming from a Dakota County Technical College survey.

- Overall there was high interest from Dakota County Technical College students in increased transit access.
- Large barriers to students for using transit included the lack of transit service near them and lengthy wait times between trips
- Outreach and feedback from stakeholders included requests for improved connections to regional destinations and better access for those who rely on transit, such as seniors and students.

More information:

<https://www.co.dakota.mn.us/Transportation/Transit/East/Pages/default.aspx>

**Source: I-35W North Gateway Study (2019)**

**Lead Agency: MnDOT**

The I-35W North Gateway Study's purpose is to identify future construction projects along I-35W North between Hwy 36 and downtown Minneapolis, including how a possible MnPASS lane would serve downtown. As part of investigating which types of projects would be most suitable for the corridor, there was public engagement of corridor users and others who spend time near the corridor. An online survey collected comments from 345 people who ride transit in the corridor.



- In a qualitative analysis of interviews conducted with stakeholders in the corridor, transit and transit advantages were some of the most common themes mentioned.
- Stakeholders were supportive of the role transit plays in the region and supported expansion of LRT and BRT transitways. They were concerned about gaps in local bus service and continued funding challenges transit faces in the region.
- In a 2019 survey of people who spend time near or travel on I-35W, 11% of people said they rode transit in the corridor and 25% of people said transit is working well in the corridor.

More information: <https://www.dot.state.mn.us/metro/projects/i35w-north-gateway/index.html>

**Source: Hwy 169 Mobility Study (2018)**

**Lead Agency: MnDOT**

The project evaluated cost-effective options to improve transit and reduce congestion on Hwy 169 between Shakopee and Golden Valley. The purpose of the study was to review the viability and mobility benefits from Highway BRT, managed lanes and smaller improvements in the corridor. The Highway 169 Mobility Study conducted an online survey with some questions about using transit in the corridor. The outreach revealed that many people do not ride the bus because driving is faster, they think waiting for the bus is a poor use of time, and the bus does not go where or when they need to travel. There were over 700 comments that were supportive of transit service in the corridor.

More information: <https://www.dot.state.mn.us/metro/projects/hwy169study/>

**Source: Washington County Transit Needs Study (2018)**

**Lead Agency: Washington County**

Washington County focused the study on the transit needs for those that are older, have disabilities, are veterans, or live in low-income households. The study examined transportation challenges, prioritized short-term strategies, and recommended a more coordinated approach with better collaboration between public and private agencies to supplement existing service. Four categories of strategies were identified: transit service, employer-supported, personal mobility, and mobility management.

Residents commented that existing transportation options were not always meeting the needs of the community. They requested more city-to-city service and more reliable options for those who rely on transit the most. Transit service for those with limited options was especially desired for those like seniors, youth, those who don't or cannot drive, and veterans. Several large employers have shifts or locations that are not currently served by transit but desire transit service in the future to attract employees. At the same time residents are conscious of Washington County's position on the edge of the region with many rural areas and the need to find transit options that are financially sustainable.

More information:

<https://www.co.washington.mn.us/DocumentCenter/View/20549/Washington-County-Transit-Needs-Study-Final-Report>

**Source: East-West Transit Study (2017)**

**Lead Agency: Dakota County**

The purpose of this study was to review the east-west corridors throughout the county to assess the potential to support transit service improvements. Residents and elected officials both commented that many Dakota County residents travel to the Blue Line to reach other destinations in the regional transit system. It is time consuming to travel to the Mall of America and other areas of Bloomington by transit. The Fort Snelling Park & Ride is a frequent point of connection to the broader transit system for Dakota County residents. More than 500 comments were collected from a combination of the Wikimap website, open houses, and outreach from other activities.

- Connections to educational institutions such as the University of Minnesota and Dakota County Technical College were important to students and employees. Riders noted difficulty traveling between destinations in Dakota County without going through downtown St. Paul and would like more non-downtown transfers to be available.

Weekend service and improved frequency of existing routes were both brought up as needs for the area. Two corridors in the Metro Transit service area were recommended for further consideration: Wentworth Ave and MN-110 (MN-62).

More information: <https://www.co.dakota.mn.us/Transportation/Transit/East-West/Documents/EastWestTransitFinalReport.pdf>



## Summary of Existing Policy

Metro Transit is guided by regional policy when making decisions related to service planning. Policy is documented in a variety of sources, including regional policy documents developed by the Metropolitan Council and procedures and best practices developed by transit agency staff. This document is a summary of existing sources of regional policy that impact transit and relevant Metro Transit practice and procedure. Existing policy guidance will be the foundation of Network Next.

Thrive MSP 2040 is the primary policy document for all Council functions, and the Transportation Policy Plan is the main transportation system document. Within the Transportation Policy Plan, Chapter 6 and Appendix G are specific to the transit network. Other policy and guidance sources are also included in this review. This is a summary of various sources of Council and agency policy that influence network design. It also identifies gaps that will need more data and engagement guidance to be resolved and provide direction in the Guiding Framework.

## Summaries

### **Source: Thrive MSP 2040 (2014)**

### **Lead Agency: Metropolitan Council**

Under state law, the Metropolitan Council is responsible for preparing a comprehensive development guide for the seven-county metropolitan area. Thrive MSP 2040 provides a framework for a shared vision for the future of our region over the next 30 years. Thrive MSP 2040 serves as the comprehensive development guide which the Metropolitan Council is required to complete every 10 years. Staff began developing Thrive MSP 2040 in July 2012 and the Council adopted the completed plan in May 2014. While the Council is responsible for developing Thrive and the plans for the three statutory regional systems—wastewater, transportation, and regional parks — the vision within Thrive can only succeed through partnerships with local governments, residents, businesses, philanthropy, and the nonprofit sector.

There are five desired outcomes that define our shared regional vision:



- **Stewardship** advances the Council's mission of orderly and economic development by responsibly managing the region's finite resources, both natural and financial, and making strategic investments in the future.
- **Prosperity** is fostered by investments in infrastructure and amenities that create regional economic competitiveness. A strong transit system is essential to attracting and retaining successful businesses, a talented workforce, and wealth.
- **Equity** connects all residents to opportunities and creates housing, transportation and recreation options for everyone so that all communities share the opportunities and challenges of growth and change. The Twin Cities region currently has some of the largest disparities by race and ethnicity of any large metro area in the country.
- **Livability** focuses on the quality of our residents' lives and experiences, and how places and infrastructure create and enhance quality of life.
- **Sustainability** means protecting our regional vitality for future generations by preserving our capacity to maintain and support our region's well-being and productivity over the long-term. In 2012 the Council adopted a Sustainability Policy for Internal Operations and management, which states the Council will conduct its own operations in a sustainable manner when economically feasible. Metro Transit has a goal to reduce facility energy purchases by 50% by 2020 from a 2006 baseline.

The following table lists objectives and strategies embedded in Council policy that are most applicable to transit planning and operations. Please note that it is not intended to be an all-inclusive list of all references to transit in Thrive 2040.

Outcome	Promoting this outcome means...	The Council will...
Stewardship	Leveraging transit investments with higher expectations of land use.	<ul style="list-style-type: none"><li>• Prioritize expanded bus service and transitway investments in areas where infrastructure and development patterns to support a successful transit system are either in place or committed to in the planning or development process, balancing transit ridership with added connectivity.</li><li>• Expand the geographic coverage of bus service and transitway investments in areas with a local commitment to transit-supportive development patterns and the market for future development.</li><li>• Stage transit modes, coverage, and service levels to match the intensity of development to both minimize the risk to public resources and maximize return on public investments.</li><li>• Collaborate with municipalities to coordinate land use and development patterns with frequency, all-day transit service to increase ridership, increase the likelihood of successful transit investments and respond to new market opportunities</li></ul>
Prosperity	Fostering the conditions for shared economic vitality by balancing major investments across the region.	<ul style="list-style-type: none"><li>• Intentionally consider regional balance—that is, balancing its investments and activities across the region—in its planning, operations, and investment decisions.</li></ul>
	Planning for and investing in infrastructure, amenities, and quality of life needed for economic competitiveness.	<ul style="list-style-type: none"><li>• Focus expansion of bus service and transitway investment to and within existing and emerging high-density Job Concentrations, high-density activity centers (such as shopping and educational institutions), and dense residential areas.</li><li>• Construct and support park-and-rides to provide access to transit in less dense residential areas.</li></ul>
Equity	Using our influence and investments to build a more equitable region.	<ul style="list-style-type: none"><li>• Use equity as a lens to evaluate its operations, planning, and investments, and explore its authority to use its resources and roles to mitigate the place-based dimension of disparities by race, ethnicity, income, and ability.</li><li>• Work to mitigate Areas of Concentrated Poverty and Racially Concentrated Areas of Poverty by better connecting their residents to opportunity and catalyzing neighborhood revitalization.</li></ul>
	Creating real choices in where we live, how we travel, and where we recreate for all residents, across race, ethnicity, economic means, and ability.	<ul style="list-style-type: none"><li>• Include a measure of households who do not own private automobiles as one of the elements driving the Council’s Transit Market Areas and defining the level of bus service neighborhoods expect to receive.</li><li>• Conduct Title VI service equity analyses—a federally prescribed process—to ensure that major changes in transit service do not lead to disparate impacts on low-income residents and communities of color.</li><li>• Prioritize transportation investments that connect lower-income areas to job opportunities.</li><li>• Provide accessible transit vehicles and facilities and offer Metro Mobility service to supplement regular-route transit service to create transportation choices for people with disabilities.</li><li>• Engage neighborhood residents in transit planning to understand how to most effectively use transit service and investments to promote access to opportunity.</li></ul>
	Engaging a full cross-section of the community in decision-making	<ul style="list-style-type: none"><li>• Collaborate and consult with members of the community, especially historically underrepresented populations.</li><li>• Focus on developing lasting relationships with the region’s residents and constituencies.</li><li>• Work toward making decisions with people, not for people.</li></ul>
Livability	Increasing access to nature and outdoor recreation through regional parks and trails	<ul style="list-style-type: none"><li>• Promote expanded multimodal access to regional parks, regional trails, and the transit network, where appropriate.</li></ul>
	Providing housing and transportation choices for a range of demographic characteristics and economic means	<ul style="list-style-type: none"><li>• Invest in bus service and transitways to expand the spectrum of transportation options, particularly to connect workers to jobs and opportunities throughout the region.</li><li>• Construct and support park-and-rides to expand access to transit as an alternative to driving in less dense residential areas</li></ul>
	Aligning resources to support transit-oriented development and walkable places	<ul style="list-style-type: none"><li>• Prioritize transit-oriented development in the planning, engineering, and operation of transit and in the development of Council-owned land and facilities.</li><li>• Encourage transit-friendly development patterns, including increased density and concentration of uses, to expand walkability and lay the groundwork for future transit-readiness.</li></ul>
Sustainability	Providing leadership to support climate change mitigation, adaptation, and resilience	<ul style="list-style-type: none"><li>• [Support efforts to minimize GhG emissions by] Providing and promoting alternatives to single-occupant vehicle travel, including transit, carpooling, bicycling, and walking.</li></ul>

The Council will achieve these five outcomes by following three principles:

- Integration – coordinating effectively with partners and stakeholders across and throughout the region. Moving beyond silos allows the Council to produce more benefits from each investment. Integrating activities such as requiring land use in transitway corridors to be commensurate with the level of transit investment and identifying critical relationships between regional systems and local investments (such as local pedestrian network to access regional transit) will help address complex issues that single approaches cannot address.
- Collaboration – being open to shared strategies, supportive partnerships, and reciprocal relationships to address complex regional issues.
- Accountability – a commitment to monitor and evaluate the effectiveness of our policies and practices towards achieving shared outcomes. Acting accountably with transit means adopting a data-driven approach to measure progress and providing clear and easily accessible information

Planning for a strong regional transit network supports the five Thrive outcomes of Stewardship, Prosperity, Equity, Livability, and Sustainability. These outcomes will inform the identification and evaluation of transit improvements in Network Next. Through its data-driven and engagement-rich approach, the Network Next process will use the three principles of integration, collaboration, and accountability to develop a plan meets the region's needs.

The full report is available at [https://metro council.org/Planning/Publications-And-Resources/Thrive-MSP-2040-Plan-\(1\)/ThriveMSP2040.aspx](https://metro council.org/Planning/Publications-And-Resources/Thrive-MSP-2040-Plan-(1)/ThriveMSP2040.aspx)

**Source: 2040 Transportation Policy Plan (Updated 2018)**

**Lead Agency: Metropolitan Council**

### Background

The 2040 Transportation Policy Plan (TPP) is one of the council's major system plans that results from the region's development guide, Thrive MSP 2040. The original plan was adopted January 2015 with the most recent update being adopted in October 2018. The TPP lays out a course of action to maintain and enhance our existing facilities, better connect people and communities, and provide more transportation choices that make the

region stronger and a better place to live. It describes issues and trends facing the region's transportation system, identifies challenges and opportunities facing the region and establishes specific goals, objectives and strategies to address anticipated future conditions.

These challenges include aging transit infrastructure that will not meet the demands of a growing population, inadequate financial resources, population and job growth increasing congestion, significant racial disparities and an aging population. Within these challenges there are opportunities:

- Land use and development patterns affect our stewardship of the transportation system
- Investments can help sustain and strengthen the region's economic competitiveness
- Growth in population and employment will lead to more travel
- People and businesses demand more and better travel options
- Access to jobs and opportunity is an equity issue

The region will maintain its existing infrastructure before considering expansion. Additional investments will maximize the existing system through efficiencies and provide the best user experience the region can afford.

The two key sections of the TPP that focus on transit are Chapter 6 and Appendix G.

#### Chapter 6 – Transit Investment Direction and Plan

Chapter 6 addresses transit specifically and provides direction on transit investment, linking goals such as stewardship, safety and security, access to destinations, a competitive economy, healthy and equitable communities, and guiding land use with objectives to guide investments. It provides an overview of planning basics and outlines a bus and support system investment plan, as well as a transitways system investment plan and investment summaries of two revenue scenarios. Finally, it includes the requirement that all providers must evaluate their service improvement plans every two years and prepare or update them regularly, ideally identifying priorities for service expansion for at least the next two to four years. Network Next will serve as Metro Transit's service improvement plan update.

Demographic and urban design factors are generally outside the direct control of Metro Transit but play a significant role in the design of transit service. Urban design factors that relate local land use decisions and transit planning:

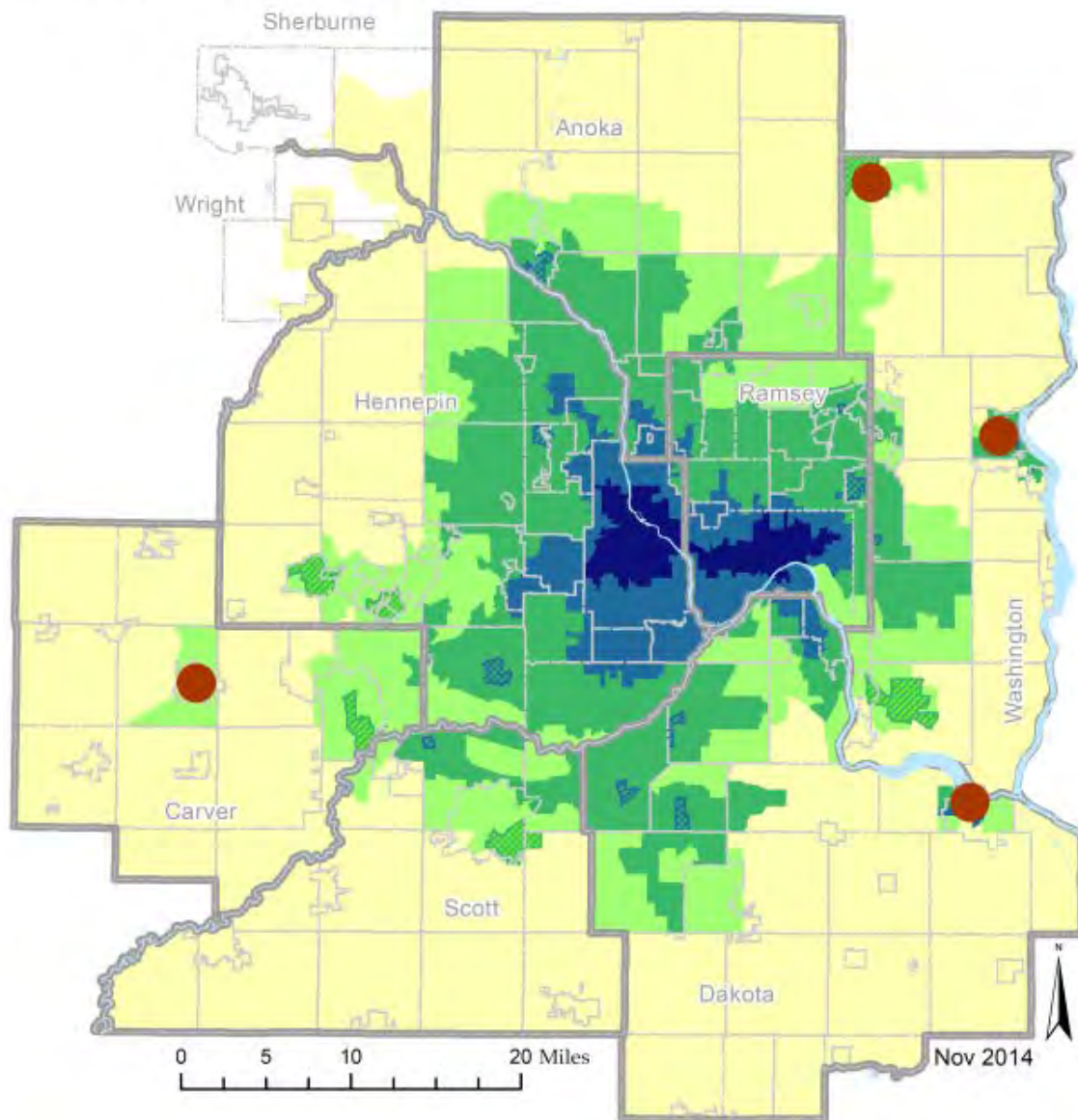
- Encourage population and activity density

- Design for a pedestrian-friendly environment
- Encourage a mixed-use land use pattern
- Develop an interconnected street network that maximizes pedestrian and bike access and allows for simple route design
- Support travel options that encourage using transit
- Plan for linear growth in nodes along corridors

Transit route and design factors guide the design of service and play an important part in the success of transit. Important design factors include serving a variety of trip purposes and destinations, designing routes with strong anchors at both ends, matching the level of service to demand, and designing simple, direct routes. Other factors include avoiding duplication of service, balancing coverage and frequency, balancing walking distance and travel speed, and providing useful customer information and comfortable amenities.

Chapter 6 defines Transit Market Areas and the types and level of service that various areas of the region can support. Transit Market Areas are determined by an index that use population density, employment density, automobile availability, and intersection density to estimate potential transit demand. Market areas vary from Market Area I, where the highest estimated transit demand can support the most intensive fixed-route transit service with high frequencies and long spans, to Market Area V, where estimated transit demand is low and fixed-route transit service is not appropriate. Below is a map that shows Transit Market Areas in the metropolitan area.

## Transit Market Areas



- |   |  |
|---|--|
|  Market Area I           |  Emerging Market Area III |
|  Market Area II          |  Market Area IV           |
|  Emerging Market Area II |  Market Area V            |
|  Market Area III         |  Freestanding Town Center |

2040 TRANSPORTATION POLICY PLAN | METROPOLITAN COUNCIL  
Figure 6-3



Chapter 6 includes ways to manage the transit system to ensure public resources are used effectively to meet customer needs while considering the impacts and benefits on under-represented populations. The region manages the transit system using policies and procedures, for instance:

- Performing Service Equity and System Monitoring Analyses as required by Title VI of the Civil Rights Act of 1964
- Creating an annual Regional Route Performance Analysis, an evaluation of how transit service performs compared to the TPP performance standards for all fixed route and dial-a-ride services in the region, as well as Metro Mobility

The TPP states that the regular-route bus system will need to expand to meet growing demand and improve access to destinations, especially for those relying on transit. Types of regular route service improvement opportunities are identified on core local routes, high-frequency routes, supporting local routes, suburban local routes and commuter and express routes:

- Expansion of core local routes will concentrate on providing more frequent and longer span of service on existing routes to meet growing demand along these corridors.
- Expansion of supporting local routes will focus on adding new routes to fill in the grid and add provide better service coverage to moderately dense areas. Frequency and span on existing routes will also be improved to better serve customer needs.
- Commuter and express routes will be expanded in coordination with transit advantages to provide a congestion-free alternative in congested highway corridors, where demand warrants. Existing routes may be improved to add reverse-commute service to connect urban residents with suburban jobs and provide midday service to allow a more flexible schedule.

The TPP also includes policy and direction for transitways, including Bus Rapid Transit (BRT). BRT is differentiated from other routes in the region by service operations, runningway, technology, branding, stations, vehicles and off-board fare collection. The only type of transitway within the scope of Network Next is Arterial BRT, which is designed to provide customers with all-day, frequent service that is faster than the existing local bus service.

Highway BRT projects have been developed as the result of corridor-specific studies to evaluate potential BRT improvements along major highways. These evaluations are typically the product of planning-level study partnerships between transit providers, local governments, and the Minnesota Department of Transportation (MnDOT). In addition to evaluation of potential highway BRT improvements, past corridors developed for highway BRT have also included pre-BRT service demonstration efforts with expanded all-day, bi-directional limited stop service in the proposed corridor ahead of BRT project planning. These efforts demonstrate the market for all-day transit service prior to the development of BRT plans or projects. Transit improvements along highway corridors are also developed in close coordination with major highway reconstruction efforts within the MnDOT program. Current BRT projects in highway corridors include the METRO Red Line (in service) and METRO Orange Line (under construction).



Appendix G – Transit Design Guidelines and Performance Standards

Appendix G of the 2040 TPP provides guidance on transit design and performance standards, including network design & access, service levels, facility siting & design and performance standards. The Transit Design Guidelines are intended to guide the appropriate allocation of transit resources and ensure regional coordination and consistency.

Appendix G outlines which transit service types and levels are appropriate for each market area, as shown in the table below:

**TPP Appendix G Table G-2: Transit Market Area Transit Demand and Typical Services**

<b><i>Transit Market Area</i></b>	<b><i>Transit Market Index Range</i></b>	<b><i>Propensity to Use Transit</i></b>	<b><i>Typical Transit Service</i></b>
Market Area I	TMI greater than 256.0	Highest potential for transit ridership	Dense network of local routes with highest levels of service accommodating a wide variety of trip purposes. Limited stop service supplements local routes where appropriate.
Market Area II	TMI between 128.0 and 256.0	Approximately 1/2 ridership potential of Market Area I	Similar network structure to Market Area I with reduced level of service as demand warrants. Limited stop services are appropriate to connect major destinations.
Market Area III	TMI between 64.0 and 128	Approximately 1/2 ridership potential of Market Area II	Primary emphasis is on commuter express bus service. Suburban local routes providing basic coverage. General public dial-a-ride complements fixed route in some cases.
Market Area IV	TMI between 32.0 and 64.0	Approximately 1/2 ridership potential of Market Area III	Peak period express service is appropriate as local demand warrants. General public dial-a-ride services are appropriate.
Market Area V	TMI less than 32.0	Lowest potential for transit ridership	Not well-suited for fixed-route service. Primary emphasis is on general public dial-a-ride services.
Emerging Market Overlay	Varies.	Varies. Typically matches surrounding Market Area.	Varies. Typically matches surrounding Market Area.
Freestanding Town Center	TMI at least 64.0	Varies. Typically matches surrounding Market Area.	Varies. Potential for local community circulator as demand warrants. Some peak period commuter express service may be appropriate

For the purposes of the regional transit design guidelines and performance standards, routes in the regional transit network are classified based on their mode and role within the overall network. While light rail and commuter rail descriptions are also included, here are the relevant route types for Network Next:

- Core Local – routes that typically provide access to a downtown or major activity center and travel along important commercial corridors.
- Supporting Local – routes that typically don't serve downtown but provide crosstown connections and transfers to core local routes
- Suburban Local – routes that operate in a suburban context and, while often less productive than core local routes, play an important role in providing basic-level of transit coverage throughout the region.
- Commuter and Express – routes that operate primarily in peak periods and travel to a downtown or major activity center.
- Arterial Bus Rapid Transit – routes that operate in high demand urban arterial corridors, with improved service, facility, and technology improvements.

Transit design guidelines are intended to guide the appropriate allocation of transit resources and ensure regional coordination and consistency. The design guidelines are organized by Transit Market Area and/or route type. These guidelines are representative of the general types of transit service that are appropriate to implement, however exceptions often exist based on specific local circumstances and available funding.

The following characteristics provide guidance on the design of transit routes:

- Stop Spacing – Bus stops every 1/8-1/4 mile are appropriate for local routes versus 1/4-1/2 mile for Arterial Bus Rapid Transit. Commuter Express bus stop spacing varies based on the market.
- Route Spacing – In Market Areas I and II, core local routes should be spaced every 1/2 - 1 mile. Supporting and suburban local routes should be located every 1-2 miles. Spacing in Market Area III and IV varies depending on the circumstances. Spacing guidelines are summarized in Appendix G Table G-4 below:

*TPP Appendix G Table G-4: Route Spacing*

<b>Route Type</b>	<b>Market Area</b>				
	<b>Area I</b>	<b>Area II</b>	<b>Area III</b>	<b>Area IV</b>	<b>Area V</b>
Core Local Bus*	1/2 mile	1 mile	Specific**	NA	NA
Supporting Local Bus	1 mile	1-2 miles	Specific**	NA	NA
Suburban Local Bus	NA	2 miles	Specific**	Specific**	NA
*Local limited stop routes do not follow a route spacing guideline. They will be located in high demand corridors.					
** Specific means that route structure will be adapted to the demographics, geography and land use of a specific area.					

- Span of Service – All routes should operate during the peak periods service, and all local routes should also run in the midday and evening. All core local routes and arterial BRT lines should operate on weekends, and some supporting and suburban local routes as well. Span guidelines are summarized in Appendix G Table G-5 below:

*TPP Appendix G Table G-5: Span of Service*

<b>Route Type</b>	<b>Weekday</b>				<b>Weekend</b>	
	<b>Peak</b>	<b>Midday</b>	<b>Evening</b>	<b>Owl</b>	<b>Saturday</b>	<b>Sunday</b>
Core Local Bus*	●	●	●	○	●	●
Supporting Local Bus	●	●	●	○	◐	◐
Suburban Local Bus	●	●	◐	○	○	○
Arterial BRT	●	●	●	○	●	●
Highway BRT	●	●	●	○	●	●
Light Rail	●	●	●	○	●	●
Commuter Express Bus	●	○	○	○	○	○
Commuter Rail	●	○	○	○	○	○
Service Provided ●; Service Typically Provided ◐; Service As Demand Warrants ○						
Peak - 6:00am to 9:00am and 3:00pm to 6:30pm; Midday - 9:00am to 3:00pm; Evening - 6:30pm to 1:30am;						
Owl – 1:30am to 5:00am; Saturday – Saturday Service; Sunday – Sunday/Holiday Service						
*Local limited stop routes will operate primarily in the peak period.						

- Minimum Frequency – Standards vary according to route type, time of day and market area. ABRT generally runs every 15 minutes at all times. 15-30 minute service is the minimum for local routes in Market Area I, while in Market Area II minimums for all types of local routes are every 30-60 minutes. Better frequency is provided as demand warrants.

*Table G-6: Minimum Frequency*

Route Type	Market Area				
	Area I	Area II	Area III	Area IV	Area V
Core Local Bus	15" Peak 30" Offpeak 30" Weekend	30" Peak 60" Offpeak 60" Weekend	60" Peak 60" Offpeak 60" Weekend	NA	NA
Supporting Local Bus	30" Peak 30" Offpeak 30" Weekend			NA	NA
Suburban Local Bus	NA			NA	NA
Arterial BRT	15" Peak 15" Offpeak 15" Weekend			NA	NA
Highway BRT				NA	NA
Light Rail				NA	NA
Commuter Express Bus	30" Peak		3 Trips each peak		NA
Commuter Rail	NA		30" Peak		
Additional service may be added as demand warrants and these guidelines apply primarily to the peak direction.					

- Customer Amenities – The type and level of facility amenities available to riders, such as shelters, heat and light, bike parking and real-time signs varies depending on facility type and number of boardings as a location. Transit Centers and rail stations generally have the most amenities. Additional policies regarding customer amenities like shelters and transit information are discussed below in the Transit Information and Shelter Placement Guidelines (2015 and 2017) section.

*Table G-7: Passenger Amenities*

<i>Facility Type</i>	<i>Shelter</i>	<i>Light</i>	<i>Heater</i>	<i>Trash Receptacle</i>	<i>Stand Alone Bench</i>	<i>Security Cameras</i>	<i>Pedestrian access</i>	<i>Bike parking</i>	<i>Secure bike storage</i>	<i>Customer information</i>	<i>Real-time Customer Information</i>
Transit Centers	●	●	●	●	●	◐	●	◐	◐	●	◐
Park-and-rides	●	●	◐	◐	◐	◐	◐	◐	◐	●	◐
Rail Stations	●	●	●	●	●	●	●	●	◐	●	●
Bus Stop	◐	◐	◐	○	○	○	●	◐	◐	◐	◐
Always Provided ●; Occasionally Provided ◐; Not Provided ○											
In some cases transit providers lease park and-rides and some shelters are owned and maintained by other entities. In such cases, providers may not offer all the customer amenities identified above.											

Transit design guidelines in the TPP, based on market area definition, inform how Metro Transit designs and provides service in different parts of the region. Performance standards are used to evaluate the relative **productivity** and **cost effectiveness** of the services provided. Performance standards allow adjustment of service in unproductive routes and address insufficient service in productive areas. These performance standards allow transit providers to balance the cost and ridership of each route with its role in the regional transit network.

- **Productivity** of a route is measured by **passengers per in-service hour**, which tracks the number of passengers boarding per hour the bus is in-service. Average and minimum productivity standards are defined by route type, as shown in the table below.

*TPP Appendix G Table G-8: Passengers per In-Service Hour*

Route Type	Route Average*	Minimum per Trip**
Core Local Bus	≥ 20	≥ 15
Supporting Local Bus	≥ 15	≥ 10
Suburban Local Bus	≥ 10	≥ 5
Arterial BRT	≥ 25	≥ 5
Highway BRT	≥ 25	≥ 5
Light Rail	≥ 70	≥ 50
Commuter Express Bus	Peak ≥ 20; Off-peak ≥ 10	Peak ≥ 15; Off-peak ≥ 5
Commuter Rail	≥ 70	≥ 50
General Public Dial-a-Ride	≥ 2	N/A
*Route average represents the average passengers per in service hour over the entire day. Individual hours may fall below standard.		
**Minimum per trip represents the minimum passengers per in service hour for individual trips on a route. Multivehicle trips, such as three-car trains, will be treated as a single trip.		

- **Cost effectiveness** is measured by **subsidy per passenger**. Since different types of routes are expected to have different levels of performance, each route's subsidy is compared to the average subsidy of its peers.

The technical guidance in the TPP will inform the identification and evaluation of transit improvements included in Network Next. Network Next will consider and may include performance standards for different types and locations of service, frequency recommendations for Transit Market Areas and service types, route spacing guidelines, stop spacing guidelines, and recommended span of service for route types.

The full report can be found at [www.metrocouncil.org/Transportation/Planning-2/Key-Transportation-Planning-Documents/Transportation-Policy-Plan-\(1\)](http://www.metrocouncil.org/Transportation/Planning-2/Key-Transportation-Planning-Documents/Transportation-Policy-Plan-(1))

**Source: Transit Information and Shelter Placement Guidelines (2015 and 2017)**

**Lead Agency: Metro Transit**

In 2015 Metro Transit conducted a background study and released guidelines for the amount of transit information available at bus stops. Low-boarding bus stops, with less than 10 boardings a day, have at a minimum a bus stop sign, route numbers, and NexTrip Instructions. Where there are 10 or more daily boardings, route descriptions and route maps are added. Timetables are usually only offered at bus stops with shelters. Additional

information helps improve customer experience but it is important information is maintained because inaccurate information is worse than no information.

After gathering public input in 2016 and 2017, Metro Transit updated the shelter placement and additional amenities guidelines in 2017. Locations with at least 100 boardings a day are considered high or highest priority locations for a shelter. Medium and low priority locations for a shelter have more than 30 boardings while if there are less than 15 boardings a day Metro Transit considers removing a shelter. Light and heat are not standard shelter features but are considered depending on the circumstances.

Sources:

[https://metcmn.sharepoint.com/sites/MetroTransit/ServiceDevelopment/Shared%20Documents/Service\\_Delivery\\_Guidelines/Transit\\_Info\\_at\\_Bus\\_Stops\\_August2015.pdf#page=27](https://metcmn.sharepoint.com/sites/MetroTransit/ServiceDevelopment/Shared%20Documents/Service_Delivery_Guidelines/Transit_Info_at_Bus_Stops_August2015.pdf#page=27)  
[https://www.metrotransit.org/Data/Sites/1/media/about/improvements/06-115-01-18\\_bbs-placement-guidelines.pdf](https://www.metrotransit.org/Data/Sites/1/media/about/improvements/06-115-01-18_bbs-placement-guidelines.pdf)

**Source: Regional Transitway Guidelines (2012)**

**Lead Agency: Metropolitan Council**

The Metropolitan Council adopted regional transitway guidelines in 2012 and added minor amendments related to light rail in 2015 and 2016. The document includes guidelines for all-day frequent service such as arterial bus rapid transit, highway station-to-station BRT and LRT, as well as commuter express service like commuter rail and highway BRT express. Details on minimum frequency, station spacing, station siting, travel time, productivity, maximum loading guidelines, and other transit service coordination are included. The Guidelines state Arterial BRT should be 20% faster than local bus, service should be available 16 hours every day, operate at least every 10 minutes during peak periods, and that stations should be located every  $\frac{1}{4}$  to  $\frac{1}{2}$  mile apart.

Network Next will designate corridors to become future Arterial BRT lines. Through the Network Next process, design and service guidelines for Arterial BRT will be updated.

Source: <https://metro council.org/Transportation/Planning-2/Transit-Plans,-Studies-Reports/Transit-Transitways/Regional-Transitway-Guidelines.aspx>

**Source: Council Policies & Procedures (Ongoing)**

**Lead Agency: Metropolitan Council**

The Metropolitan Council has policies and procedures that focus on upholding the council's mission and customer relations and outreach approach.

- **Policy 1-3:** Transportation Planning and Transit Services Policy – The council must plan effective regional transportation services and facilities, coordinate regional transportation priorities and invest transportation resources in a cost-effective manner. Transit service will be planned to match different land use patterns and socioeconomic conditions and evaluated for effectiveness.
  - Major service changes require a public hearing, but smaller changes should also include community involvement. Customer feedback, task forces and advisory committees, project specific input solicitation, and public hearings all are tools that allow the public to assist in the planning process.
  - The Council raises public awareness of issues facing the region to give citizens a better idea of the challenges addressing them and uses advisory bodies like TAB and TAAC to include public involvement in the decision-making process. Public hearings, meetings, and notices are also tools to engage citizens and businesses impacted by regional policies and proposed solutions to regional transportation issues.
- **Policy 1-8:** Equity Policy – Equity is an important aspect to examine the council's actions to support orderly and economic development of the metropolitan region. An equity framework and accountability to upholding it are central to the council's mission.

The Metropolitan Council will conduct its own operations and use its assets and authorities to equitably serve the needs of the metropolitan area. To help achieve equity, the Council will:



- Evaluate its operations, planning, and investments through an Equity Lens
  - Identify and mitigate disproportionately adverse effects of the Council's work
  - Engage a full cross-section of community members in decision-making
  - Provide just and fair access to opportunities and services that support regional diversity
  - Coordinate the network of infrastructure development to benefit all residents in the metro area
- **Policy 2-1:** Accountability to the Public Policy – The Metropolitan Council recognizes its responsibility to use its resources wisely to fulfill its mission and to serve the public and uphold the public's trust. The support and cooperation of the public is necessary for the council to fulfill its mission. This includes the need for strong public and community relations which can be supported with the use of public participation in projects. The Council will monitor its effectiveness by measuring progress against its stated mission and goals.
  - **Policy 2-2:** Education and Outreach – information from the council must be shared with the public so citizens can make informed decisions and give input on the effectiveness of regional services provided by the council.
  - **Policy 2-4:** Communications Policy –The Metropolitan Council is committed to providing timely, accurate and consistent information to the general public, stakeholders, and other units of government. It is a priority of the Council to maintain active and regular dialogue with the public and for staff to design communications to meet the needs of the Council's diverse stakeholders.

The Metropolitan Council is required to plan for the region's transportation and transit systems. Network Next fulfills this requirement by ensuring the transit system is designed to effectively and efficiently meet the region's transit needs. The Network Next process will include robust engagement and communications plans, providing multiple opportunities for input and outreach. Strategies to promote equity will be woven throughout the Network Next process, in particular, through engagement, data analysis, and service improvement evaluation.

Source:

<https://metcmn.sharepoint.com/sites/Finance/Policies%20and%20Procedures/Forms/AllItems.aspx>

**Source: Public Engagement Plan (2015)**

**Lead Agency: Metropolitan Council**

Thrive MSP 2040 required the Met Council to create a public engagement plan. The Metropolitan Council drafted this plan based on feedback and lessons learned from the Corridors of Opportunity effort. Corridors of Opportunity was an initiative completed in 2014 that focused on the goal of promoting development along the region's emerging transitway system while advancing economic vitality and benefits to people of all incomes and backgrounds. The goal of the Engagement Plan is to make a shift in the planning process from thinking about traditional outreach and participation processes to an engagement model that fosters shared problem solving, supportive partnerships and reciprocal relationships. In the plan, outreach is defined as "the act of reaching out" and initiating contact with others. Engagement is the act of specifically organizing others to help the Council generate ideas, better understand issues, identify concerns and considerations and help with problem-solving.

The Plan places emphasis on eight principles: equity, respect, transparency, relevance, accountability, collaboration, inclusion, and cultural competence. Strategies include commonly used practices as well as emerging strategies that focus on the idea that better engagements result in better planning outcomes. The PEP lists ten strategies for outreach, including creating an engagement plan for all large planning efforts, building long-term relationships within the community, leveraging existing partnerships and using online interactive spaces. Success is measured before, during, and at the conclusion of the project.

Network Next will have extensive community engagement at several points throughout the project. A Public Engagement Plan was developed that outlines how and when specific engagement and outreach will take place. Different activities are planned for stakeholders and the general public to best capture their perspectives on how Metro Transit can best serve their communities. Stakeholders such as local governments are being consulted to discover what they view as their community's most pressing transit needs. Community organizations across the Twin Cities are leading engagement related to what residents want in their transit system and are being supported in this effort with grants from Metro Transit. Other efforts led by Metro Transit include pop-up events near busy transit locations and a

survey where people can show their priorities for transit service improvements. Public comments will also be accepted when a draft plan is released.

Source: [https://metro council.org/About-Us/What-We-Do/Office-of-Equal-Opportunity/MC-MT\\_Title\\_VI\\_Program\\_2014-Full-opt.aspx](https://metro council.org/About-Us/What-We-Do/Office-of-Equal-Opportunity/MC-MT_Title_VI_Program_2014-Full-opt.aspx) (Appendix C)

11/8/12

## Background on Contracted Service

### **From the TPP**

#### **Improvements to the Management and Attractiveness of Transit Services**

The Council will promote coordination among the different transit services. Regional transit providers will promote innovation, efficiency, flexibility and greater diversity of options while operating and managing cost effective transit services.

#### *Contracting Services*

Contracting the operation of a transit route can be appropriate to meet new service demand, demonstrate new routes or service types, provide efficiencies on certain routes, properly align service expertise with providers, provide more flexibility, or to maintain service in response to fiscal pressures. Service contracts will be structured in a manner that promotes healthy competition. Metro Transit will continue to be the primary provider of regular-route transit services in its service area. The Council will review the amount of contracted service every two years. Twenty percent of regular-route bus service, measured in NTD revenue hours, is the target for private contract operations.

The goal of 20% stated in the TPP is for regular route bus service only and for the region as a whole, so it includes service supplied by other regional providers. As of September 2012, 24% of regular route service (NTD revenue hours) is contracted.

Decisions about which routes and how much service should be contracted should be based on service demand and funding levels.

The following conditions are generally favorable for contract operations:

- **Vehicle Needs**
  - Routes where ridership does not warrant a 40' vehicle
  - Routes where a small vehicle is preferred (operational constraints, community shuttle, neighborhood perceptions)
- **Cost Effectiveness/Efficiency Concerns**
  - Routes where the subsidy per passenger exceeds regional standards using Metro Transit operating costs but would fall within standards using contracted rates
  - Routes that do not meet regional productivity and/or subsidy goals but are important to retain for coverage purposes
  - Service where opportunities for service efficiencies exist due to other existing service, garage location, or other operational benefit (e.g. does not operate year-round).

- Minimal Route Operation/Administration Requirements
  - Specially funded services (e.g. Ramsey Star, Red Rock, demonstration routes outside transit capital levy district)
  - Routes where the running time and ridership is stable
  - Routes that require little or no coordination and stakeholder involvement and are easy to operate and manage

The following conditions should generally be avoided in contract operation unless justified on an individual basis:

- Joint route operations
- Routes with rapidly growing or changing ridership or running time, which impacts service requirements and type of fleet
- Routes with security concerns

### **Hourly Rates for MTS Contracted Service**

Contracted service rates are generally lower than Metro Transit's fully-allocated costs. Attached are sample hourly rates for MTS contracted service, which do not include planning and other administrative support costs. Price is based on vehicle size and varies according to fuel efficiency and maintenance costs. The unit rate is NTD revenue hours, which is defined as in-service hours plus any recovery between trips (assumes the bus does not move in between trips). Utilizing NTD revenue hours avoids any bias resulting from the location of a contractor's garage.

### **Vehicle Selection**

Fleet flexibility is a hallmark of contracted services. A variety of types and sizes of vehicles are used on contracted services, including small buses, 30' and 40' transit-style buses, and coaches. Each vehicle type has its strengths and weaknesses.

Contractors charge a lower hourly rate to operate smaller buses because they are more fuel-efficient and operators receive lower wages to drive them. The annualized capital cost is less than for a larger vehicle. These buses are able to access areas where a larger vehicle cannot fit. However, it takes longer to deploy the lift, and the vehicles provide a less comfortable ride since they are built on a truck chassis. Low-floor buses are starting to become available in this category, but there are questions about long-term structural stability due to the altered frame. Small buses have a narrow center aisle, but it may be possible to reconfigure seating capacity and provide additional space. There may be security concerns if the bus becomes overcrowded in a smaller space.

Medium buses are more expensive to purchase and contractors charge more to operate them than a small bus. 30' buses are available in a "cutaway" or transit-style bus. A transit-style bus provides a more comfortable ride and has a better configuration for strollers, bikes, etc. It may also convey a positive brand for the system as a whole, since most customers still view these vehicles as "a real bus." All medium buses are low-floor

with a ramp. Deploying the ramp takes less time. However, the annualized cost is more than for a small bus, even factoring in the longer life expectancy.

40' buses are more expensive to purchase and contractors charge more to operate them than a small or medium bus. These buses provide a more comfortable ride and have wider aisles for strollers, bikes, etc. Also, these convey a cohesive and positive brand for the system as a whole, since most Metro Transit routes are operated using the same type of vehicle. Low-floor vehicles are common, and deploying the lift/ramp takes less time. However, the annualized cost is more than for a small or medium bus, even factoring in the longer life expectancy. 40' buses with two doors provide more fleet flexibility, since they can be used on both urban local and express routes.

Coach buses are the most expensive to purchase and to operate, but they also provide the most seat capacity. Regional policy calls for coaches to be used primarily on long-distance express routes. Low-floor buses are generally not available in this category, and deploying the lift takes a very long time (5-7 minutes). The overall configuration is generally narrower, but these buses provide the most comfortable ride with more amenities.

When considering which vehicle size is appropriate for a route, the following items should be taken into consideration:

- Lift usage. Generally a medium or 40' bus is preferred for routes where the lift is frequently deployed.
- Ridership and ridership trends. Generally, enough seats should be provided for the maximum load on the busiest trip, per regional loading standards. If ridership on a route is growing or the maximum load is close to the capacity of a small bus, it is recommended that a larger size vehicle be assigned.
- Operational constraints, such as a low-clearance overpass or tight turning radius.
- Community issues. Generally a small bus is less-obtrusive.
- Mix and size of fleet. Fleet management, including adequate spare ratios, is more challenging for contracted routes due to a smaller fleet size.

### **Fleet Procurement Process and Timeline**

Attached is a summary of approximate order timelines for the various types of buses in use by MTS contractors. The following factors need to be taken into consideration when procuring vehicles for contracted service:

- Inclusion in MTS budget – MTS has a capital budget that includes funds for replacement of buses at the end of their useful life. In addition, funds are sometimes available for expansion, usually based on vehicle type and size. If the specific request is not included in the current budget, funds, as available, may be added to the budget through an amendment process. This requires approval by Transportation Committee and full Council and may take up to two months to complete. This process may run concurrently with approval of contract.

- Competitively procured contract – All vehicle purchases must take place within a competitively procured contract. This may occur in two ways.
  - Minnesota Department of Administration oversees a state bid process, in which vendors may provide approved pricing for various buses and ancillary equipment. Most cut-away style buses and certain transit buses are represented in this process. The Council may enter into a contract for any vehicle represented in the state bid.
  - Any bus not represented in the state bid must be procured through a competitive procurement. Options on existing contracts may be exercised without additional procurement. If options are not available for the desired vehicle, a full procurement must be conducted, which may take many months.
- Contract Initiation Memorandum (CIM)– All vehicle purchases require completion of a CIM. One-two months are required for CIM creation and approval by multiple parties.
- Council approval – Council must approve all vehicle purchases >\$250,000, whether part of the state bid, an existing contract, or a new procurement. The process includes approval by Transportation Committee and full Council and requires one-two months.

### Sample NTD Revenue Hourly Rates for MTS Contracted Service (July 2012)

\$164.37- Forest Lake Express- this rate is valid for over-the-road coach bus, peak direction service only. NTD revenue hours are equal to approximately 50% of platform hours.

\$144.92- East/West/Hopkins big bus rate- this rate is valid for 40' transit bus, peak only, mix of peak direction only and bidirectional routes. NTS revenue hours are equal approximately 66% of platform hours.

\$48.59- BEaR (Bloomington, Edina and Roseville) - this rate is valid for a mix of 30' transit and small buses, all day bidirectional service.

\$116.40- North Suburban- mix of peak trippers and all day service using 40' buses

\$61.60- North Suburban- medium bus, all day service

### Contracted Vehicle Types, Timelines and Costs

Vehicle Type	Length	Seating Capacity	Internal Time- NTP- Delivery	Cost	Ancillary Costs Included	Lifespan
Small Cutaway	22-25'	8-12 AM; 2 WC	6-7 mo.	\$57,000- \$70,000	Fare equipment, cameras, AVL not included	5 years
Large Cutaway	25-32'	20-27AM; 3-4WC	7-8 mo.	\$72,000- \$129,000	Fare equipment, cameras, AVL not included	7 years
Medium	30'	28 AM; 2 WC	20-21 mo.	\$352,000	Fare equipment, cameras, AVL not included	12 years
Regular	40'	43 AM; 2 WC (1 door)	17-21 mo.	\$403,000- \$440,000	AVL & cameras are included; fare equipment not included	12 years
Coach	45'	57 AM; 2 WC	8-12 mo.	\$535,000- \$550,000	AVL & cameras are included; fare equipment not included	14 years



## Regional Vehicle Fleet Policy

### SELECTION AND PURCHASE Policy 1: Selection of Vehicle Type Guidelines

Vehicle type should be determined and purchased according to service type and passenger loads. Interlined and start-up services may provide exceptions.

Vehicle type	Passenger Loads <sup>1</sup>	Service Type	Approx. GVW	Minimum Vehicle Life <sup>2</sup>
Commuter Coach	Min: 30 Max: 57	Express with a one-way trip length of greater than 15 miles AND duration greater than 30 minutes		14 years <sup>3</sup>
Articulated Diesel Transit Bus	Min: 30 Max: 58 (Express) Max: 73 (Urban Local)	Express, Local		12 years
Articulated Hybrid Transit Bus	Min: 44 Max: 73	Local		12 years
40' Hybrid Transit Bus	Min: 29 Max: 48	Local		12 years
40' Diesel Transit Bus	Min: 20 Max: 38 (express) Max: 48 (local)	Express, local		12 years
30' Transit Bus	Min: 13 Max: 26	Medium volume local; low volume express	> 26,000	12 years
Medium-Duty Transit Bus	Min: 13 Max: 26	Suburban circulator services with limited service window (e.g., peak only)	16,000-26,000	7 years
Heavier-Duty Small Bus	Min: 12 Max: 24	Limited stop or express with 4-6 weekday trips or dial-a-ride services	> 14,500	5 years
Light-Duty Small Bus	Min: 2-4 pass./hr. Max: 6	Limited stop or express with 4-6 weekday trips or dial-a-ride services	< 14,500	5 years and: 200,000 (diesel) 175,000 (gas)

<sup>1</sup>Peak loading pattern.

<sup>2</sup>The start of a bus's useful life will be no earlier than:

- Three months prior to the start of expansion service in the case of expansion vehicles, and
- Three months prior to the Council-established retirement date of the vehicles being removed from service in the case of replacement vehicles. (Footnotes continued on next page.)

The Regional Administrator can authorize exceptions if buses are needed more than three months in guideway or BRT systems.

<sup>3</sup>Coach bus model years 2000, 2001 and 2002 will be programmed for replacement after 12 years.



2018-2022

# Minnesota Valley Transit Authority **Strategic Plan**

March 2018

# Strategic Plan Summary

In the winter of 2017, the Minnesota Valley Transit Authority set out to create a dynamic blueprint for the growth of the agency for the next five years. With the help of Bolton & Menk, Inc., MVTA has created a plan that can be used to track progress and keep the wheels of the company moving on a path of continued success for years to come.

Conversations with key staff and board members at a Strategic Plan retreat identified five guiding principles for the agency: increase and strengthen partnerships; promote MVTA's brand; provide state-of-the-art, real-time information; prioritize customer support and feedback; and explore last-mile, special event, and other innovative services.

Specific goals were built on the framework of these principles. The four key goals include: service excellence, financial stability, community engagement, and innovative solutions. Each goal brings its own unique contribution to the agency while simultaneously supporting the others, steering the company in the right direction. The four goals will be explored in detail in the following pages.

This Strategic Plan is not a static, unchanging document; it is a living document that allows flexibility to develop work plans and adjust to external factors and customer needs. Goals, focus areas, and action items will help measure progress and influence decisions that are consistent with the agency's mission and vision. The plan may be updated periodically to address new challenges and needs.

A separate, dynamic list of departmental projects is included as a supplemental appendix to MVTA's Strategic Plan. Results and accomplishments of each project will allow MVTA to achieve the bigger picture goals and action metrics identified in the Strategic Plan.

## our Mission

Connecting customers to  
desired destinations.

## our Vision

Establish MVTA as the most  
connected transit agency  
through service, innovation,  
technology, and partnerships.



# *we are* **MVTA**

Free public  
**Wi-Fi** on  
all buses

over **3.8**  
**million** miles  
operated each year

**2nd**  
**largest**  
provider in MN

**11,000+**  
daily boardings

**2** counties  
**7** cities

**20** transit  
stations and  
park & rides

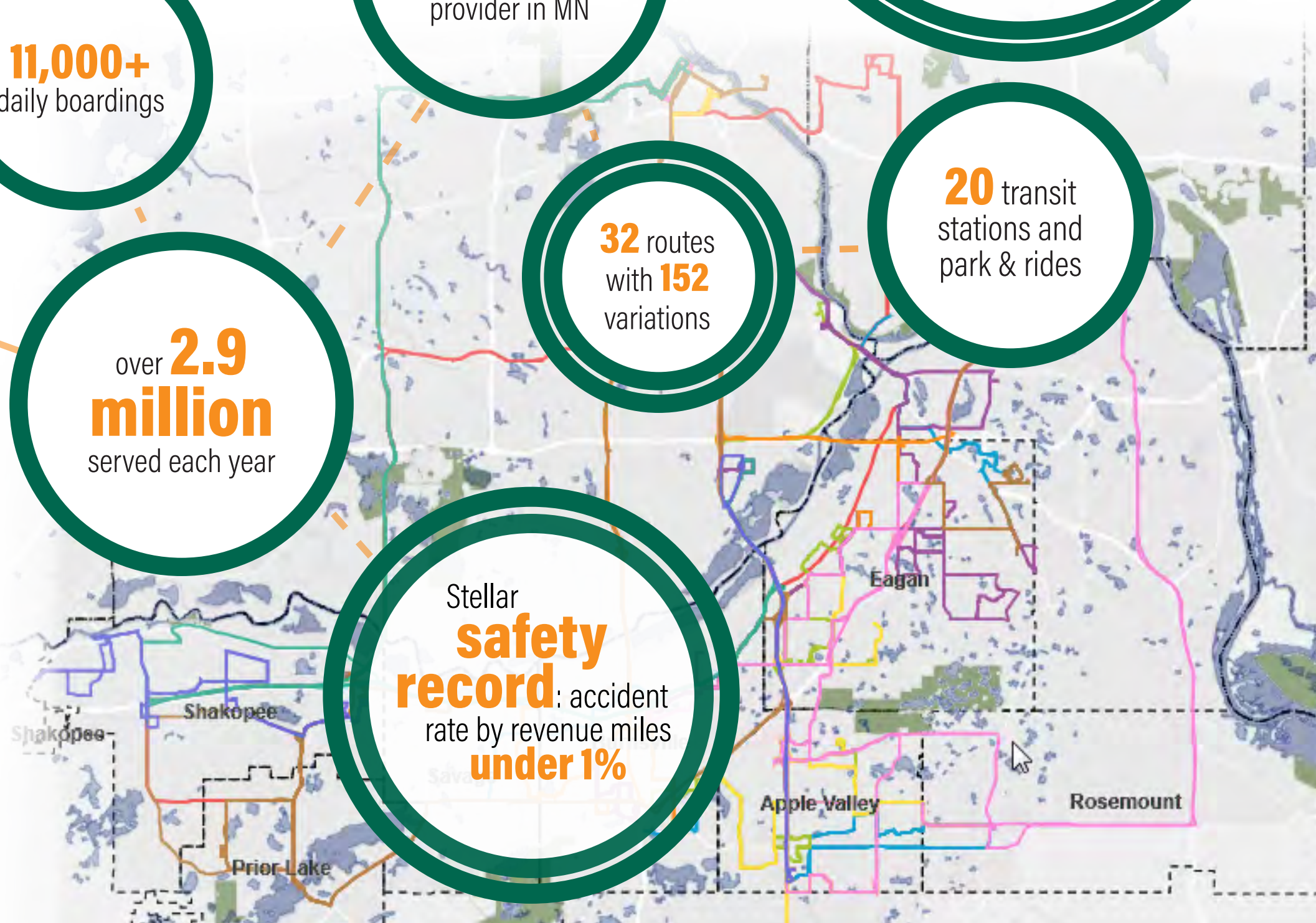
**32** routes  
with **152**  
variations

over **2.9**  
**million**  
served each year

**164**  
buses

**95.5%**  
customer  
satisfaction rate

Stellar  
**safety**  
**record**: accident  
rate by revenue miles  
**under 1%**







# Top 5 *Guiding Principles* for the next 5 years

#1

Increase & strengthen  
**Partnerships**

#2

Promote MVTA **Brand**

#3

Provide **Real-Time**  
Information

#4

Prioritize **Customer**  
**Support** & Feedback

#5

Explore Last-Mile, Special Event, &  
Other **Innovative** Services



# Goal *one*

## Service Excellence

“Combining leadership, teamwork, and problem solving to efficiently deliver safe, courteous, and reliable service.”

### Focus Areas & Actions

#### Improve and maintain safe, courteous, and reliable service to our customers.

- Ensure an on-time garage pull-out rate of 95%
- Provide courteous, helpful operators and clean vehicles and facilities
  - » Achieve and maintain 95% on-time performance for bus washing (interior and exterior)
  - » Conduct monthly review of performance against performance targets included in contracts
- Achieve 90% or above customer satisfaction rate
- Maintain a missed trip rate by revenue miles of less than 1%
- Maintain an accident rate by revenue miles of less than 1%
- Develop and maintain MVTA mobile app by 2020
- Develop new and meaningful ways for customers to contact MVTA
- Achieve and maintain high availability rate for public Wi-Fi amenity
- Achieve and maintain 90% compliance rate in the delivery of agency-wide technology services and support

#### Work with all stakeholders to ensure comprehensive transit network.

- Create a refreshed marketing plan based on the revised mission and vision to build awareness and education of MVTA services

- Work with businesses and cities to enhance service, including last-mile connections, and to grow ridership
  - » Meet with member counties once per year to identify transit needs
- Develop and enhance public and private partnerships
  - » Create outreach materials tailored to public and private partnership options
  - » Meet with local businesses to determine partnering opportunities, encourage transit-friendly development, and promote transit incentives
  - » Create an MVTA Partnership Working Group consisting of elected officials and stakeholders

#### Increase and strengthen partnerships.

- Collaborate with public/private partners to develop last-mile solutions
  - » Develop one new partnership per year
- Ensure connectivity with transportation organizations to meet diverse needs
  - » Meet annually with other transit providers, such as DARTS (Dakota County) and SmartLink Transit (Scott County), to discuss opportunities
- Explore ways to serve areas within Dakota and Scott counties that are currently under-served or without service
  - » Meet with member communities once a year to discuss service needs and opportunities





# Goal *Two* Financial Stability

"Balancing long-term financial needs through cost control and service planning."

## Focus Areas & Actions

### Focus on planning and delivery of productive service.

- Manage costs and develop efficiencies
  - » Annually review costs against performance and provide recommendations for changes
- Perform comprehensive review and update of all existing and potential sources of funds by 2019
- Develop suite of MVTA services that adapts to changing community needs
  - » Actively assess route performance according to MVTA and/or regional standards
- Develop an annual agency project plan and share focus areas with MVTA Board
- Ensure compliance with Federal and State reporting requirements by completing reports inclusive of: Annual Financial Audits, National Transit Database reporting, and Minnesota Legislative Transit Report

### Advocate for sustainable funding solutions.

- Actively inform legislators
  - » Meet with local area legislators at least once per year
- Partner with Metropolitan Council to develop funding strategies
  - » Meet with the Suburban Transit Association prior to each legislative session to discuss strategies and coordinate with the Metropolitan Council
- Work in conjunction with transit providers to promote a coherent, unified regional system
  - » Continue to work with the Suburban Transit Association to build regional partnerships

### Explore all new potential funding and financing sources.

- Evaluate potential sources, develop a strategy, and then implement an action plan to increase MVTA's transit share for new grants and potential revenue sources
- Leverage public/private partnerships
  - » Increase collaboration with private businesses
- Diversify portfolio with grants, creative fares, funding programs, and bus and facility advertising
  - » Identify at least one new opportunity per year
- Evaluate the use of existing public Wi-Fi and customer facing station digital displays as a means to sell ad space



# Goal *three* Community Engagement

“Maximizing opportunities to increase awareness, build trust, and engage stakeholders.”

## Focus Areas & Actions

### Promote MVTA brand

- Develop and implement a public relations campaign that focuses on the customers and the community by 2019
- Capitalize on co-branding opportunities two times a year
- Promote the MVTA brand through targeted marketing on a monthly basis

### Answer the question “what can MVTA do for you?”

- Educate the public and stakeholders about the benefits of public transit at schools, senior centers, cities, etc
  - » Increase the number of transit fairs and informational events attended by MVTA representatives
- Reach out to employers, cities, and communities that have unfulfilled transit needs
  - » Engage local chambers of commerce or other advisory groups to discuss transit

### Utilize social media to engage customers and the community

- Post regular route updates on social media platforms as soon as information is available
- Create and share surveys annually
- Actively monitor comments through the GIS Strategic Plan story map





# Goal

## *four*

### Innovative Solutions

"Developing tailored, industry-leading transportation solutions to meet diverse customer needs."

#### Focus Areas & Actions

##### Technology

- Deploy centralized reporting system by 2020
- Leverage data and business intelligence to improve efficiency
  - » Work to increase use of technology reports, such as data warehouse or Automatic Passenger Count, to find efficiencies and validate service decisions
- Analyze data to determine appropriate bus size for routes based on existing and future service needs
  - » Review ridership data by route annually to determine fleet needs
- Implement a fully integrated CAD/AVL system by 2022
- Continuously explore and implement ways to reduce costs and cut waste in infrastructure, service operations, and maintenance overhead using cloud and virtualization technologies
- Implement a centralized MVTa Operations Center to monitor and manage service
- Evaluate a minimum of one new or existing technology system a year for continuous improvement and deployment

##### Provide meaningful, real-time information.

- Deploy and enable integrated Real-Time Information System across MVTa facilities
- Post critical, timely information on website and digital channels within one hour of the incident and update plan for customer response during non-work hours
- Create communication tools as a means to provide and receive information, such as a mobile app, by 2020

##### Creatively embracing change

- Conduct comprehensive energy efficiency assessment of all facilities to identify potential long-term cost-savings
- Explore funding opportunities for zero-emissions replacement and expansion vehicles and charging systems
- Explore new special event services
  - » Develop a special event service plan by 2020
- Support the promotion of alternative transportation modes such as vanpool, carpool, bicycling, walking, and other active means
  - » Promote and provide educational information on alternative modes and regional services such as bikeshare, dial a ride, vanpool, MetroPass, and Guaranteed Ride Home





## Acknowledgements

### MVTA Board

**William Droste**, Chair  
**Clint Hooppaw**, Vice Chair  
**Chris Gerlach**, Secretary/Treasurer  
**Kevin Burkart**  
**Bob Coughlen**  
**Gary Hansen**  
**Dan Kealey**  
**Jon Ulrich**  
**Jay Whiting**

### MVTA Staff

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**Jen Lehmann**, Planning Manager  
**Richard Crawford**, Public Information Manager  
**Tyre Fant**, IT Manager  
**Steve LaFrance**, Facilities Manager  
**Samantha Porter**, Transportation Director  
**Dan Rudiger**, Fleet Manager  
**Heidi Scholl**, Procurement and Contract Manager  
**Lois Spear**, Finance Director  
**Tania Wink**, Finance Manager

### Bolton & Menk, Inc.

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**Nicole Schmidt**, Project Communication Specialist  
**Ashley Hudson**, Planner/Public Engagement Specialist  
**Nick Meyers**, GIS Project Manager

prepared by:







## SOUTHWEST TRANSIT

## SEPTEMBER 2018 RIDER SURVEY

TOTAL # OF 2018 SURVEY PARTICIPANTS

1285

### 1. What city do you live in?

Eden Prairie	624	48.56%	Burnsville	3	0.23%
Chaska	197	15.33%	Minnetrista	3	0.23%
Chanhassen	132	10.27%	Arlington	2	0.16%
Waconia	56	4.36%	Richfield	2	0.16%
Carver	54	4.20%	Shorewood	2	0.16%
Victoria	50	3.89%	St. Bonifacius	2	0.16%
Minnetonka	27	2.10%	Coon Rapids	1	0.08%
Minneapolis	19	1.48%	Dassel	1	0.08%
Shakopee	14	1.09%	Fridley	1	0.08%
Bloomington	12	0.93%	Golden Valley	1	0.08%
Jordan	12	0.93%	Green Isle	1	0.08%
Cologne	9	0.70%	LeSueur	1	0.08%
Excelsior	7	0.54%	Long Lake	1	0.08%
Belle Plaine	6	0.47%	Mankato	1	0.08%
Edina	6	0.47%	Maple Grove	1	0.08%
Hopkins	6	0.47%	New Prague	1	0.08%
Norwood	6	0.47%	Oakdale	1	0.08%
other	6	0.47%	Savage	1	0.08%
Mayer	5	0.39%	Silver Lake	1	0.08%
St Paul	5	0.39%	<b>Grand Total</b>	<b>1285</b>	<b>100.00%</b>
Glencoe	4	0.31%			

### 2. How many years have you been a rider on SWT?

<1	242	18.86%
1-2	281	21.90%
3-5	356	27.75%
6-10	216	16.84%
11+	188	14.65%
<b>Grand Total</b>	<b>1283</b>	<b>100.00%</b>

### 3. Where do you BEGIN your trip on SWT?

SW station	654	51.29%	dell & 62	8	0.63%
East Creek	270	21.18%	690 A-Dell & Valley View	2	0.16%
SW Village	167	13.10%	Anderson Lakes	1	0.08%
Chanhassen Transit Station	70	5.49%	Dell	1	0.08%
Carver Station	30	2.35%	EP High School	1	0.08%
Downtown Minneapolis	25	1.96%	France & Amsden	1	0.08%
Southdale	15	1.18%	Jerrys	2	0.16%
Hennipen Village	14	1.10%	sw prime	1	0.08%
Valley View Rd, EP	8	0.63%	<b>Grand Total</b>	<b>1275</b>	<b>100.00%</b>
EP Loop	5	0.39%			

#### 4. How do you get to that location?

drive yourself	1055	82.23%
walk or bike	92	7.17%
drop off	61	4.75%
Bus Transfer	36	2.81%
carpool	21	1.64%
sw prime	14	1.09%
690E	2	0.16%
Light Rail	1	0.08%
other	1	0.08%
<b>Grand Total</b>	<b>1283</b>	<b>100.00%</b>

#### 5A. How many days a week do you normally ride SWT?

One	17	1.30%
Two	33	2.52%
Three	122	9.33%
Four	216	16.53%
Five	919	70.31%
<b>Grand Total</b>	<b>1307</b>	<b>100.00%</b>

#### 5B. Has this changed in the past year?

No	1067	85.29%
Yes	184	14.71%
<b>Grand Total</b>	<b>1251</b>	<b>100.00%</b>

#### 5C. If Yes, do you ride more or less?

More	125	69.06%
Less	56	30.94%
<b>Grand Total</b>	<b>181</b>	<b>100.00%</b>

#### 6. Do you transfer to or from a SWT bus on any portion of your trip?

No	1134	89.36%
Yes	135	10.64%
<b>Grand Total</b>	<b>1269</b>	<b>100.00%</b>

#### 7A. Does your place of business allow telecommuting?

Yes	703	57.91%
No	511	42.09%
<b>Grand Total</b>	<b>1214</b>	<b>100.00%</b>

#### 7B. If Yes, how many days per week do you telecommute?

1	328	70.39%
2	77	16.52%
5	30	6.44%
3	19	4.08%
0	6	1.29%
4	6	1.29%
<b>Grand Total</b>	<b>466</b>	<b>100.00%</b>

## 8. Who is your employer?

Target	76	16.63%	Oracle
Wells Fargo	54	11.82%	Sleep Number
US bank	50	10.94%	Outsell
Ameriprise	46	10.07%	YA Engage
U of MN	20	4.38%	Century Link
RBC	12	2.63%	SPS Commerce
Xcel Energy	12	2.63%	<b>Grand Total</b>
Capella University	10	2.19%	
Henn County	9	1.97%	

6	1.31%
5	1.09%
4	0.88%
4	0.88%
3	0.66%
3	0.66%
<b>457</b>	<b>100.00%</b>

## 9. How did you find out about SWT?

Referred by family/friend	422	31.66%
park & ride	382	28.66%
SWT Bus	304	22.81%
Website	167	12.53%
Ad	14	1.05%
google	12	0.90%
other	10	0.75%
metro transit	9	0.68%
school	8	0.60%
Social Media	5	0.38%
<b>Grand Total</b>	<b>1333</b>	<b>100.00%</b>

## 10. Why do you typically use SWT?

work	1174	91.65%
school	99	7.73%
other	4	0.31%
social	3	0.23%
medical	1	0.08%
<b>Grand Total</b>	<b>1281</b>	<b>100.00%</b>

## 11. If bus were not available, how would you make this trip?

Drive alone	942	74.17%
Carpool	130	10.24%
would not make the trip	125	9.84%
taxi/uber/lyft	51	4.02%
bus	5	0.39%
Metro Transit	5	0.39%
light rail	5	0.39%
other	3	0.24%
other bus	3	0.24%
parent	1	0.08%
<b>Grand Total</b>	<b>1270</b>	<b>100.00%</b>

**12. Please choose the single MOST important reason you ride SWT?**

convenience	850	66.61%
cost related	368	28.84%
envrionmental concers	46	3.61%
other	10	0.78%
All of the above	2	0.16%
<b>Grand Total</b>	<b>1276</b>	<b>100.00%</b>

**13. Please indicate which SWT program(s) you currently utilize**

SW Ride	270	38.19%
SW Perks	224	31.68%
SW Prime	119	16.83%
Guaranteed Ride Home	94	13.30%
<b>Grand Total</b>	<b>707</b>	<b>100.00%</b>

**14. Do you value Quiet Zone and no cell phones?**

YES	1231	97.01%
NO	38	2.99%
<b>Grand Total</b>	<b>1269</b>	<b>100.00%</b>

**15a. In past 12 months phoned or emailed CS?**

NO	924	72.93%
YES	343	27.07%
<b>Grand Total</b>	<b>1267</b>	<b>100.00%</b>

**15b. If you phoned CS, was your call answered promptly?**

YES	290	86.31%
NO	23	6.85%
N/A	23	6.85%
<b>Grand Total</b>	<b>336</b>	<b>100.00%</b>

**15d. Was your email question answered promptly and professionally?**

YES	165	50.30%
NO	20	6.10%
N/A	143	43.60%
<b>Grand Total</b>	<b>328</b>	<b>100.00%</b>

**16a. Have you visited [www.swtransit.org](http://www.swtransit.org)?**

YES	1144	89.87%
NO	129	10.13%
<b>Grand Total</b>	<b>1273</b>	<b>100.00%</b>

**16b. Did you find the information you need?**

YES	1080	95.83%
NO	47	4.17%
<b>Grand Total</b>	<b>1127</b>	<b>100.00%</b>

**16c. Do you find the website easy to navigate?**

YES	914	82.64%
NO	185	16.73%
N/A	7	0.63%
<b>Grand Total</b>	<b>1106</b>	<b>100.00%</b>

**17a. Do you use the phone app?**

YES	629	49.92%
NO	631	50.08%
<b>Grand Total</b>	<b>1260</b>	<b>100.00%</b>

**17b. Do you find the information you need?**

YES	573	90.09%
NO	55	8.65%
N/A	8	1.26%
<b>Grand Total</b>	<b>636</b>	<b>100.00%</b>

**17c. Do you find the app easy to navigate?**

YES	482	77.12%
NO	133	21.28%
N/A	10	1.60%
<b>Grand Total</b>	<b>625</b>	<b>100.00%</b>

**18. Where is the first place you look for information about SWT?**

swtransit.org	679	53.68%
phone app	250	19.76%
schedules	120	9.49%
metro transit	91	7.19%
driver/on bus	64	5.06%
customer service desk	29	2.29%
google maps	18	1.42%
social media	12	0.95%
other	2	0.16%
<b>Grand Total</b>	<b>1265</b>	<b>100.00%</b>

**19. How do you prefer to receive information?**

Rider alerts on the bus	701	32.17%
On the Website	451	20.70%
Phone notification	441	20.24%
Email Alerts	396	18.17%
Social Media	129	5.92%
Newsletter	61	2.80%
<b>Total Responses</b>	<b>2179</b>	<b>100.00%</b>

## 20. Have you used the following services?

	Yes	% Yes	No	% No	TOTAL
State Fair	752	59.82%	505	40.18%	1257
Twins	279	22.14%	981	77.86%	1260
Vikings/Gophers	141	11.20%	1118	88.80%	1259
Summer Adventures	50	3.97%	1210	96.03%	1260
Concert Series	78	6.20%	1181	93.80%	1259

## 21. Which of these types of SWT advertising or promotions have you seen or heard?

	Yes	% Yes	No	% No	TOTAL
Community Fairs / Events	550	46.89%	623	53.11%	1173
Bathroom Ads	443	37.77%	730	62.23%	1173
Newspaper Ads	249	21.23%	924	78.77%	1173
Magazine Ads	113	9.63%	1061	90.37%	1174
Station Advertising	840	71.43%	336	28.57%	1176
Website	729	62.10%	445	37.90%	1174
Social Media	287	24.43%	888	75.57%	1175
SW Perks	337	28.73%	836	71.27%	1173
Direct Mailing	111	9.45%	1063	90.55%	1174

## 22. 2018 SERVICE REPORT CARD

	Very Satisfied	Satisfied	Dissatisfied	Total Response
Bus Cleanliness	1108	125	1	1234
Facility Cleanliness	1103	121	2	1226
Driver Courtesy	1046	187	5	1238
Driver Safety	1011	221	4	1236
Service Availability	832	350	51	1233
Service Reliability	951	264	18	1233
On-time Performance	814	386	35	1235
Schedules and other information	856	337	37	1230
Customer Service	967	227	13	1207
<b>OVERALL</b>	<b>885</b>	<b>211</b>	<b>1</b>	1100

	Very Satisfied	Satisfied	Dissatisfied
Bus Cleanliness	89.79%	10.13%	0.08%
Facility Cleanliness	89.97%	9.87%	0.16%
Driver Courtesy	84.49%	15.11%	0.40%
Driver Safety	81.80%	17.88%	0.32%
Service Availability	67.48%	28.39%	4.14%
Service Reliability	77.13%	21.41%	1.46%
On-time Performance	65.91%	31.26%	2.83%
Schedules and other information	69.59%	27.40%	3.01%
Customer Service	80.12%	18.81%	1.08%
<b>OVERALL</b>	<b>80.45%</b>	<b>19.18%</b>	<b>0.09%</b>

<b>OVERALL satisfied vs. dissatisfied</b>	<b>Satisfied</b>	<b>99.64%</b>	<b>Dissatisfied</b>	<b>0.09%</b>
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**From 0-10 with 0 being lowest, how would you rate SWT as a transit agency?**

10	550	46.37%
9	375	31.62%
8	206	17.37%
7	41	3.46%
6	6	0.51%
5	3	0.25%
4	1	0.08%
3	2	0.17%
2	0	0.00%
1	1	0.08%
Total Responses	1186	100.00%

**In the past year, do you feel SWT service has:**

Improved	389	32.69%
Declined	40	3.36%
Stayed the same	761	63.95%
Total Responses	1190	100.00%

**23. Have you heard of our SouthWest Prime Service?**

YES	YES %	NO	NO %	TOTAL
967	79.92%	243	20.08%	1210

**24. Have you used SouthWest our Prime Services?**

YES	YES %	NO	NO %	TOTAL
243	20.12%	965	79.88%	1208

**25. Have you heard of our SW Perks program?**

YES	YES %	NO	NO %	TOTAL
659	54.64%	547	45.36%	1206

**25. Are a SW Perks member?**

YES	YES %	NO	NO %	TOTAL
272	22.74%	924	77.26%	1196

**26. Special Recommendations/Events**

Service Addition	59
Service Adjustments	33
Better Wifi	20
Weekend Service	16
Airport service	5
Quiet Zone Reminder	4
MOA	4

**27. What is your gender?**

Female	527	52.81%
Male	471	47.19%
Grand Total	998	100.00%

## 28. What is your age?

<18	8	0.76%
18-24	101	9.59%
25-30	118	11.21%
31-35	163	15.48%
36-40	166	15.76%
41-45	99	9.40%
46-50	124	11.78%
51-55	107	10.16%
56-60	99	9.40%
61-65	48	4.56%
65+	20	1.90%
<b>Grand Total</b>	<b>1053</b>	<b>100.00%</b>

## 29. What is your approximate household income?

Under \$25,000	28	3.18%
\$25,000 – 49,999	83	9.42%
\$50,000 – 74,999	107	12.15%
\$75,000 – 99,999	126	14.30%
\$100,000 – 150,000	256	29.06%
\$151,000 – 199,000	152	17.25%
Over \$200,000	129	14.64%
<b>Grand Total</b>	<b>881</b>	<b>100.00%</b>

## 30. What is your primary language?

English	977	93.58%
Hindi	13	1.25%
Tamil	10	0.96%
Spanish	9	0.86%
Other	7	0.67%
Telugu	4	0.38%
Hindi	4	0.38%
Bengali	3	0.29%
Somali	3	0.29%
Romanian	2	0.19%
Teluga	2	0.19%
Urdu	2	0.19%
Chinese	1	0.10%
french	1	0.10%
Korean	1	0.10%
Swedish	1	0.10%
Amheric	2	0.19%
ASL	1	0.10%
Yoruba	1	0.10%
<b>Grand Total</b>	<b>1044</b>	<b>100.00%</b>

# Action Plan

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By understanding the existing and projected socioeconomic and demographic data for the SW Service Area and its surrounding communities, SouthWest Transit is better able to determine what its future actions should be and what are realistic goals it can attain. The Action Plan provides SouthWest Transit's planned initiatives as informed by the Vision/Goals of the agency and the Existing Conditions section of this document.

## ***Expanded Express Services***

Express bus service between the SW Transit service area (Eden Prairie, Chanhassen, Chaska, Carver) and Downtown Minneapolis/University of Minnesota is the most frequently utilized public transit service in the area. As SouthWest Transit's service area population and demographics continue to grow and change, there will be a need for new and modified express bus services that will continue to meet the transportation needs of SW Transit service area residents and businesses. Planned expanded express services include the following:

- Increased commuter express services to Downtown Minneapolis/University of Minnesota.
- Increased reverse commute services from Minneapolis to the SW Transit Service Area.
- Increased express services along the Highway 5 corridor in the SW Transit Service Area should an additional park and ride be opened in Victoria and/or Waconia. These services would result in an increase of service to the Chanhassen Station Park and Ride in Downtown Chanhassen.
- Suburb-to-suburb microtransit services connecting the SW Transit Service Area with major attractors and generators throughout the Twin Cities Metro Area.
  - Service includes planned SW Prime microtransit service expansion along the I-494 corridor to areas that include Southdale, Normandale, Mall of America, and the airport.

Additionally, express services may need to be modified/expanded in certain areas as changes in travel patterns and system usage emerge. Since service began at the Chanhassen Station in 2011, ridership has increased slightly with the station only seeing 30% utilization today. Given the station's relatively proximity to the SouthWest Village station in Chanhassen, it may be determined in the future that a more efficient use of resources would occur if services were moved from Chanhassen Station and added to service along US-212 at SouthWest Village. Such a change would allow for increased express services along US-212 for Carver, Chaska, and Chanhassen residents at little to no added expense.

It should be noted that service is provided to the City of Carver under a Congestion Mitigation Air Quality (CMAQ) Grant. Once grant funds are utilized it will be the determination of the City of Carver whether or not the City joins the Transit Capital Levy District and maintains SouthWest Transit services.

## ***Park-and-Ride Expansion***

SouthWest Transit services currently services five major park and ride transit stations:

- SouthWest Station (Eden Prairie)
- SouthWest Village (Chanhassen)
- Chanhassen Station (Chanhassen)
- East Creek Station (Chaska)
- Carver Station (Carver)

All the above park and rides are located along the US-212 corridor except for Chanhassen Station which is located in Downtown Chanhassen next to the Chanhassen Dinner Theater and off of Highway 5. While the US-212 corridor is amply serviced, the Highway 5 corridor has limited service due to the lack of park and ride locations. Therefore, SouthWest Transit has identified the following location for potential park and ride system expansion:

- Highway 5 & Rolling Acres Road (See Appendix for SouthWest Transit Park and Ride Plan map)

The addition of a park and ride facility near Highway 5 & Rolling Acres Road would allow for increased express transit access along the Highway 5 corridor, assist in alleviating congestion along the Highway 5 corridor, and provide additional public parking option near the Minnesota Landscape Arboretum.

Should a new park and ride lot not materialize along Highway 5, the reallocation of service from Chanhassen Station to SouthWest Village may be considered. If such a change were made, the SouthWest Transit Commission will determine how the Chanhassen Station property will be utilized.

As noted above, transit services within the City of Carver are provided under a CMAQ Grant. The continued operation of transit services from Carver Station beyond the end of the CMAQ Grant is contingent on the City of Carver choosing to join the Transit Capital Levy Distract.

Finally, the SouthWest Village park and ride in Chanhassen is planning to add a retail/commercial Transit Oriented Development (TOD) to the property. Once that development is complete, 80 stalls currently being utilized for transit will be allocated to the new development. The addition of 80 vehicles to the SouthWest Village parking ramp will leave the ramp with minimal room for growth. As such, as part of the TOD development SouthWest Transit will seek to add a 3<sup>rd</sup> level to the parking ramp to ensure the ramp is able to accommodate the projected increase in demand for the facility.

## ***SW Prime Microtransit Service Expansion***

SW Prime is SouthWest Transit's local shared-ride on-demand service that allows passengers to schedule a ride to anywhere within Eden Prairie, Chanhassen, Chaska, Carver, and Victoria by booking over the phone, web, or SouthWest Transit Phone App. SW Prime is a first of its kind public transit service in that it was the first service in the country to offer instantaneous on-demand shared rides. SW Prime allows for SouthWest Transit service area residents to access anywhere within the service area, while also serving as the critical first mile/last mile service to SouthWest Transit's express bus services.

SW Prime has been a success, with ridership increasing by 50% each year since the service was started in 2015. It is expected that SW Prime will continue to grow in both the number of vehicles dedicated to the service, and the size of the service area itself. In the coming years there's potential for SW Prime to expand further west into Carver County with possible service expansion into Western Carver County and communities such as Waconia, Watertown, Norwood Young America, and Cologne. The service may also be expanded into the areas of Scott County, Minnetonka, and Excelsior. However, any service expansion of SW Prime will occur in coordination with local and county governments.

SW Prime service expansion is also being planned along the I-494 corridor that will allow riders to connect between the SW Service Area and areas along the corridor from Maple Grove to the Airport. The service will be a hybrid of the current SW Prime services with riders able to book rides to on demand zones where rides are provided as needed without reservations, and scheduled zones where riders select the time frame in advance they want to be picked up for their rides. SouthWest Transit will seek to partner with other transit agencies along the corridor so that the service may be utilized by as many riders as possible.

Finally, the Existing Conditions section of this report makes clear that the SW Transit Service Area population is aging and will continue to age into the future. This significant demographic change emphasizes the importance of microtransit services such as SW Prime. An aging population also emphasizes the need for increased and improved paratransit services.

Currently, the SW Transit Service Area receives its paratransit service from Metro Mobility – a service provided by the Metropolitan Council. While Metro Mobility will help serve the paratransit need in the SW Transit Service Area, it will not fully meet the need as the population continues to age. Thus, SouthWest Transit may augment Metro Mobility services by providing a new microtransit/paratransit service within the SW Transit Service Area. Like other SouthWest Transit services, this planned service will provide high-amenity/high-quality service that will aim to exceed rider expectations making it possible for those with mobility needs to move around the SW Transit Service Area with ease and dignity.

## ***Autonomous Service Demonstrations***

With autonomous vehicle technologies already being piloted across the country, it is expected the technology will become more advanced and ubiquitous in the coming years. SouthWest Transit plans to continue its history of being a pioneer in transit service innovation within the Twin Cities region by implementing autonomous vehicle technologies throughout its services. Autonomous service concepts in development include:

- Fully-autonomous vehicles operating the SW Prime service throughout the SW Transit service area.
- Autonomous shuttles and circulators connecting SW Transit service area job centers with fixed route services and Southwest Light Rail Transit (SWLRT).
- Autonomous buses operating connector services between SouthWest Transit park and rides along the US-212 and Highway 5 corridors.
- Autonomous buses operating SouthWest Transit express services.

SouthWest Transit will work closely with local, county, and state governments, as well as with MnDOT in implementing autonomous services that are safe, by also are trusted, reliable and cost effective.

## ***Transit Oriented Development***

Transit Oriented Developments (TOD) are developments that create more vibrant, livable, sustainable communities through the creation of compact mixed-used developments centered around high-quality transit. SouthWest Transit pioneered TOD in the Twin Cities Metro Area through the development of the first suburban TOD – SouthWest Station. Other SouthWest Transit stations such as Chanhassen Station, SouthWest Village, and Carver Station have TOD elements already around them. SouthWest Transit plans to continue to increase the amount of TOD throughout the system either through market rate development and/or through grant funding. Future SouthWest Transit TOD plans include the following:

- Expanding TOD at SouthWest Village with the development of a retail/commercial site on the west end of the property.
- Development of a retail/commercial site at East Creek Station in Chaska.
- Utilizing the second floor of East Creek Station as a transit-compatible retail space.
- Development of TOD at the planned Highway 5 and Rolling Acres Road Park and Ride in Victoria.
- Expansion of TOD throughout all current and future SouthWest Transit facilities as allowed.

## ***Golden Triangle Area Stops and Transfer Station***

Currently, the Golden Triangle Area (GTA) business park is a low mobility area with minimal sidewalks, low density development, and winding roads. With the City of Eden Prairie planning for more dense development in the GTA to coincide with the addition of the SWLRT line into the area, there is a need for added transit capital throughout the GTA.

Thus, SouthWest Transit plans to add a transit transfer station in the GTA on the southwest corner at the intersection of Valley View Road and Washington Avenue. The station will likely have an indoor temperature-controlled waiting area along with enough space to allow for two standard 40-foot buses. No park and ride would be offered from the proposed transfer station. The transfer station would offer a much-needed stop location not only for SouthWest Transit reverse commute services where express buses would easily access the GTA from US-169, but for the planned 169 BRT line as well. Connecting transit services at the station would help connect riders to GTA business, the planned SWLRT GTA stop, and destinations throughout the SW Transit Service Area via SW Prime.

SouthWest Transit will also seek to add bus stop shelters throughout the GTA where needed. Areas planned for shelters include, but are not limited to:

- Optum Campus
- Starkey Hearing Labs
- Shady Oak Road
- Golden Triangle Drive
- Wooddale Church

## ***Electric Vehicles***

Just as is the case with autonomous vehicle technologies, there have been significant technological advances with electric vehicles (EVs). The advancements allow for much longer battery life than previous EVs, making it possible to operate vehicles as part of transit services.

SouthWest Transit plans on implementing EV technologies across all its services in cases where EVs show potential to significantly increase the cost effectiveness of services and improve air quality. SouthWest Transit is already piloting EVs as part of its SW Prime service, with plans to implement EV technology into its fixed route transit fleet as the technologies for EV buses continue to improve allowing for greater distances to be traveled on a single charge.

## ***SWLRT Service Plan***

Currently, Southwest Light Rail Transit (SWLRT) is scheduled to begin operation in 2023. SWLRT is planned to start in Eden Prairie at SouthWest Station and continue through Minnetonka, Hopkins, and St. Louis Park before connecting with the existing Green Line LRT at Target Field in Minneapolis. Once constructed, SWLRT stands to drastically impact the transit landscape of the SW Transit service area.

Once SWLRT is constructed, SouthWest Transit could alter its operations in the following ways (see SWLRT Connector Service map):

- Peak hour express route service levels could remain at or above current levels as SouthWest Transit express bus services are not duplicative to SWLRT services due to the significant time advantage SouthWest Transit express services to Downtown/U of M will have over the SWLRT line.
- SouthWest Transit reverse commute express services could be suspended so that resources can be reallocated to better service first/last mile connections between SouthWest Transit service area business and SWLRT.
- 212 Express Connector service could be implemented along US-212 connecting East Creek Transit Station (Chaska) and SouthWest Village (Chanhassen) with SWLRT at SouthWest Station (Eden Prairie). 212 Express Connector service would operate from morning to evening seven days a week. 212 Express Connector service may be operated as an autonomous service once feasible.
- SW Prime service could be increased and offered later into the evenings and weekends.
- SW Prime Connector service could be utilized to offer first/last mile services between SouthWest Transit park and rides, local businesses, and residential buildings. These services will be segmented by city boundaries (i.e. Chaska riders would be connected to/from East Creek Station, Chanhassen riders would be connected to/from SouthWest Village, etc.). SW Prime Connector service hours would mirror 212 Express Connector service hours. The SW Prime Connector service may be operated as an autonomous service once feasible.
- Fixed route autonomous circulators could be implemented in the Golden Triangle Area (GTA) of Eden Prairie to ensure regular access from the GTA LRT station to the 20,000+ jobs that are in the GTA. This service could also incorporate Eden Prairie's Town Center Area.



- Should a park and ride be constructed in Victoria, a fixed route connector service may be implemented that would connect the park and ride with the SouthWest Transit SWLRT Service Plan initiatives described above. This connector service would utilize either Highway 5 connecting to Chanhassen Station and SouthWest Station/SWLRT, and/or Bavaria Rd to East Creek Station in Chaska. Note any Victoria services would be implemented in coordination with the City of Victoria as it is not a member of the SouthWest Transit Commission.
- Fixed route peak connector service between Waconia and East Creek Transit Station in Chaska is also being considered. Note any Waconia services would be implemented in coordination with the City of Waconia as it is not a member of the SouthWest Transit Commission.
- Current and planned fixed route service could connect with SWLRT later into evenings compared to today and also during weekend when feasible.

*See Appendix to view the SWLRT Connector Service Plan Map*

### **BRT Service Coordination**

The Metropolitan Council's 2040 Transportation Policy Plan (TPP) provides two Transitway/BRT (Bus Rapid Transit) investment scenarios (see Appendix). Under the TPP's Current Revenue Scenario there is one planned BRT project that will impact SouthWest Transit services – the Orange Line/35W BRT. While the Orange Line will not directly service the SouthWest Transit Service Area, it will allow for SouthWest Transit services to better utilize the existing 46<sup>th</sup> St Station and the planned Lake Street station on I-35W. Both SouthWest Transit Express and Reverse Commute Express services will service one or both stations once the Orange Line is operational. Services will be planned for maximum connectivity to the Orange Line.

Under the 2040 TPP Increased Revenue Scenario there are two transitways that will impact SouthWest Transit services: The planned 169 BRT line connecting Shakopee/Eden Prairie/Hopkins/Golden Valley to Downtown Minneapolis and the planned American Boulevard Arterial BRT line connecting the Mall of America to Eden Prairie through Bloomington.

The 169 BRT project is planning to have just one stop in the SW Transit Service Area in the Golden Triangle Area (GTA) of Eden Prairie. SouthWest Transit may provide both SW Prime microtransit and fixed route autonomous connector service to the planned stop. While SW Prime would provide trips throughout the SW Transit Service Area from the planned GTA station, the autonomous connector service could provide regular connectivity to the GTA and SWLRT Green Line Station located in the GTA.

The planned American Boulevard Arterial BRT service shown on the 2040 TPP Increased Revenue Scenario Map (see Appendix) depicts the service stopping at SouthWest Station in Eden Prairie. This map is inconsistent with SouthWest Transit's agreement with the Met Council related to SWLRT cohabitation. The agreement specifies that the SouthWest Transit Commission must approve any non-SouthWest Transit operated bus service that stops in Eden Prairie. The agreement also specifies that the 169 BRT stop discussed above is allowed, but no other non-SouthWest Transit bus services are allowed – this includes the prohibition of any planned American Boulevard Arterial BRT stops in Eden Prairie. SouthWest Transit intends to

coordinate its services with the planned American Boulevard BRT service in a fashion that allows for the greatest amount of connectivity for SW Transit Service Area residents.

There are three scenarios under which the SouthWest Transit Commission would allow the operation of the planned American Boulevard Arterial BRT (ABRT) in Eden Prairie:

1. SouthWest Transit services connect to American Boulevard ABRT at the planned SouthWest Transit GTA Transfer Station referenced above.
2. SouthWest Transit is the sole operator and provider of American Boulevard ABRT services.
3. SouthWest Transit co-operates American Boulevard ABRT service with Metro Transit with SouthWest Transit being the primary provider of service.

### ***Administrative Office Relocation***

Should SWLRT be constructed, SouthWest Transit will be forced to move its administrative offices to a new location since its current offices will be demolished to allow for SWLRT operations. SouthWest Transit plans to move its administrative offices to a location in Carver County and/or as an addition to its Garage Expansion project that coincides with the implementation of SWLRT.

### ***TNC Partnerships***

In recent years Transportation Network Companies (TNCs) (on demand transportation companies such as Uber or Lyft) have significantly increased their services across the country. The SouthWest Transit service area has itself experienced the continuing growth of TNCs as more and more people learn about and utilize the services.

SouthWest Transit sees TNCs as key partners in helping to provide transit services to residents in the SW Transit service area. SouthWest Transit plans to work with TNCs to help supplement the SW Prime service by leveraging TNC resources to aid in providing rides as part of the SW Prime service when the service is experiencing longer than average wait times (generally more than 30 minutes). SouthWest Transit will offer discount TNC coupon codes to SW Prime riders who face longer than average wait time, making the cost of the TNC trip comparable to a SW Prime fare. This service would only be available to TNC trips that begin and end in the SW Prime service area (Eden Prairie, Chanhassen, Chaska, Carver, and Victoria).

SouthWest Transit envisions working with TNCs in the future to aid in the delivery of microtransit services. These services include expanded SW Prime service later into the evenings and on weekends, as well as to additional destinations such as the Mall of America, Airport, and other destinations along the I-494 corridor.

Finally, SouthWest Transit will seek to implement TNC partnerships that provide service to markets and areas yet unknown should the partnership allow for increased cost-effective services, as well as improved service options to SW Transit service area residents and employees.

### ***Garage Expansion***

SouthWest Transit is currently at capacity at its Eden Prairie Garage facility. Renovations and expansions are planned to increase capacity for vehicles and staff. However, the Eden Prairie Garage has limited land for expansion. Therefore, as needed, SouthWest Transit plans to acquire or construct space for a minimum 35-vehicle storage facility. This facility will likely be located in Carver County in order to assure SouthWest Transit has balanced resources across the SW Transit service area.

SouthWest Transit will continue to expand garage facilities in the future as vehicle demand and space warrants.



**To:** Kyle Burrows  
Metro Transit

**From:** Joseph Kapper, AICP  
SRF Consulting Group

**Date:** May 18, 2020

**Subject:** Metropolitan Council Service Allocation Study  
Network Next Outreach and Engagement Summary

### Network Next Outreach and Engagement Summary

#### Outreach and Engagement Activities

In 2019, Metro Transit conducted an extensive outreach and engagement process to gather feedback on the transit preferences of existing riders and community stakeholders to inform the development of the Network Next Guiding Framework. This process included a customer-focused preference survey, community-hosted engagement events, stakeholder presentations, and direct outreach to customers at major transit destinations.

#### Transit Tradeoffs Preference Survey

This customer-focused survey was designed to assess the preferences of current riders regarding the various factors that transit planners consider when designing a bus network. Understanding that transit resources are often limited, the survey presented the network design factors as a series of two-way tradeoffs, allowing respondents to rank their preference on a sliding scale.

- **Core Network Design Factors:** Frequency, Span, and Coverage
- **Route Design and Access:** Transfers, Directness, and Stop Spacing
- **Service Distribution:** Service Type (Local and Express), and Geographic Distribution

The Transit Tradeoffs Preference Survey was distributed from September 1 to December 31, 2019, including via in-person engagement and an online version. During the three-month survey window, Metro Transit gathered a total of 645 paper surveys and 1694 online survey responses.

#### Pop-Up Events

Metro Transit staff held Network Next pop-up events at 14 transit centers and park-and-rides throughout the Metro Transit service area. At these events, Metro Transit staff spoke with

customers about their priorities for transit improvements. Customers who completed the tradeoffs survey received a courtesy ride coupon in exchange for their participation.

Pop ups were held throughout fall 2019 and usually ran for 2-3 hours. The locations were selected to ensure geographic coverage of Metro Transit's service area, engage riders using both express and local services, and maximize the number of riders engaged.

### **Community-Hosted Conversations**

Metro Transit provided small grants to 13 groups to host and facilitate conversations with community members focused on transit priorities. The purpose of these community-hosted conversations was to broaden the reach of Metro Transit's engagement and ensure a diversity of voices within the process.

Grantees were selected with consideration for their connection to local communities that are geographically or demographically representative of our region and the current bus service network area through previous organizing, advocacy or art engagement efforts. The formats of the meeting, time, duration, and methods to engage were developed by each group, and typically included a discussion of network design tradeoffs, as well as additional discussion prompts.

### **Additional Engagement**

In addition to the conversations hosted by Network Next grantees, staff also provided information to or attended community events and community meetings to share information about Network Next and the survey. These activities include:

- Franklin Open Streets
- Highland Park Community Council Transit Meeting
- Capitol River Council Public Forum
- Frogtown/Rondo Reconciliation Lunch at Rondo Library
- Hamline Midway Elders Annual Thanksgiving Lunch

### **Themes from Outreach and Engagement**

Metro Transit identified several themes from the community-hosted conversations, pop-up events, and the results of the tradeoffs preference survey. These themes are described below.

### **Frequency, Span, and Coverage**

Discussions and survey responses related to the core network design factors (frequency, span of service, and coverage) resulted in the following themes:

- **Improve the weekday and weekend frequency of existing service**
- **Make it easier to take the bus places that are difficult or impossible to access today**

- **Target span improvements to ensure the availability of return rides**

### Route Design and Access

Discussions and survey responses related to route design and access factors (including transfers, route directness, and stop spacing) resulted in the following themes:

- **Prioritize faster, more frequent service to reduce overall travel times**
- **Make investments to improve reliability of service**
- **Improve connections to key destinations in suburban areas**

### Service Distribution

Discussions and survey responses related to service distribution (including the balance of local and express service, as well as geographic distribution) resulted in the following themes:

- **Prioritize improved local service over specialized rush hour express service**
- **Generally, focus on improving service where people are more likely to ride the bus**

### Additional Feedback

During the outreach and engagement process, riders and community members also offered feedback on a number of other transit-related topics that are generally outside the scope of the Metropolitan Council's Service Allocation Study. These included the following:

- **Transit Information, Service Interruptions and Detours:** Stakeholders mentioned a need for additional rider education on bus service and real-time information tools, especially for non-English speakers or those with limited computer literacy. Customer information was described as especially important during detours and service disruptions.
- **Bus Stops and Accessibility:** Respondents indicated a desire for more bus shelters with heat, light, and benches, and noted that a lack of shelters can be a deterrent to using transit. Additionally, respondents noted a need for improved cleanliness, snow removal, and accessibility for seniors and people with disabilities.
- **Safety and the Customer Experience:** Concerns regarding personal security and the perception of public safety were discussed throughout the engagement process. Issues included customer behavior, police interactions, concerns for unsheltered people and other vulnerable populations, a need for additional pedestrian safety infrastructure, and improved barriers and signage near light rail tracks.
- **Fares:** Engagement participants often discussed the cost of fares, ease of use of fare tools, and concerns regarding fare enforcement, noting a desire for additional discounts for families and youth. One potential opportunity could be additional education regarding the Transit Assistance Program and other existing fare products.

## **Next Steps**

Feedback from the Network Next outreach and engagement process was used to inform the development of the draft Network Next Guiding Framework. The Guiding Framework outlines the principles and actions that Metro Transit will undertake as it develops a 2040 network of local, express, and arterial BRT services. These same principles and actions will guide the evaluation and prioritization of individual bus network improvements to inform Metro Transit's future planning and implementation efforts, including the development of new arterial BRT corridors.