



## MEMORANDUM

**To:** Meredith Klekotka, Metropolitan Council  
**From:** Nelson\Nygaard  
**Date:** July 2, 2021  
**Subject:** **Mobility Hub Survey Analysis Results – High-Level Findings**

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Metropolitan Council conducted a public survey about travel behaviors in April and May 2021 as part of the public outreach process for the Metropolitan Council's Mobility Hub Planning Guide. This 13-question survey was available in English, Hmong, Somali, and Spanish in paper and online formats. A Go-To Card with \$10 of stored value was offered as incentive to complete the survey.

Metropolitan Council worked with several development/management companies, recommended by the Livable Communities Program staff, to identify multi-family housing units. Selected housing developments were transit-oriented, located in a variety of jurisdictions and land use contexts across the region (urban core, suburban, east/west/north/south), encompassed a diverse resident-base representing ethnic, cultural and disability communities; and included affordable and mid-level housing options. The survey was also fielded to the Transit Riders Club.

A total of 150 survey responses were collected, amongst these 136 (91%) were collected from online forms and 14 were collected from paper forms. All the responses received were in English.

The following memo documents high-level findings from the survey responses.

### KEY FINDINGS

- The survey responses do make a statistically significant sample of the Twin Cities region population.
- Respondents desired a diversity of mobility options. Just 13% of respondents used only one mode to get around in the last year.
- Walking and/or rolling was the most popular mode of transportation respondents used to access transit, suggesting the need to invest in pedestrian and accessible infrastructure at hub areas.
- About half of respondents (48%) described experiencing challenges when combining modes during a single trip, suggesting the need to make targeted intermodal, information, and other connectivity, investments.
  - In almost equal proportions, respondents indicated that they do not combine modes because the transfer or connection wait times were too long (14% of all responses), there was a lack of options at their transit stations (17% of all

- responses), and there were no secure places to store personal bikes or scooters (17% of all responses).
- Out of the 85 respondents who experience difficulties combining modes, 69 of them (81%) also report that unavailable or infrequent transit options is one of the challenges they face most often when trying to get around.
  - Most respondents who find it easy to combine modes are young and able-bodied: 61% are under the age of 45, and 72% do not have a disability.
  - More than 80% of people who stated they can combine modes easily live in Minneapolis or St. Paul. However, only 60% of survey responses came from the Twin Cities.
  - Almost half of people with disabilities ( $\frac{1}{3}$ <sup>rd</sup> of respondents) are not interested in combining modes (24 out of 51)
  - Seventy-two percent of respondents agreed at some level that they would choose to combine modes of transportation if it was easier to do.
  - By increasing the number of travel modes in one location, mobility hubs can directly impact the availability and proximity of mobility options, a consideration of 35% of respondents when deciding how to travel.
  - The three challenges most respondents face when trying to get around are:
    - The lack of available or frequent transit options (22% of respondents);
    - Not enough options where they live (18% of respondents);
    - Not enough options where they usually go (14% of respondents).
  - Not having access to a car was a challenge for most Black or African American and American Indian or Alaskan Native respondents.

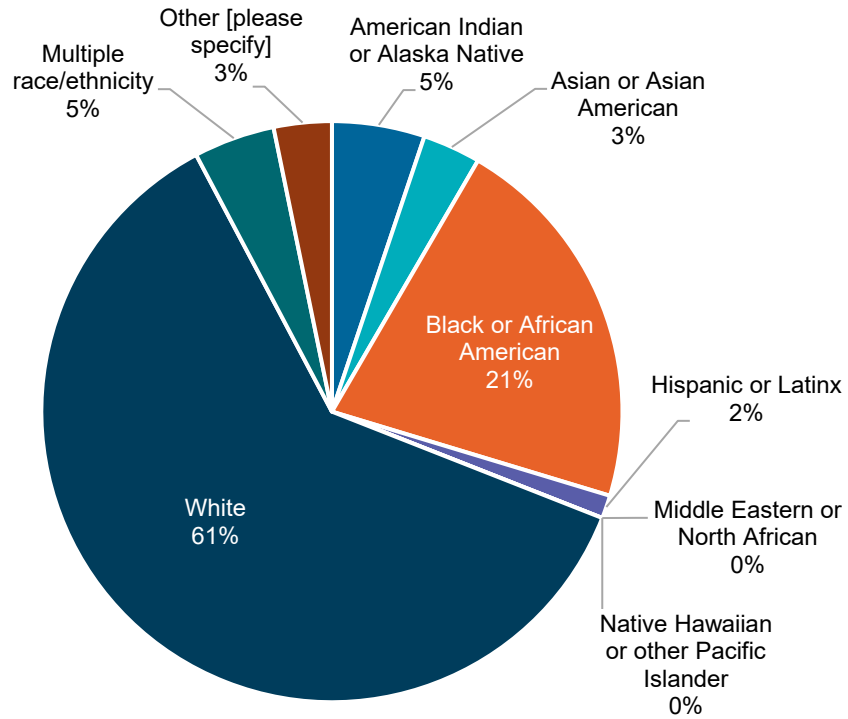
## DETAILED FINDINGS

### Demographics of Respondents

- **Age:** Fifty-seven percent of respondents were under the age of 44. Twelve percent of respondents are 65% or older. (148 responses)
- **Gender:** Sixty percent of respondents were female, 36% were male, and 4% were non-binary (148 responses).
- **Race, ethnicity and/or origin:** Only 31% of respondents identified as people of color (non-white population), slightly less than the 40% of the overall regional population. Of those BIPOC respondents, 69% (33 respondents) were Black or African American, 17% (8 respondents) were American Indian or Alaska Native, 10% (5 respondents) were Asian or Asian American, and 4% (2 respondents) were Hispanic or Latinx.
- **Disability:** A sizable minority of respondents (34%, or 51 responses) consider themselves to have a disability (148 responses). While this population is over-represented in the survey responses compared to the overall population, this is a perspective that is often underrepresented in mobility hub planning.

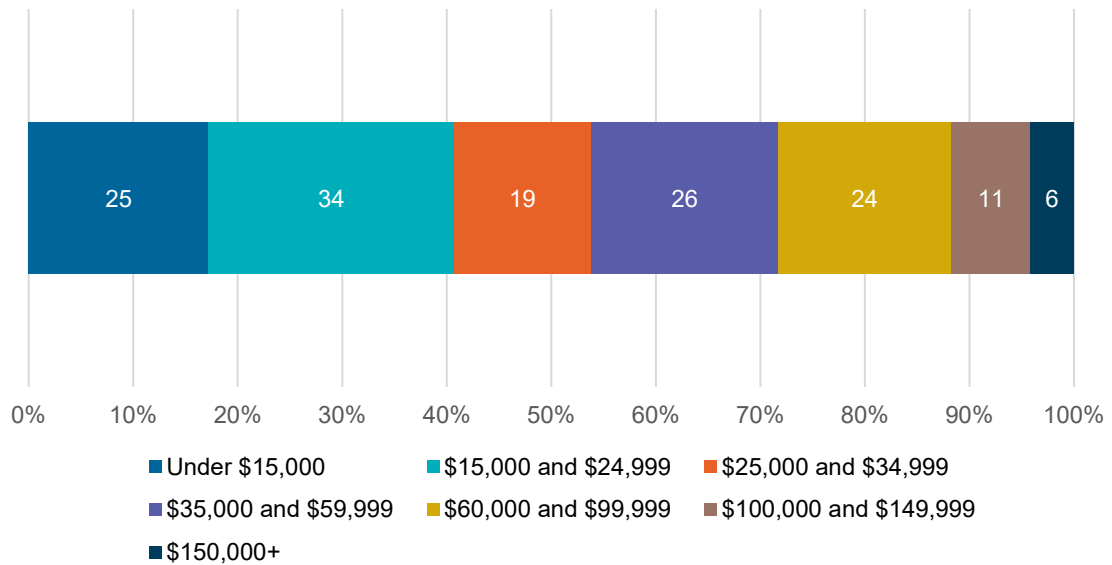
- **Income:** Almost 55% of respondents stated their household income in 2019 to be below \$35,000, which is close to the “Extremely Low Income” limit for a household of four in Minneapolis-St. Paul-Bloomington in 2020.<sup>1</sup>

Figure 1: Survey Respondents by Race and Ethnicity (n=155)



<sup>1</sup> <https://mphaonline.org/housing/how-to-apply/eligibility/>

Figure 2: Survey Respondents by Income (n=145)



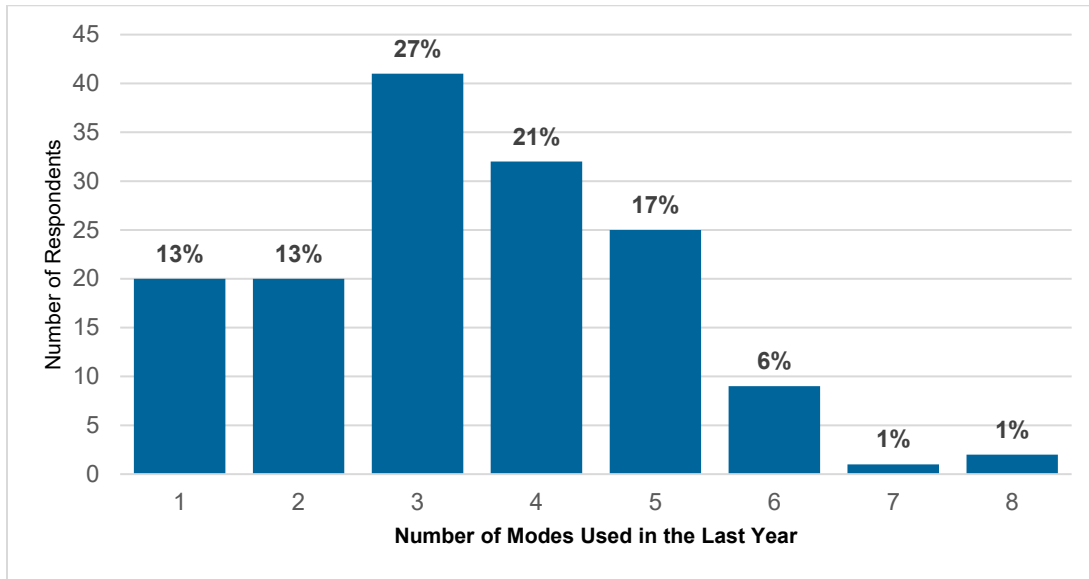
## Respondent Home Locations

People from 16 different cities in the Minneapolis-St. Paul region responded to the survey. Out of the pool of 138 survey respondents who answered the question, 30% live in St. Paul, 29% live in Minneapolis, and 10% live in Bloomington. The remaining 43 respondents live in the following cities, ranked in order of number of responses:

- Brooklyn Park (13 responses)
- Carver (8 responses)
- St. Louis Park (8 responses)
- Rosemount (3 responses)
- Hopkins (2 responses)
- Blaine (1 response)
- Crystal (1 response)
- Edina (1 response)
- Maple Grove (1 response)
- New Hope (1 response)
- Richfield (1 response)
- Robbinsdale (1 response)
- Woodbury (1 response)

## Modes Used in the Last Year

More than 65% percent of the 150 respondents used between three and five different types of transportation to get around in the last year. Twenty-seven percent of respondents used between one and two modes (40 respondents) and the remaining 12 respondents (8%) used six or more different modes. These results may be skewed compared to typically patterns because of the influence of the pandemic and public health guidelines to limit non-essential travel and maintain social distancing as much as possible.



The most commonly used ways to get around last year were riding the bus or train (70%, or 105 respondents), driving a car (65%, or 97 respondents) and walking and/or rolling (63%, or 94 respondents). Of the 20 respondents who only used one mode to get around in the last year, the most used modes were driving a car (50% of responses), riding the bus or train (35% of responses), and taking a taxi, Uber or Lyft (15% of responses). For respondents with disabilities, riding the bus or train was also the most used way to get around (23% or 37 respondents), followed by getting a ride (21% or 19 respondents) and walking and/or rolling (19% or 31 respondents).

Figure 3: Mode Choice: Modes Used in the Last Year (n=513)

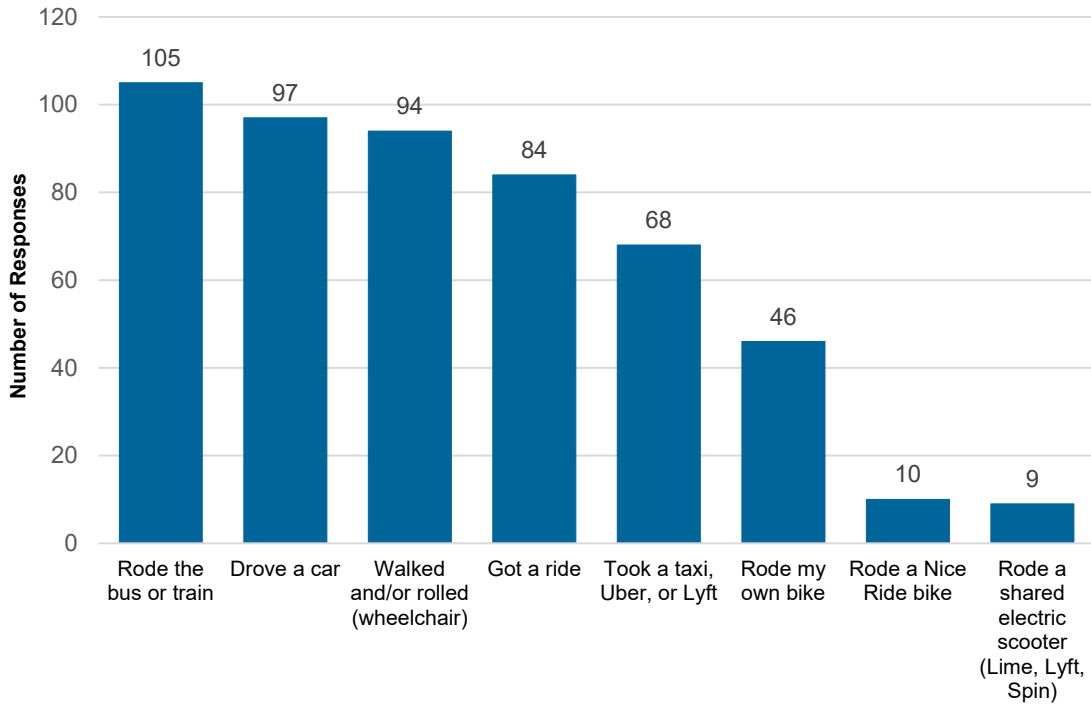
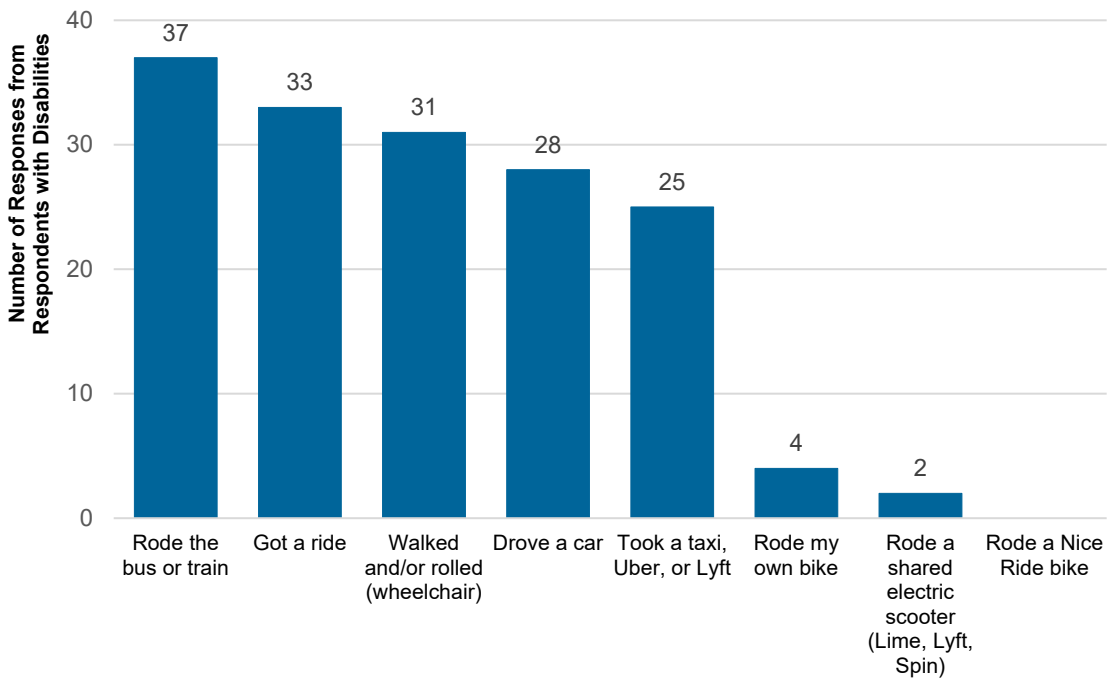


Figure 4: Mode Choice: Modes Used in the Last Year by Respondents with Disabilities (n=160)

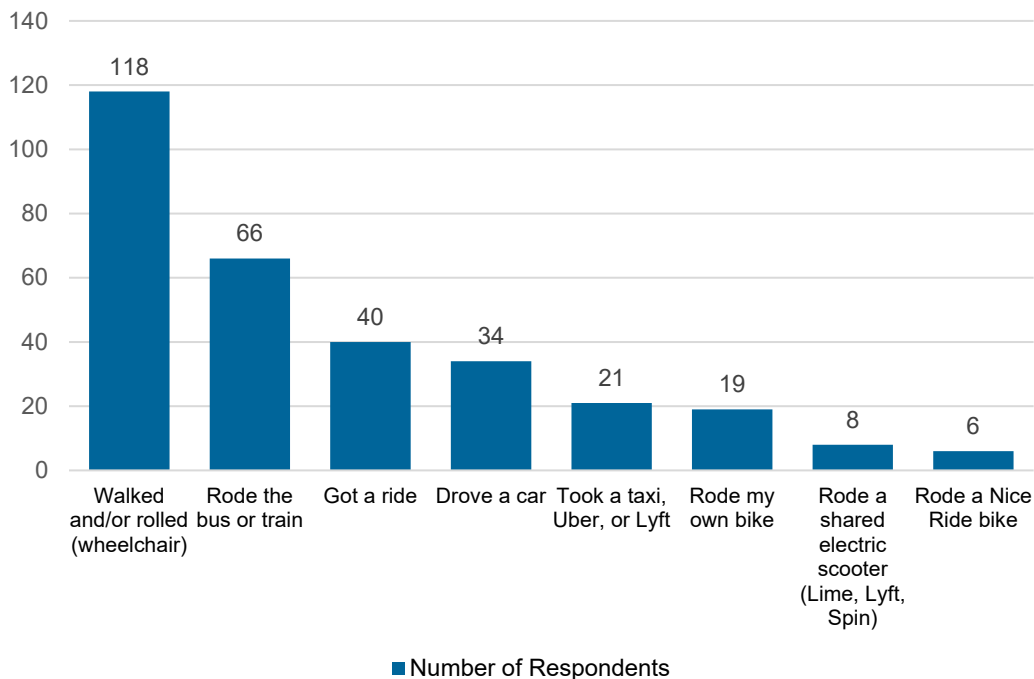


## Modes Used to Access Transit

Walking and/or rolling was the most popular mode of transportation respondents used to access transit suggesting the need to invest in pedestrian and accessible infrastructure at hub areas. One-hundred eighteen respondents (80%) indicated that they walked and/or rolled, 66 respondents (45%) rode the bus, and 40 respondents (27%) got a ride to transit. Similar to other regions across the United States, less than 10% of respondents made use of micromobility offerings (4% rode a Nice Ride bike and 5% rode an electric scooter).

Thirty percent of respondents who got a ride to transit consider themselves to have a disability (12 out of 40). The strongest correlations with being dropped off at transit is community design and income. Similarly, a third of those who make less than \$25,000 annual get dropped off, while only 17% of those who make more than \$100,000 do. All respondents in Crystal, Edina, New Hope, Richfield, Robindale, Rosemount and Woodbury—relatively suburban cities—got a ride to transit.

Figure 5: Mode Choice: Modes Used to Access Transit (n=312)



## Combining Modes

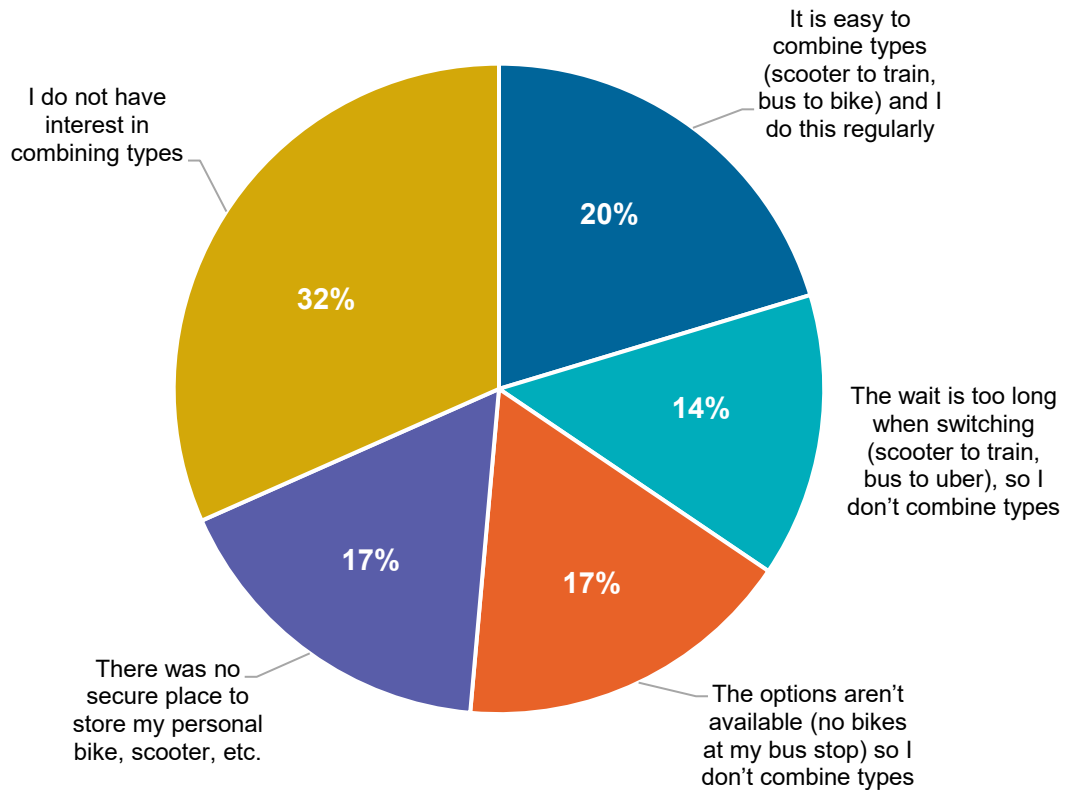
When asked about their experiences combining different types of transportation in one trip, survey responses reflected a variety of intermodal experiences. Just 36 out of the 146 people who responded to this question (25% of respondents) indicated that combining or transferring across modes was easy and that they do so regularly. A majority of respondents (58% or 85 respondents) described experiencing challenges

when combining modes, suggesting the need to make targeted intermodal, information, and other connectivity, investments.

In almost equal proportions (17% each), respondents indicated that they do not combine modes because the transfer or connection wait times were too long, there was a lack of options at their transit stations, and there were no secure places to store personal bikes or scooters.

Almost a third of respondents (32%) stated that they do not have an interest in combining types of transportation. About half of both very young people (under 24) and older people (above 55) have no interest in combining modes. Almost half of people with disabilities are not interested in combining modes (24 out of 51)

Figure 6: Respondent Experiences Combining Modes

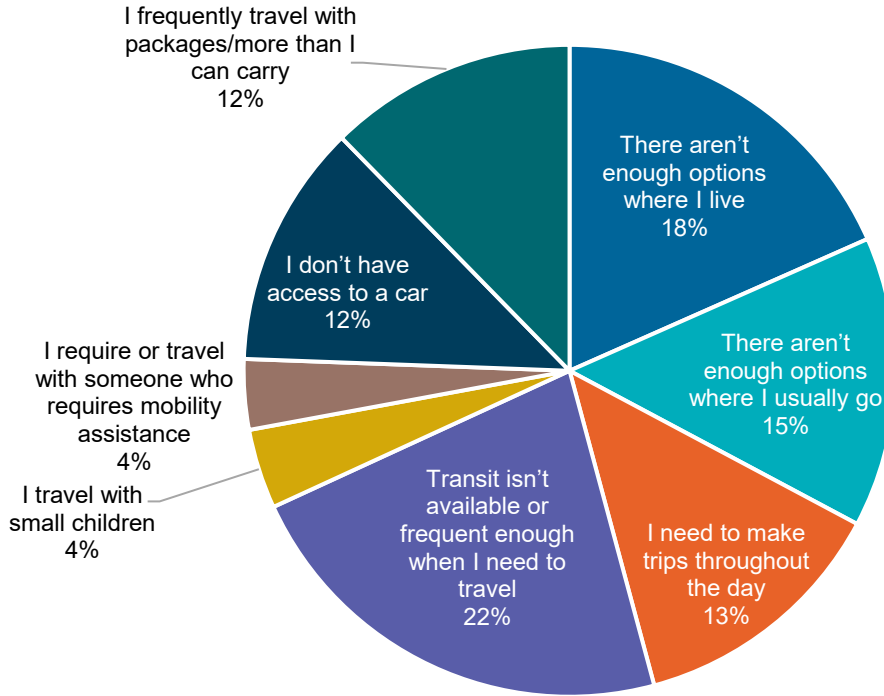


### Challenges Trying to Get Around

The three challenges most respondents face when trying to get around are the lack of available or frequent transit options (22% of respondents), not enough options where they live (18% of respondents), and not enough options where they usually go (14% of respondents). Not having access to a car was also a challenge for most Black or African American and American Indian or Alaskan Native respondents.



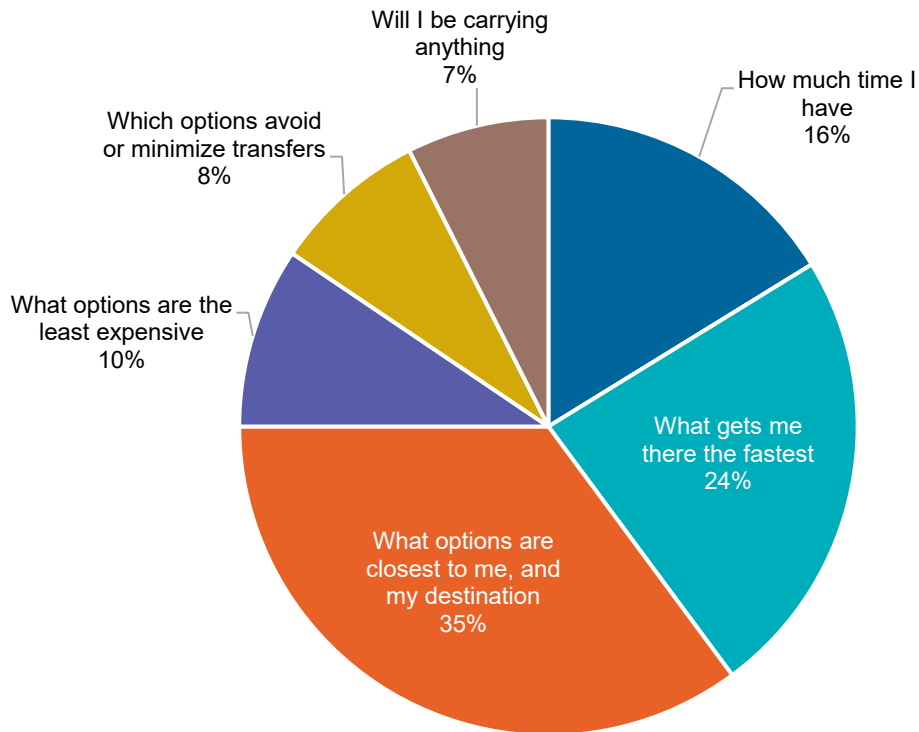
Figure 7: Challenges Trying to Get Around



### Choosing How to Get Around

When deciding how to travel, the most selected response was availability and proximity of mobility options at the people's origin and destination (35%, or 52 of 148 responses), followed by how fast the method of travel gets them to their destination (24%). By increasing the number of travel modes in one location, mobility hubs can directly impact the availability and proximity of mobility options. Whether the respondent would be carrying anything was the least selected option overall (7%). This held true across all ethnic and racial groups except for Black or African American respondents who ranked this option as third most important.

Figure 8: Factors that Influence How Respondents Travel



### Agreement Questions

Survey respondents were asked to choose their level of agreement with four transportation-related statements:

- Scooters and shared bikes (Nice Ride) help me get around
- We should all try to make fewer trips in a car
- The bus or train gets me where I need to go
- I would choose to combine types of transportation if it was easier to do

Most respondents were ambivalent or in disagreement that scooters and shared bikes were modes that helped them get around, which is reflective of relative low use shared bike and scooter use patterns of respondents. Less than 30% of respondents (29 responses) agreed or strongly agreed with this statement.

On the other hand, the majority of respondents were in agreement with the three remaining statements. Seventy-two percent of respondents agreed at some level that they would choose to combine modes of transportation if it was easier to do, something that well-designed mobility hubs can directly address. Two-thirds of respondents (67% of responses) agreed or strongly agreed that the bus or trains gets them where they need to go. The statement with most ambivalent responses was whether we should all try to

make fewer trips by car, where 22% of respondents (33 responses) neither agreed nor disagreed.

**Figure 9: Statement Rankings**

