

# **MAPLE GROVE TRANSIT COMMISSION**

**6:30 P.M.**

**May 31, 2016**

**Mayors Conference Room**

**Maple Grove Government Center**

- A. Call to Order by Chair / Introductions
- B. Approval of Minutes: March 29, 2016
- C. City Council Goals and Objectives
- D. Discussion of Routes and Statistics
- E. Performance Measures
- F. Rider Survey Questions
- G. Bus Detour Updates
- H. Recognition of Transit Dispatchers
- I. Adjournment / Next Meeting: July 26, 2016 (Tentative)

**REQUEST FOR TRANSIT COMMISSION ACTION**

**Meeting Date:** May 31, 2016

**Item Number:** A.

**Agenda Item:** Call to Order / Roll Call

The Regular Meeting was called to order by the Transit Commission Chair \_\_\_\_\_ at  
\_\_\_ p.m.

Committee Members Present:

Committee Members Absent:

Also Present:

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** B.

**Agenda Item:** Approval of Minutes

Motion by Commission Member \_\_\_\_\_ and Second by Commission Member \_\_\_\_\_ to approve, or approve as amended the meeting minutes of the:

- March 29, 2016

**MAPLE GROVE TRANSIT COMMISSION**  
**City of Maple Grove**  
**Meeting of March 29, 2016**

**MINUTES**

**Members Present:** Terry Coss, Teri Anderson, Birgit Fink, and Mandy Knudsen

**Members Absent:** Matt Nelson.

**Also Present:** Mike Opatz-City of Maple Grove, Kevin Dale-Midwest Paratransit, Jason Bordenave-Metro Transit, David Leonard-Metro Transit, Doyne Parson-Metro Transit, and Annette Deschenes-Metro Transit.

**Call to Order**

Transit Commission Chair Terry Coss called the meeting to order at 6:30 p.m.

**Oath of Office**

The Oath of Office was taken by Mandy Knudsen as the reappointed Transit Commission member and Birgit Fink as new member for a term not expire December 31, 2017.

**Approve Minutes**

Terry Coss called for a motion to approve the meeting minutes from November 24, 2015. Mandy Knudsen pointed out an error in the attendance section of the minutes. The motion was made and seconded, and the “amended” minutes were approved.

**Presentation of Annual Transit Awards**

The following persons were presented with one of the 2016 Maple Grove Transit Awards:

Distinguished Service Award - Metro Transit Drivers:

- William Grommes
- Merhej Abouhadir
- Dan Herrala
- Michael Klukas
- Stephen Hoekstra (not present)

Commissioners Award:

- Colleen Swann, Metro Transit
- Bill Patten, Midwest Paratransit Services

Congratulations and many thanks to the excellent service provided.

## **Discussion of Routes and Statistics**

Opatz reviewed the monthly ridership summaries for January and February 2016, plus the daily ridership sheets for March 2016. Opatz noted that 785 AM trip # 2 and 781 PM trip 7 are experiencing overloads at times.

The Commissioners had the following reports:

- Teri Anderson – All is going quite well, but some riders still taking up two seats with personal belongings
- Birgit Fink – The Route 789 is running great with no major issues. Some riders are unsure if the service operates during Spring break, so some sort of improved communication prior to the break would help.
- Matt Nelson – absent.
- Mandy Knudsen – The morning driver from the previous pick was faster getting downtown, but the current driver is more personable. Otherwise, the service is going well. Had one issue with a rider distracting the driver with conversation.
- Terry Coss – Update on the arrival of new coaches? The new drivers again forget to activate the overhead reading light on coach buses and make some of the route announcements.

## **Route 780 Road Construction Detour**

Opatz said that there is an upcoming Route 780 detour effective mid-April as MNDOT is shutting down the East Fish Lake (EFLR) Road bridge over I-494 as part of their freeway construction project. It will be closed for about 50 days and then another 5 days sometime after the first closure is complete. Opatz reviewed the proposed detour map. The detour would be from the regular route on EFLR to detour south on Wedgewood Lane to east on Bass Lake Road to north on Sycamore Lane back to regular on EFLR. The PM detour would be the reverse of this. Opatz also reviewed a draft of revised trip times. The trips times need to be field verified and may need to be adjusted to include more travel time.

## **Trip Time Adjustments**

Opatz said that Metro Transit has recently conducted a study of the travel times for Maple Grove inbound bus routes operating along Marquette Avenue and for the outbound buses using 2<sup>nd</sup> Avenue. As a result, travel times between some of the stops were increased by one or two minutes to reflect actual traffic conditions. The adjusted times will help to reduce congestion, improve travel speeds and increase on-time reliability. The changes were effective Monday March 21, 2016. No revised trip times are earlier than before and none of them are more than two

minutes. Printed pocket schedules and posters along Marquette and 2nd will be updated as quickly as possible. Opatz reviewed a spreadsheet with the revised trip times.

### **Website Address Change**

Opatz said that City staff is considering changing the URL address for the transit website hosted on the City of Maple Grove website. The current URL address is: [www.maplegrovetransit.org](http://www.maplegrovetransit.org). A couple years back the City of Maple Grove changed their main website address from [www.ci.maple-grove.mn.us](http://www.ci.maple-grove.mn.us) to simpler address of [www.maplegrovmn.gov](http://www.maplegrovmn.gov). The proposal is to change the transit website address to [transit.maplegrovmn.gov](http://transit.maplegrovmn.gov) to be consistent with the e-mail address of [transit@maplegrovmn.gov](mailto:transit@maplegrovmn.gov) and the current city website. The old address would work also remain active for a period of six months to a year. The address of [www.maplegrovetransit.gov](http://www.maplegrovetransit.gov) is not available under the dot gov system, which would have been my preference. Opatz said he will further review with City staff before making a decision.

### **Adjourn / Next Meeting**

- Next Scheduled Regular Meeting: *May 31, 2016*
- Being no other business, the meeting was adjourned at 8:40 p.m.
- Minutes submitted by Mike Opatz, Transit Administrator.

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** C.

**Agenda Item:** City Council Goals and Objectives

City Administrator Heidi Nelson will present the City Council Goals and Objectives for the coming year that were derived from a City Council work session earlier this year. Attached is a summary of those items. A more detailed report will be presented at the meeting.

# CITY OF MAPLE GROVE

## 2016-2018 GOALS



### **Create a proactive Economic Development Program to address Retention, Expansion and Recruitment of Industry in Maple Grove.**

- Create and hire a leadership position in Economic Development.
- Establish relationships with local commerce and industry to be a resource for business expansion and workforce needs.
- Complete Tax Increment Financing Plan for the Gravel Mining Area (GMA).
- Establish a policy for the use of incentives for expansion and recruitment of industry.
- Ensure land use and zoning in the GMA and 610 Corridor attracts and allows flexibility for desired (market relevant) office and industrial uses.
- Develop a marketing and communication plan that promotes the opportunity and benefits of doing business in Maple Grove.



### **Embark on the Comprehensive Plan Update Process to create a long-term vision for the build-out of Maple Grove.**

- Focus early on GMA and 610 Corridor Area Plans to determine desired land uses, transportation and park needs.
- Create a process for Community Engagement for all aspects of the update.
- Establish timelines for completion of milestones.



**“Serving Today, Shaping Tomorrow”**

# CITY OF MAPLE GROVE 2016-2018 GOALS

(continued)



**Prioritize Coordination and Leadership for Information Systems (IS) to support technology and efficiency advances throughout the organization.**

- Establish Director position for the IS function.
- Increase coordination of IS throughout the organization.
- Pursue efficiency improvements via the use of technology.



**Prioritize Succession Planning and Staff Development Efforts throughout the Organization.**

- Monitor workforce changes and trends that will affect the organization.
- Understand and plan for retirements and identify key positions for succession.
- Provide development opportunities for staff to strengthen department leadership.
- Document institutional knowledge.



**Streamline Administrative and Hiring Processes.**

- Seek opportunities throughout the organization to streamline administrative processes that do not sacrifice appropriate controls.
- Establish streamlined process for hiring that focuses Council involvement in final stages.

“Serving Today, Shaping Tomorrow”

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** D.

**Agenda Item:** Discussion of Routes and Statistics

**Recommended Committee Action:** Discussion

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### **A. Ridership Report**

The monthly ridership summaries for March and April are attached, plus the most recent daily ridership reports.

### **B. Member Comments**

- The Transit Commission members report on events and issues related to the route they represent.

**Maple Grove Transit - Ridership Summary**

**March 2016**

<b>Ridership Analysis</b>	<b>Total</b>	<b>781</b>	<b>782</b>	<b>780</b>	<b>783</b>	<b>785</b>	<b>788</b>	<b>Dial-A-Ride</b>	<b>787</b>	<b>Rt 789</b>
Rides Current Month -	76,311	35804	3950	2382	6383	20689	743	3476	442	2442
Avg Daily Riders - 23 days	3,318	1,557	172	104	278	900	32	129	19	106
<i>Previous Month: Avg. Daily Riders</i>	3,450									

<b>Ridership Comparison</b>	<b>Total</b>	<b>781</b>	<b>782</b>	<b>780</b>	<b>783</b>	<b>785</b>	<b>788</b>	<b>Dial-A-Ride</b>	<b>787</b>	<b>Rt 789</b>
Rides Previous Month	72,451	33435	3963	2076	6207	19314	604	3293	368	3191
% Change	5%	7%	0%	15%	3%	7%	23%	6%	20%	-23%
Same Month Prev. Yr.	73,629	37349	4267	2556	6083	17024	713	3179	235	2223
% Change	4%	-4%	-7%	-7%	5%	22%	4%	9%	88%	10%

**Maple Grove Transit - Ridership Summary**

**April 2016**

<b>Ridership Analysis</b>	<b>Total</b>	<b>781</b>	<b>782</b>	<b>780</b>	<b>783</b>	<b>785</b>	<b>788</b>	<b>Dial-A-Ride</b>	<b>787</b>	<b>Rt 789</b>
Rides Current Month -	71,228	33,500	3,560	2,057	5,834	19,118	405	3,735	539	2,480
Avg Daily Riders - 21 days	3,392	1,595	170	98	278	910	19	144	26	118

Previous Month: Avg. Daily Riders 3,318

<b>Ridership Comparison</b>	<b>Total</b>	<b>781</b>	<b>782</b>	<b>780</b>	<b>783</b>	<b>785</b>	<b>788</b>	<b>Dial-A-Ride</b>	<b>787</b>	<b>Rt 789</b>
Rides Previous Month	76,311	35,804	3,950	2,382	6,383	20,689	743	3,476	442	2,442
% Change	-7%	-6%	-10%	-14%	-9%	-8%	-45%	7%	22%	2%
Same Month Prev. Yr.	73,795	37,383	4,179	2,389	5,748	17,315	701	3,297	264	2,519
% Change	-3%	-10%	-15%	-14%	1%	10%	-42%	13%	104%	-2%

# Maple Grove May 2016 Week "1"

Pick Eff 03/19/2016				fb_date					Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Bus Type
Route	Trip Time	Trip #	Run #	0502	0503	0504	0505	0506	5	5	4		
780	553AM	1	3421	13	12	9	8	8	50	10	42	11	40 Foot
	625AM	2	3024	11	12	11	12	12	58	12	46	12	40 Foot
	656AM	3	3450	20	18	13	12	10	73	15	63	16	40 Foot
	728AM	4	3421	7	10	13	14	8	52	10	44	11	40 Foot
<b>AM Totals</b>				<b>51</b>	<b>52</b>	<b>46</b>	<b>46</b>	<b>38</b>	<b>233</b>	<b>47</b>	<b>195</b>	<b>49</b>	
780	335PM	1	3434	8	7	7	6	12	40	8	28	7	40 Foot
	404PM	2	3068	18	16	17	17	15	83	17	68	17	40 Foot
	432PM	3	3410	12	17	13	15	8	65	13	57	14	40 Foot
	514PM	4	3458	12	9	9	7	5	42	8	37	9	40 Foot
<b>PM Totals</b>				<b>50</b>	<b>49</b>	<b>46</b>	<b>45</b>	<b>40</b>	<b>230</b>	<b>46</b>	<b>190</b>	<b>48</b>	
<b>780 Total</b>				<b>101</b>	<b>101</b>	<b>92</b>	<b>91</b>	<b>78</b>	<b>463</b>	<b>93</b>	<b>385</b>	<b>96</b>	
781	546AM	1	3415	31	37	32	33	21	154	31	133	33	Artic
	542AM	2	3408	34	44	40	41	28	187	37	159	40	Artic
	553AM	3	3418	29	33	42	40	23	167	33	144	36	40' - Artic
	622AM	4	3432	27	28	28	36	30	149	30	119	30	Coach
	610AM	5	3424	36	43	35	31	28	173	35	145	36	XX 40' - Coach
	641AM	6	349	49	60	30	41	52	232	46	180	45	Artic
	647AM	7	3440	35	65	39	36	27	202	40	175	44	Coach
	654AM	8	3448	49	46	47	58	36	236	47	200	50	Artic
	642AM	9	3437	46	43	51	50	38	228	46	190	48	Artic
	706AM	10	3415	15	25	23	22	21	106	21	85	21	Artic
	710AM	11	3402	44	40	39	34	28	185	37	157	39	Coach
	654AM	12	3444	29	39	35	35	24	162	32	138		Artic
	722AM	13	3418	46	60	39	33	49	227	45	178	45	Artic
	727AM	14	3457	34	36	41	39	19	169	34	150	38	Artic
	712AM	15	3036	30	43	38	35	32	178	36	146	37	Artic
	738AM	16	3432	33	22	35	40	39	169	34	130	33	Coach
	725AM	17	3408	52	51	49	44	20	216	43	196	49	Artic
	755AM	18	3439	39	31	56	37	15	178	36	163	41	Artic
	804AM	19	3448	41	23	57	29	22	172	34	150	38	Artic
	814AM	20	3417	37	38	26	35	24	160	32	136	34	XX Coach
	802AM	21	3424	41	27	35	40	27	170	34	143	36	Artic
	1129AM	22	3002	18	25	17	16	7	83	17	76	19	40 Foot
<b>AM Totals</b>				<b>795</b>	<b>859</b>	<b>834</b>	<b>805</b>	<b>610</b>	<b>3,903</b>	<b>781</b>	<b>3,293</b>	<b>789</b>	
781	1212PM	1	3002	21	22	12	30	38	123	25	85	21	40 Foot
	212PM	2	3001	41	32	39	27	49	188	38	139	35	40 Foot
	309PM	3	3426	28	44	40	40	60	212	42	152	38	Artic
	332PM	4	3032	44	53	60	65	59	281	56	222	56	Artic
	340PM	5	3435	16	28	22	20	24	110	22	86	22	40' - Artic
	351PM	6	3436	58	55	40	49	36	238	48	202	51	Artic
	400PM	7	3421	76	49	64	45	51	285	57	234	59	Artic
	405PM	8	3423	35	54	64	50	33	236	47	203	51	Coach
	409PM	9	3034	40	35	29	44	30	178	36	148	37	Coach
	414PM	10	3447	25	21	25	24	10	105	21	95	24	Coach
	421PM	11	3427	41	57	54	38	29	219	44	190	48	Coach
	424PM	12	3406	40	33	45	19	19	156	31	137	34	Coach
	430PM	13	3426	17	26	18	38	23	122	24	99	25	Artic
	435PM	14	3407	57	69	43	60	35	264	53	229	57	Artic
	444PM	15	3432	50	24	46	34	34	188	38	154	39	Coach
	455PM	16	3448	38	34	41	49	23	185	37	162	41	Artic
	456PM	17	3403	22	80	42	35	20	199	40	179	45	Artic
	504PM	18	3435	50	27	34	43	18	172	34	154	39	Artic
	506PM	19	3032	13	23	22	21	18	97	19	79	20	Artic
	518PM	20	3421	39	29	29	35	17	149	30	132	33	40' - Artic
	532PM	21	3436	34	31	32	31	16	144	29	128	32	Artic
	602PM	22	3432	26	22	32	32	11	123	25	112	28	Coach
632PM	23	3448	12	15	26	17	11	81	16	70	18	40' - Artic	
<b>PM Totals</b>				<b>823</b>	<b>863</b>	<b>859</b>	<b>846</b>	<b>664</b>	<b>4,055</b>	<b>811</b>	<b>3,391</b>	<b>848</b>	
<b>781 Total</b>				<b>1,618</b>	<b>1,722</b>	<b>1,693</b>	<b>1,651</b>	<b>1,274</b>	<b>7,958</b>	<b>1,592</b>	<b>6,684</b>	<b>1,637</b>	

# April 2016 Monthly Re-Cap

## Maple Grove May 2016

Pick Eff 03/19/2016  
 Bus Type  
 Doubles To/From (Before Sort)

Pick Eff 03/19/2016				Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg
<b>780</b>	553AM	1	3421	21	24	17	17	16	95	10	79	10
	625AM	2	3024	21	33	22	22	27	125	13	98	12
	656AM	3	3450	37	36	25	24	23	145	15	122	15
	728AM	4	3421	15	18	22	28	17	100	10	83	10
<b>AM Totals</b>				<b>94</b>	<b>111</b>	<b>86</b>	<b>91</b>	<b>83</b>	<b>465</b>	<b>47</b>	<b>382</b>	<b>48</b>
<b>780</b>	335PM	1	3434	12	15	12	13	14	66	7	52	7
	404PM	2	3068	39	29	31	31	32	162	16	130	16
	432PM	3	3410	20	31	24	28	15	118	12	103	13
	514PM	4	3458	22	24	22	15	14	97	10	83	10
<b>PM Totals</b>				<b>93</b>	<b>99</b>	<b>89</b>	<b>87</b>	<b>75</b>	<b>443</b>	<b>44</b>	<b>368</b>	<b>46</b>
<b>780 Total</b>				<b>187</b>	<b>210</b>	<b>175</b>	<b>178</b>	<b>158</b>	<b>908</b>	<b>91</b>	<b>750</b>	<b>94</b>
<b>781</b>	546AM	1	3415	59	72	59	65	42	297	30	255	32
	542AM	2	3408	73	95	86	78	63	395	40	332	42
	553AM	3	3418	68	64	63	71	43	309	31	266	33
	622AM	4	3432	53	59	57	62	55	286	29	231	29
	610AM	5	3424	69	70	63	50	59	329	33	270	34
	641AM	6	349	94	104	80	74	102	454	45	352	44
	647AM	7	3440	69	109	81	76	56	391	39	335	42
	654AM	8	3448	108	84	82	103	88	465	47	377	47
	642AM	9	3437	85	84	98	94	82	443	44	361	45
	706AM	10	3415	41	56	58	52	34	241	24	207	26
	710AM	11	3402	66	64	88	72	45	335	34	290	36
	654AM	12	3444	60	78	64	56	47	305	31	258	31
	722AM	13	3418	74	116	78	80	93	441	44	348	44
	727AM	14	3457	70	64	83	88	44	329	33	285	36
	712AM	15	3036	71	77	81	72	82	363	36	301	38
	738AM	16	3432	77	69	71	76	72	365	37	293	37
	725AM	17	3408	110	114	105	105	61	495	50	434	54
	755AM	18	3439	70	62	101	71	35	339	34	304	38
	804AM	19	3448	71	77	82	72	46	348	35	302	38
	814AM	20	3417	77	74	63	70	45	329	33	284	36
	802AM	21	3424	78	68	83	68	61	338	34	277	35
	1129AM	22	3002	33	38	28	32	19	150	15	131	16
<b>AM Totals</b>				<b>1,576</b>	<b>1,707</b>	<b>1,634</b>	<b>1,576</b>	<b>1,254</b>	<b>7,747</b>	<b>775</b>	<b>6,493</b>	<b>779</b>
<b>781</b>	1212PM	1	3002	32	39	30	54	76	231	23	155	19
	212PM	2	3001	69	60	69	66	94	358	36	264	33
	309PM	3	3426	68	82	86	85	127	448	45	321	40
	332PM	4	3032	88	114	115	118	125	560	56	435	54
	340PM	5	3435	41	50	46	42	49	228	23	179	22
	351PM	6	3436	91	103	76	97	72	439	44	367	46
	400PM	7	3421	152	103	115	93	108	571	57	463	58
	405PM	8	3423	90	109	117	107	53	476	48	423	53
	409PM	9	3034	66	71	72	84	62	355	36	293	37
	414PM	10	3447	43	41	38	37	26	185	19	159	20
	421PM	11	3427	81	96	103	83	62	425	43	363	45
	424PM	12	3406	72	63	60	44	34	293	29	259	32
	430PM	13	3426	49	98	44	80	61	332	33	271	34
	435PM	14	3407	100	98	110	92	70	470	47	400	50
	444PM	15	3432	93	61	67	70	62	353	35	291	36
	455PM	16	3448	84	80	91	89	52	396	40	344	43
	456PM	17	3403	71	108	83	56	36	354	35	318	40
	504PM	18	3435	89	95	83	95	47	409	41	362	45
	506PM	19	3032	34	47	43	50	42	216	22	174	22
	518PM	20	3421	79	50	54	57	38	278	28	240	30
	532PM	21	3436	59	71	71	65	38	304	30	266	33
	602PM	22	3432	61	61	63	60	44	289	29	245	31
632PM	23	3448	20	32	42	33	22	149	15	127	16	
<b>PM Totals</b>				<b>1,632</b>	<b>1,732</b>	<b>1,698</b>	<b>1,657</b>	<b>1,400</b>	<b>8,119</b>	<b>812</b>	<b>6,719</b>	<b>840</b>
<b>781 Total</b>				<b>3,208</b>	<b>3,439</b>	<b>3,332</b>	<b>3,233</b>	<b>2,654</b>	<b>15,866</b>	<b>1,587</b>	<b>13,212</b>	<b>1,619</b>
<b>782</b>	529AM	1	3402	16	19	18	20	9	82	8	73	9
	658AM	2	3417	45	40	44	43	63	235	24	172	22
	626AM	3	3431	44	48	53	47	28	220	22	192	24
	656AM	4	3443	44	43	45	45	33	210	21	177	22
722AM	5	3454	37	42	45	34	26	184	18	158	20	
<b>AM Totals</b>				<b>186</b>	<b>192</b>	<b>205</b>	<b>189</b>	<b>159</b>	<b>931</b>	<b>93</b>	<b>772</b>	<b>97</b>
<b>782</b>	336PM	1	3041	42	38	34	52	40	206	21	166	21
	406PM	2	3433	49	59	59	42	29	238	24	209	26
	436PM	3	3405	41	46	48	48	31	214	21	183	23
	505PM	4	3434	26	23	25	28	15	117	12	102	13
534PM	5	3447	12	15	20	15	10	72	7	62	8	
<b>PM Totals</b>				<b>170</b>	<b>181</b>	<b>186</b>	<b>185</b>	<b>125</b>	<b>847</b>	<b>85</b>	<b>722</b>	<b>90</b>
<b>782 Total</b>				<b>356</b>	<b>373</b>	<b>391</b>	<b>374</b>	<b>284</b>	<b>1,778</b>	<b>178</b>	<b>1,494</b>	<b>187</b>

40 Foot \*\*to "780" (728/816am)

40 Foot \*\*to "780" (553/634am)

40 Foot to "782" (505/605pm)

40 Foot from "782" (336/434pm)

Artic \*\*to "781" (706/741am)

Artic \*\*to "781" (725/819am)

40' - Artic \*\*to "781" (722/756am)

Coach \*\*to 781 (738/812am)

XX 40' - Coach \*\*to "781-A" (802/858am)

Artic \*\*to "781" (755/829am)

Coach to "789" (759/836am)

Artic \*\*to "781" (804/838am)

Artic \*\*from "781" (546/617am)

Coach from 782 (529/623am)

Artic \*\*from "781" (553/645am)

Artic \*\*from "781" (622/656am)

Artic \*\*from "781" (542/633am)

Artic \*\*from "781" (641/715am)

Artic \*\*from "781" (654/728am)

XX Coach from "782" (558/653am)

Artic \*\*from "781-A" (610/704am)

40 Foot \*\*to "781" (1212/1241pm)

40 Foot \*\*from "781" (1129/1154am)

Artic \*\*to "781" (430/509pm)

Artic \*\*to "781" (506/545pm)

40' - Artic \*\*to "781-A" (504/603pm)

Artic \*\*to "781-A" (532/627pm)

Artic \*\*to "781" (518/557pm)

Coach

Coach

Coach to 782 (534/631pm)

Coach to 783 (539/630pm)

Coach

Artic \*\*from "781" (309/347pm)

Artic

Coach to 781 - A (602/656pm)

Artic \*\*to "781" (632/711pm)

Artic

Artic \*\*from "781" (340/418pm)

Artic \*\*from "781-A" (332/430pm)

40' - Artic \*\*from "781" (400/438pm)

Artic \*\*from "781-A" (351/448pm)

Coach \*\*from "781" (444/523pm)

40' - Artic \*\*from "781" (455/533pm)

XX Coach \*\*to "781" (710/744am)

40' - Coach \*\*to "781" (814/848am)

40 Foot

40 Foot

40 Foot to "780" (514/606pm)

40 Foot

40 Foot

40 Foot \*\*from "780" (335/422pm)

XX Coach \*\*from "781" (414/453pm)

# April 2016 - Recap



783	533AM	1	3403	17	14	16	16	11	74	7	63	8	XX	Artic	**from "783" (728/824am)
	601AM	2	3420	23	22	22	24	23	114	11	91	11	Coach		
	628AM	3	3433	54	60	48	58	42	262	26	220	28	Coach	**to "783" (821/859am)	
	658AM	4	3445	81	77	78	81	71	388	39	317	40	Coach		
	728AM	5	3403	73	83	71	94	58	379	38	321	40	XX	Artic	**to "783" (533/621am)
	821AM	6	3433	32	39	35	30	26	162	16	136	17	Coach	**from "783" (628/724am)	
AM Totals			280	295	270	303	231		1,379	138	1,148	144			
783	338PM	1	3455	55	45	51	56	59	266	27	207	26	Coach	**to "783" (509/605pm)	
	410PM	2	3069	86	86	69	87	53	381	38	328	41	Coach		
	439PM	3	3408	69	78	71	64	36	318	32	282	35	Coach		
	509PM	4	3455	53	51	55	52	36	247	25	211	26	Coach	**from "783" (338/427pm)	
	539PM	5	3427	28	29	35	31	24	147	15	123	15	40' - Coach	from "781" (421/500pm)	
PM Totals			291	289	281	290	208		1,359	136	1,151	144			
783 Total			571	584	551	593	439		2,738	274	2,299	287			
785	525AM	1	3401	83	84	79	84	83	393	39	330	41	XX	40' - Coach	**to "785" (709/737am)
	551AM	2	3414	51	50	77	74	51	303	30	252	32	XX	40' - Artic	**from "785" (720/757am)
	625AM	3	3032	92	100	91	87	81	451	45	370	46	Coach	**to "785" (755/832am)	
	640AM	4	3028	92	85	90	85	57	409	41	352	44	Artic	**to "785" (815/847am)	
	650AM	5	3031	88	77	80	103	55	403	40	348	44	Coach	**to "785" (830/902am)	
	700AM	6	3401	40	77	63	53	34	267	27	233	29	Coach	**from "785" (525/556am)	
	710AM	7	3452	84	71	84	88	84	409	41	345	43	Artic		
	720AM	8	3414	78	105	52	67	32	334	33	302	38	Artic	**from "785" (551/622am)	
	730AM	9	3040	92	81	77	80	54	384	38	330	41	Artic		
	740AM	10	3032	89	81	89	68	50	357	36	307	38	Artic		
	755AM	11	3022	78	96	89	92	51	406	41	355	44	Coach	**from "785" (625/657am)	
	815AM	12	3028	54	74	64	49	44	285	29	241	30	40' - Artic	**from "785" (640/717am)	
	830AM	13	3031	65	58	57	47	44	271	27	227	28	40' - Coach	from "785" (650/727Am)	
AM Totals			976	1,039	1,002	975	680		4,672	467	3,992	499			
785	308PM	1	3441	71	100	86	85	95	437	44	342	43	40' - Coach	to "785" (433/512pm)	
	333PM	2	3416	88	99	84	88	82	441	44	359	45	XX	40' - Artic	**"785" "785" (502/541pm)
	343PM	3	3026	36	32	43	35	34	180	18	146	18	40 Foot		
	353PM	4	3065	73	95	63	93	50	374	37	324	41	Artic		
	403PM	5	3425	109	88	114	118	82	511	51	429	54	Artic	**to "785" (533/609pm)	
	408PM	6	3070	48	63	53	63	38	265	27	227	28	Artic		
	423PM	7	3429	101	86	108	82	41	416	42	375	47	Artic	**to "785" (603/637pm)	
	433PM	8	3441	113	112	101	108	62	496	50	434	54	Coach	**from "785" (308/343pm)	
	442PM	9	3419	45	65	56	45	28	239	24	211	26	Coach		
	452PM	10	3071	81	55	55	86	40	317	32	277	35	XX	Artic	
	502PM	11	3416	105	117	111	79	44	456	46	412	52	Artic	**from "785" (333/411pm)	
	533PM	12	3452	66	93	74	71	32	336	34	304	38	40' - Artic	**from "785" (403/441pm)	
	603PM	13	3429	38	38	36	33	19	164	16	145	18	40' - Artic	**from "785" (423/502pm)	
PM Totals			974	1,043	982	986	647		4,632	463	3,985	498			
785 Total			1,950	2,082	1,984	1,961	1,327		9,304	930	7,977	997			
789	658AM	1	3449	42	51	56	56	41	246	25	205	26	Coach		
	759AM	2	3440	63	57	69	52	42	283	28	241	30	Coach	**from "781" (647/721am)	
AM Totals			105	108	125	108	83		529	53	446	56			
789	243PM	1	3020	33	26	35	28	19	141	14	122	15	40' - Coach	**to "789" (443/522pm)	
	443PM	2	3020	54	50	52	51	35	242	24	207	26	Coach	**from "789" (243/322pm)	
PM Totals			87	76	87	79	54		383	38	329	41			
789 Total			192	184	212	187	137		912	91	775	97			
Grand Total			6,464	6,872	6,645	6,526	4,999		31,506	3,151	26,507	3,281			

#### #### #### #### #### 100.00%

Wk 1 15,966  
 Wk 2 15,540  
 Wk 3 0  
 Wk 4 0  
 Wk 5 0  
31,506

908	91	780
15,866	1,587	781-A
1,778	178	782
2,738	274	783
9,304	930	785
912	91	789
31,506	3,151	Total

# Maple Grove May 2016 Week "1"

Pick Eff 03/19/2016		fb_date	0502	0503	0504	0505	0506	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Bus Type	
782	529AM	1	3402	9	8	10	9	4	40	8	36	9	XX Coach
	558AM	2	3417	22	20	27	20	42	131	26	89	22	40' - Coach
	626AM	3	3431	23	25	24	26	16	114	23	98	25	40 Foot
	656AM	4	3443	22	26	23	26	19	116	23	97	24	40 Foot
	722AM	5	3454	21	23	24	16	10	94	19	84	21	40 Foot
<b>AM Totals</b>			<b>97</b>	<b>102</b>	<b>108</b>	<b>97</b>	<b>91</b>	<b>495</b>	<b>99</b>	<b>404</b>	<b>101</b>		
782	336PM	1	3041	21	18	19	29	16	103	21	87	22	40 Foot
	406PM	2	3433	22	31	32	18	13	116	23	103	26	40 Foot
	436PM	3	3405	24	26	25	29	15	119	24	104	26	40 Foot
	505PM	4	3434	11	12	15	14	7	59	12	52	13	40 Foot
	534PM	5	3447	7	6	13	9	5	40	8	35	9	XX Coach
<b>PM Totals</b>			<b>85</b>	<b>93</b>	<b>104</b>	<b>99</b>	<b>56</b>	<b>437</b>	<b>87</b>	<b>381</b>	<b>95</b>		
<b>782 Total</b>			<b>182</b>	<b>195</b>	<b>212</b>	<b>196</b>	<b>147</b>	<b>932</b>	<b>186</b>	<b>785</b>	<b>196</b>		
783	533AM	1	3403	10	9	8	9	4	40	8	36	9	XX Artic
	601AM	2	3420	12	13	11	11	9	56	11	47	12	Coach
	628AM	3	3433	28	31	27	34	26	146	29	120	30	Coach
	658AM	4	3445	51	40	36	41	42	210	42	168	42	Coach
	728AM	5	3403	33	43	43	50	34	203	41	169	42	XX Artic
	821AM	6	3433	16	20	18	13	14	81	16	67	17	Coach
<b>AM Totals</b>			<b>150</b>	<b>156</b>	<b>143</b>	<b>158</b>	<b>129</b>	<b>736</b>	<b>147</b>	<b>607</b>	<b>152</b>		
783	338PM	1	3455	31	24	28	32	36	151	30	115	29	Coach
	410PM	2	3069	45	45	32	44	25	191	38	166	42	Coach
	439PM	3	3408	35	33	33	28	21	150	30	129	32	Coach
	509PM	4	3455	27	28	29	28	12	124	25	112	28	Coach
	539PM	5	3427	13	13	13	17	11	67	13	56	14	40' - Coach
<b>PM Totals</b>			<b>151</b>	<b>143</b>	<b>135</b>	<b>149</b>	<b>105</b>	<b>683</b>	<b>137</b>	<b>578</b>	<b>145</b>		
<b>783 Total</b>			<b>301</b>	<b>299</b>	<b>278</b>	<b>307</b>	<b>234</b>	<b>1,419</b>	<b>284</b>	<b>1,185</b>	<b>296</b>		
785	525AM	1	3401	40	54	35	43	35	207	41	172	43	XX 40' - Coach
	551AM	2	3414	23	21	41	44	21	150	30	129	32	XX 40' - Artic
	625AM	3	3032	52	51	49	43	45	240	48	195	49	Coach
	640AM	4	3028	44	46	49	45	26	210	42	184	46	Artic
	650AM	5	3031	47	47	38	52	23	207	41	184	46	Coach
	700AM	6	3401	19	26	37	24	18	124	25	106	27	Coach
	710AM	7	3452	37	33	42	48	28	188	38	160	40	Artic
	720AM	8	3414	41	57	24	25	14	161	32	147	37	Artic
	730AM	9	3040	47	41	36	50	25	199	40	174	44	Artic
	740AM	10	3032	33	49	48	30	29	189	38	160	40	Artic
	755AM	11	3022	41	48	44	42	24	199	40	175	44	Coach
	815AM	12	3028	28	34	26	24	22	134	27	112	28	40' - Artic
	830AM	13	3031	32	30	24	19	15	120	24	105	26	40' - Coach
<b>AM Totals</b>			<b>484</b>	<b>537</b>	<b>493</b>	<b>489</b>	<b>325</b>	<b>2,328</b>	<b>466</b>	<b>2,003</b>	<b>501</b>		
785	308PM	1	3441	37	55	48	41	53	234	47	181	45	40' - Coach
	333PM	2	3416	47	56	38	43	41	225	45	184	46	XX 40' - Artic
	343PM	3	3026	20	14	19	16	15	84	17	69	17	40 Foot
	353PM	4	3065	31	45	35	46	26	183	37	157	39	Artic
	403PM	5	3425	49	56	58	62	38	263	53	225	56	Artic
	408PM	6	3070	30	33	26	35	17	141	28	124	31	Artic
	423PM	7	3429	56	34	54	45	14	203	41	189	47	Artic
	433PM	8	3441	53	54	55	60	32	254	51	222	56	Coach
	442PM	9	3419	23	38	28	24	10	123	25	113	28	Coach
	452PM	10	3071	30	25	21	49	18	143	29	125	31	XX Artic
	502PM	11	3416	57	66	65	29	19	236	47	217	54	Artic
	533PM	12	3452	33	47	32	37	13	162	32	149	37	40' - Artic
	603PM	13	3429	16	15	18	15	9	73	15	64	16	40' - Artic
<b>PM Totals</b>			<b>482</b>	<b>538</b>	<b>497</b>	<b>502</b>	<b>305</b>	<b>2,324</b>	<b>465</b>	<b>2,019</b>	<b>505</b>		
<b>785 Total</b>			<b>966</b>	<b>1,075</b>	<b>990</b>	<b>991</b>	<b>630</b>	<b>4,652</b>	<b>930</b>	<b>4,022</b>	<b>1,006</b>		
789	658AM	1	3449	27	24	26	30	17	124	25	107	27	Coach
	759AM	2	3440	43	41	47	33	25	189	38	164	41	Coach
<b>AM Totals</b>			<b>70</b>	<b>65</b>	<b>73</b>	<b>63</b>	<b>42</b>	<b>313</b>	<b>63</b>	<b>271</b>	<b>68</b>		
789	243PM	1	3020	23	15	24	18	10	90	18	80	20	40' - Coach
	443PM	2	3020	35	27	29	28	20	139	28	119	30	Coach
<b>PM Totals</b>			<b>58</b>	<b>42</b>	<b>53</b>	<b>46</b>	<b>30</b>	<b>229</b>	<b>46</b>	<b>199</b>	<b>50</b>		
<b>789 Total</b>			<b>128</b>	<b>107</b>	<b>126</b>	<b>109</b>	<b>72</b>	<b>542</b>	<b>108</b>	<b>470</b>	<b>118</b>		
<b>Grand Total</b>			<b>3,296</b>	<b>3,499</b>	<b>3,391</b>	<b>3,345</b>	<b>2,435</b>	<b>15,966</b>	<b>3,193</b>	<b>13,531</b>	<b>3,348</b>		
			<b>20.64%</b>	<b>21.92%</b>	<b>21.24%</b>	<b>20.95%</b>	<b>15.25%</b>	<b>100.00%</b>					

463	93	780
7,958	1,592	781-A
932	186	782
1,419	284	783
4,652	930	785
542	108	789
<b>15,966</b>	<b>3,193</b>	<b>Total</b>

# Maple Grove May 2016 Week "2"

Pick Eff 03/19/2016				Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Bus Type
Route	Trip Time	Trip #	Run #	0509	0510	0511	0512	0513					
780	553AM	1	3421	8	12	8	9	8	45	9	37	9	40 Foot
	625AM	2	3024	10	21	11	10	15	67	13	52	13	40 Foot
	656AM	3	3450	17	18	12	12	13	72	14	59	15	40 Foot
	728AM	4	3421	8	8	9	14	9	48	10	39	10	40 Foot
<b>AM Totals</b>				<b>43</b>	<b>59</b>	<b>40</b>	<b>45</b>	<b>45</b>	<b>232</b>	<b>46</b>	<b>187</b>	<b>47</b>	
780	335PM	1	3434	4	8	5	7	2	26	5	24	6	40 Foot
	404PM	2	3068	21	13	14	14	17	79	16	62	16	40 Foot
	432PM	3	3410	8	14	11	13	7	53	11	46	12	40 Foot
	514PM	4	3458	10	15	13	8	9	55	11	46	12	40 Foot
<b>PM Totals</b>				<b>43</b>	<b>50</b>	<b>43</b>	<b>42</b>	<b>35</b>	<b>213</b>	<b>43</b>	<b>178</b>	<b>45</b>	
<b>780 Total</b>				<b>86</b>	<b>109</b>	<b>83</b>	<b>87</b>	<b>80</b>	<b>445</b>	<b>89</b>	<b>365</b>	<b>91</b>	
781	546AM	1	3415	28	35	27	32	21	143	29	122	31	Artic
	542AM	2	3408	39	51	46	37	35	208	42	173	43	Artic
	553AM	3	3418	39	31	21	31	20	142	28	122	31	40' - Artic
	622AM	4	3432	26	31	29	26	25	137	27	112	28	Coach
	610AM	5	3424	33	36	28	28	31	156	31	125	31	XX 40' - Coach
	641AM	6	349	45	44	50	33	50	222	44	172	43	Artic
	647AM	7	3440	34	44	42	40	29	189	38	160	40	Coach
	654AM	8	3448	59	38	35	45	52	229	46	177	44	Artic
	642AM	9	3437	39	41	47	44	44	215	43	171	43	Artic
	706AM	10	3415	28	31	35	30	13	135	27	122	31	Artic
	710AM	11	3402	22	24	49	38	17	150	30	133	33	Coach
	654AM	12	3444	31	39	29	21	23	143	29	120	29	Artic
	722AM	13	3418	28	56	39	47	44	214	43	170	43	Artic
	727AM	14	3457	36	28	42	29	25	160	32	135	34	Artic
	712AM	15	3036	41	34	43	37	30	185	37	155	39	Artic
	738AM	16	3432	44	47	36	36	33	196	39	163	41	Coach
	725AM	17	3408	58	63	56	61	41	279	56	238	60	Artic
	755AM	18	3439	31	31	45	34	20	161	32	141	35	Artic
	804AM	19	3448	30	54	25	43	24	176	35	152	38	Artic
	814AM	20	3417	40	36	37	35	21	169	34	148	37	XX Coach
	802AM	21	3424	37	41	28	28	34	168	34	134	34	Artic
	1129AM	22	3002	15	13	11	16	12	67	13	55	14	40 Foot
<b>AM Totals</b>				<b>781</b>	<b>848</b>	<b>800</b>	<b>771</b>	<b>644</b>	<b>3,844</b>	<b>769</b>	<b>3,200</b>	<b>770</b>	
781	1212PM	1	3002	11	17	18	24	38	108	22	70	18	40 Foot
	212PM	2	3001	28	28	30	39	45	170	34	125	31	40 Foot
	309PM	3	3426	40	38	46	45	67	236	47	169	42	Artic
	332PM	4	3032	44	61	55	53	66	279	56	213	53	Artic
	340PM	5	3435	25	22	24	22	25	118	24	93	23	40' - Artic
	351PM	6	3436	33	48	36	48	36	201	40	165	41	Artic
	400PM	7	3421	76	54	51	48	57	286	57	229	57	Artic
	405PM	8	3423	55	55	53	57	20	240	48	220	55	Coach
	409PM	9	3034	26	36	43	40	32	177	35	145	36	Coach
	414PM	10	3447	18	20	13	13	16	80	16	64	16	Coach
	421PM	11	3427	40	39	49	45	33	206	41	173	43	Coach
	424PM	12	3406	32	30	35	25	15	137	27	122	31	Coach
	430PM	13	3426	32	72	28	42	38	210	42	172	43	Artic
	435PM	14	3407	43	29	67	32	35	206	41	171	43	Artic
	444PM	15	3432	43	37	21	36	28	165	33	137	34	Coach
	455PM	16	3448	46	46	50	40	29	211	42	182	46	Artic
	456PM	17	3403	49	28	41	21	18	155	31	139	35	Artic
	504PM	18	3435	39	68	49	52	29	237	47	208	52	Artic
	506PM	19	3032	21	24	21	29	24	119	24	95	24	Artic
	518PM	20	3421	40	21	25	22	21	129	26	108	27	40' - Artic
	532PM	21	3436	25	40	39	34	22	160	32	138	35	Artic
	602PM	22	3432	35	39	31	28	33	166	33	133	33	Coach
632PM	23	3448	8	17	16	16	11	68	14	57	14	40' - Artic	
<b>PM Totals</b>				<b>809</b>	<b>869</b>	<b>839</b>	<b>811</b>	<b>736</b>	<b>4,064</b>	<b>813</b>	<b>3,328</b>	<b>832</b>	
<b>781 Total</b>				<b>1,590</b>	<b>1,717</b>	<b>1,639</b>	<b>1,582</b>	<b>1,380</b>	<b>7,908</b>	<b>1,582</b>	<b>6,528</b>	<b>1,602</b>	

# Maple Grove May 2016 Week "2"

Pick Eff 03/19/2016				Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Bus Type
Route	Trip Time	Trip #	Run #	0509	0510	0511	0512	0513		5		4	
782	529AM	1	3402	7	11	8	11	5	42	8	37	9	XX Coach
	558AM	2	3417	23	20	17	23	21	104	21	83	21	40' - Coach
	626AM	3	3431	21	23	29	21	12	106	21	94	24	40 Foot
	656AM	4	3443	22	17	22	19	14	94	19	80	20	40 Foot
	722AM	5	3454	16	19	21	18	16	90	18	74	19	40 Foot
<b>AM Totals</b>				<b>89</b>	<b>90</b>	<b>97</b>	<b>92</b>	<b>68</b>	<b>436</b>	<b>87</b>	<b>368</b>	<b>92</b>	
782	336PM	1	3041	21	20	15	23	24	103	21	79	20	40 Foot
	406PM	2	3433	27	28	27	24	16	122	24	106	27	40 Foot
	436PM	3	3405	17	20	23	19	16	95	19	79	20	40 Foot
	505PM	4	3434	15	11	10	14	8	58	12	50	13	40 Foot
	534PM	5	3447	5	9	7	6	5	32	6	27	7	XX Coach
<b>PM Totals</b>				<b>85</b>	<b>88</b>	<b>82</b>	<b>86</b>	<b>69</b>	<b>410</b>	<b>82</b>	<b>341</b>	<b>85</b>	
<b>782 Total</b>				<b>174</b>	<b>178</b>	<b>179</b>	<b>178</b>	<b>137</b>	<b>846</b>	<b>169</b>	<b>709</b>	<b>177</b>	
783	533AM	1	3403	7	5	8	7	7	34	7	27	7	XX Artic
	601AM	2	3420	11	9	11	13	14	58	12	44	11	Coach
	628AM	3	3433	26	29	21	24	16	116	23	100	25	Coach
	658AM	4	3445	30	37	42	40	29	178	36	149	37	Coach
	728AM	5	3403	40	40	28	44	24	176	35	152	38	XX Artic
	821AM	6	3433	16	19	17	17	12	81	16	69	17	Coach
<b>AM Totals</b>				<b>130</b>	<b>139</b>	<b>127</b>	<b>145</b>	<b>102</b>	<b>643</b>	<b>129</b>	<b>541</b>	<b>135</b>	
783	338PM	1	3455	24	21	23	24	23	115	23	92	23	Coach
	410PM	2	3069	41	41	37	43	28	190	38	162	41	Coach
	439PM	3	3408	34	45	38	36	15	168	34	153	38	Coach
	509PM	4	3455	26	23	26	24	24	123	25	99	25	Coach
	539PM	5	3427	15	16	22	14	13	80	16	67	17	40' - Coach
<b>PM Totals</b>				<b>140</b>	<b>146</b>	<b>146</b>	<b>141</b>	<b>103</b>	<b>676</b>	<b>135</b>	<b>573</b>	<b>143</b>	
<b>783 Total</b>				<b>270</b>	<b>285</b>	<b>273</b>	<b>286</b>	<b>205</b>	<b>1,319</b>	<b>264</b>	<b>1,114</b>	<b>279</b>	
785	525AM	1	3401	43	30	44	41	28	186	37	158	40	XX 40' - Coach
	551AM	2	3414	28	29	36	30	30	153	31	123	31	XX 40' - Artic
	625AM	3	3032	40	49	42	44	36	211	42	175	44	Coach
	640AM	4	3028	48	39	41	40	31	199	40	168	42	Artic
	650AM	5	3031	41	30	42	51	32	196	39	164	41	Coach
	700AM	6	3401	21	51	26	29	16	143	29	127	32	Coach
	710AM	7	3452	57	38	52	38	36	221	44	185	46	Artic
	720AM	8	3414	37	48	28	42	18	173	35	155	39	Artic
	730AM	9	3040	45	40	41	30	29	185	37	156	39	Artic
	740AM	10	3032	36	32	41	38	21	168	34	147	37	Artic
	755AM	11	3022	37	48	45	50	27	207	41	180	45	Coach
	815AM	12	3028	26	40	38	25	22	151	30	129	32	40' - Artic
	830AM	13	3031	33	28	33	28	29	151	30	122	31	40' - Coach
<b>AM Totals</b>				<b>492</b>	<b>502</b>	<b>509</b>	<b>486</b>	<b>355</b>	<b>2,344</b>	<b>469</b>	<b>1,989</b>	<b>497</b>	
785	308PM	1	3441	34	45	38	44	42	203	41	161	40	40' - Coach
	333PM	2	3416	41	43	46	45	41	216	43	175	44	XX 40' - Artic
	343PM	3	3026	16	18	24	19	19	96	19	77	19	40 Foot
	353PM	4	3065	42	50	28	47	24	191	38	167	42	Artic
	403PM	5	3425	60	32	56	56	44	248	50	204	51	Artic
	408PM	6	3070	18	30	27	28	21	124	25	103	26	Artic
	423PM	7	3429	45	52	52	37	27	213	43	186	47	Artic
	433PM	8	3441	60	58	46	48	30	242	48	212	53	Coach
	442PM	9	3419	22	27	28	21	18	116	23	98	25	Coach
	452PM	10	3071	51	30	34	37	22	174	35	152	38	XX Artic
	502PM	11	3416	48	51	46	50	25	220	44	195	49	Artic
	533PM	12	3452	33	46	42	34	19	174	35	155	39	40' - Artic
	603PM	13	3429	22	23	18	18	10	91	18	81	20	40' - Artic
<b>PM Totals</b>				<b>492</b>	<b>505</b>	<b>485</b>	<b>484</b>	<b>342</b>	<b>2,308</b>	<b>462</b>	<b>1,966</b>	<b>492</b>	
<b>785 Total</b>				<b>984</b>	<b>1,007</b>	<b>994</b>	<b>970</b>	<b>697</b>	<b>4,652</b>	<b>930</b>	<b>3,955</b>	<b>989</b>	
789	658AM	1	3449	15	27	30	26	24	122	24	98	25	Coach
	759AM	2	3440	20	16	22	19	17	94	19	77	19	Coach
<b>AM Totals</b>				<b>35</b>	<b>43</b>	<b>52</b>	<b>45</b>	<b>41</b>	<b>216</b>	<b>43</b>	<b>175</b>	<b>44</b>	
789	243PM	1	3020	10	11	11	10	9	51	10	42	11	40' - Coach
	443PM	2	3020	19	23	23	23	15	103	21	88	22	Coach
<b>PM Totals</b>				<b>29</b>	<b>34</b>	<b>34</b>	<b>33</b>	<b>24</b>	<b>154</b>	<b>31</b>	<b>130</b>	<b>33</b>	
<b>789 Total</b>				<b>64</b>	<b>77</b>	<b>86</b>	<b>78</b>	<b>65</b>	<b>370</b>	<b>74</b>	<b>305</b>	<b>76</b>	
<b>Grand Total</b>				<b>3,168</b>	<b>3,373</b>	<b>3,254</b>	<b>3,181</b>	<b>2,564</b>	<b>15,540</b>	<b>3,108</b>	<b>12,976</b>	<b>3,214</b>	

20.39% 21.71% 20.94% 20.47% 16.50% 100.00%

445	89	780
7,908	1,582	781-A
846	169	782
1,319	264	783
4,652	930	785
370	74	789

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** E.

**Agenda Item:** Performance Measures

The Metropolitan Council has released their 2013 report on transit route performance. There are 103 express routes in the Twin Cities region. Maple Grove Transit has six of these express routes.

Maple Grove Transit had two routes ranked in the top ten in terms of lowest subsidy per passenger. Route 781 was at \$1.26 and Route 781 was at \$1.44. For the entire region the figures ranged from a low of \$0.86 to a high of \$16.45. The average subsidy per passenger for the region was \$4.87. See the summary of statistics below for the top ten routes.

Also, when grouped by provider, Maple Grove Transit was on top in terms of the lowest subsidy per passenger at \$2.16, see second table below.

### Top Ten Express Routes - Subsidy Per Passenger Performance

Provider	Route	Net Subsidy	Total Passengers	Subsidy per Passenger
Metro Transit	673	\$ 147,002.43	171,232	\$ 0.86
Metro Transit	756	\$ 62,802.17	59,111	\$ 1.06
<b>Maple Grove</b>	<b>785</b>	<b>\$ 211,631.82</b>	<b>167,755</b>	<b>\$ 1.26</b>
Metro Transit	850	\$ 806,625.88	625,075	\$ 1.29
Metro Transit	663	\$ 151,226.17	117,154	\$ 1.29
<b>Maple Grove</b>	<b>781</b>	<b>\$ 654,591.04</b>	<b>455,904</b>	<b>\$ 1.44</b>
Metro Transit	355	\$ 418,959.36	281,812	\$ 1.49
Metro Transit	375	\$ 304,225.32	202,348	\$ 1.50
Metro Transit	679	\$ 55,416.61	36,051	\$ 1.54
Metro Transit	467	\$ 431,740.45	258,052	\$ 1.67

### Subsidy Per Passenger - Total By Provider

Provider	Total Cost	Fare Revenue	Net Subsidy	Total Passengers	Total Subsidy per Passenger
<b>Maple Grove</b>	<b>\$ 3,718,953.74</b>	<b>\$ 1,998,691.87</b>	<b>\$ 1,720,261.87</b>	<b>795,913</b>	<b>\$ 2.16</b>
Metro Transit	\$ 41,520,763.73	\$ 18,121,645.02	\$ 23,399,118.71	8,236,753	\$ 2.84
Met Council	\$ 1,871,899.00	\$ 722,480.00	\$ 1,149,419.00	304,170	\$ 3.78
MN Valley	\$ 13,767,486.32	\$ 5,084,230.19	\$ 8,683,256.13	2,076,710	\$ 4.25
Plymouth	\$ 2,649,196.00	\$ 877,106.61	\$ 1,772,089.39	414,539	\$ 4.27
SW Transit	\$ 7,607,783.00	\$ 2,309,705.00	\$ 5,298,078.00	940,752	\$ 5.63

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** F.

**Agenda Item:** Rider Survey Questions

The Federal Title VI regulations related to civil rights and equal access requires transit agencies to survey their customers on a periodic basis. The survey must discern how groups of different races, ethnicities and income level respond to the survey compared the survey responses as a whole.

Maple Grove Transit's Title VI Plan states it will survey its riders every five years. The last survey was conducted in December 2011. For that survey, Maple Grove Transit partnered with National Research Center, Inc. to conduct a web-based survey of riders. In early December 2011, Maple Grove Transit emailed the survey link to all "rider alert" subscribers and distributed bus flyers on two different days. A total of 574 riders completed the survey, for an estimated response rate of 35%. The survey captured current rider behaviors, attitudes and service evaluations, as well as any suggestions for improvement.

The City has received a cost proposal from National Research Center to repeat this online rider survey for a cost of \$5,250. The 2011 cost was \$4,680. The City uses this same firm to conduct its community wide resident surveys. The goal is to conduct the actual survey around October 2016 and to receive a final report in December 2016

While we want to closely mirror the 2011 survey, a close examination of the instrument is needed to make sure we delete any out of date elements or to capture new areas of useful information. Attached is a draft of the proposed 2016 questions that the Commission will discuss at the meeting.

# Maple Grove Transit Customer Survey

2016 Draft #4

- New Content = Yellow
- Deleted = Green
- Revised Content = Blue
- Comment = Gray

Maple Grove Transit would like to find out how you, the customer, feel about the 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? (Circle One) a. 780 b. 781 c.782 d. 783 e.785 f. 789
2. Which of the following stops is where you most commonly board the bus in Maple Grove?
  - Maple Grove Transit Station
  - Parkway Transit Station
  - Zachary Lane Park-and-Ride lot
  - Crosswinds Church Park-and-Ride lot
  - Shepherd of the Grove Park-and-Ride lot
  - On a street: list closet intersection: \_\_\_\_\_
  - Other \_\_\_\_\_

3. If you board most often at Parkway Station, What Route did you ride most often before Parkway Station opened in October of 2010? (Circle One) a. 780 b. 781 c.782 d. 783 e.784 f. 789 g. None — I am new Rider h. Other \_\_\_\_\_

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

5. 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

6. Taking all things into consideration, how would you rate the overall quality and performance of the Maple Grove Transit? (*circle one*)

Very Good      Good      Average      Poor      Very Poor      No Opinion

7. How would you rate the quality of each of the following? (*circle one for each item*)

	Very Good	Good	Average	Poor	Very Poor	No Opinion
a. Bus cleanliness	1	2	3	4	5	9
b. Bus comfort	1	2	3	4	5	9
c. Driver skills	1	2	3	4	5	9
d. Driver safety	1	2	3	4	5	9
e. Driver customer service	1	2	3	4	5	9
f. Hours of operation	1	2	3	4	5	9

g. Availability of seats	1	2	3	4	5	9
h. Service area /Route coverage	1	2	3	4	5	9
i. Number of bus trips offered	1	2	3	4	5	9
j. Travel time to and from Minneapolis	1	2	3	4	5	9
k. Reliability / On-time performance	1	2	3	4	5	9
l. Value of service	1	2	3	4	5	9
m. Meets my travel needs	1	2	3	4	5	9
n. Transit stations /Park ride lots	1	2	3	4	5	9
o. Rider alert flyers	1	2	3	4	5	9
p. Transit website	1	2	3	4	5	9
q. Pocket schedule/Rider guide	1	2	3	4	5	9

8. What are the top two reasons you use Maple Grove Transit? *(Circle up to two)*

- a. Convenience
- b. Environmental
- c. Fare is subsidized by employer
- d. Do not own a car
- e. Car not available
- f. Saves money on parking
- g. Avoid stress of driving
- h. Saves travel time
- i. Saves money on automobile expenses
- j. Other \_\_\_\_\_

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

\_\_\_\_\_

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

\_\_\_\_\_

11. Please tell us how important the following service improvements would be to you: *(circle one for each item)*

	Very Important	Somewhat Important	Not Important
a. Earlier a.m. bus trips to Minneapolis	1	2	3
b. Later a.m. bus trips to Minneapolis	1	2	3
c. Earlier p.m. bus trips to Maple Grove	1	2	3
d. Later p.m. bus trips to Maple Grove	1	2	3
e. More mid-day buses to and from Minneapolis	1	2	3
f. More trips within the existing service hours	1	2	3
g. More trips to and from the U of M (Rt. 789)	1	2	3
h. 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? \_\_\_\_\_

13. What is the primary purpose of your trip today?

- Work
- Shopping/Dining
- Social
- School

- Medical
- Other \_\_\_\_\_

14. Do you have the option to use a personal vehicle to make your commute trip? (Circle One) a. Yes b. No

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

No Yes (Route # or rail line? \_\_\_\_\_)

16. In the past six months, did you place a phone call, write a letter, or send e-mail regarding a Maple Grove Transit question, comments, complaint, and/or suggestion? (Circle One) a. Yes b. No c. Unsure

17. If yes, to the above question, was your inquiry handled to your satisfaction? (Circle One)

Very Good Good Average Poor Very Poor No Opinion

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

Not aware of the program

Aware of the program, not registered to use it

Aware and registered to use

19. Which best describes your awareness that Maple Grove Transit sends "rider alerts via e-mail?"

Not aware of e-mail "rider alerts"

Aware of e-mail "rider alerts," don't currently receive them

Aware and currently receive e-mail "rider alerts"

20. Do you think your bus fare is priced?

- Too high
- Just right
- Too low

21. Which style of Maple Grove bus do you prefer to rider:

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

21. Do you use the free Wi FI service on the coach buses

- yes

-no

- was not aware of the service

21. What City do you live in?

- MAPLE GROVE
- ST MICHAEL
- ROGERS
- PLYMOUTH
- ALBERTVILLE
- Ostego
- CHAMPLIN
- BROOKLYN PARK
- MONTICELLO
- HANOVER
- CORCORAN

- Other \_\_\_\_\_

22. Which best describes your racial or ethnic background?

- African American / Black
- American Indian
- Asian
- Caucasian / White
- Hispanic / Latino
- Other

23. What is your age?

- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65 or older

24. Are you...  
Female or Male

25. Approximately what was your family's total income last year? (Reduce response categories to four?)

- Less than \$20,000
- \$20,000 to \$39,999
- \$40,000 to \$59,999
- \$60,000 to \$69,999
- \$70,000 to \$99,999
- \$100,000 or more
- Don't know
- Prefer not to say

26. What is the primary language spoken in your household?

- English
- Spanish
- Chinese
- Japanese
- Other (specify) \_\_\_\_\_

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

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## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** G.

**Agenda Item:** Bus Detour Updates

Attach are the rider alert flyers that discuss the two bus routes detours affecting Maple Grove Transit routes this summer. A review and update will take place at the meeting.



## Route 780 Detour Effective April 22

On April 22 at 9:00 A.M., the MN Department of Transportation will be closing East Fish Lake Road at the section where it bridges over I-494 as part of their freeway construction project. It will be closed for about 50 days and then another 5 days sometime after the first closure is complete. The detour listed below will first impact the PM trips on 4/22/16.

The Route 780 morning buses will detour as follows: from the regular route on East Fish Lake Road to its detour south on Wedgewood Lane to east on Bass Lake Road to north on Sycamore Lane back to regular on East Fish Lake Road. The afternoon buses detour would be the reverse of the morning pattern. Riders are welcome to get off and on along the detour route. As a result of the detour, the bus stop times on East Fish Lake Road between Weaver Lake Road and I-494 are revised for both the morning and afternoon trips. Those stops are six minutes earlier in the morning and seven minutes later in the afternoon. No other bus stop times are affected.

**Below is the revised bus stop times and the bus route detour map is on the backside of this flyer.** If you have any questions, please contact the Transit Administrator at [transit@maplegrovern.gov](mailto:transit@maplegrovern.gov) or 763-494-6005.

### 780

Monday – Friday only

#### South to Downtown Minneapolis

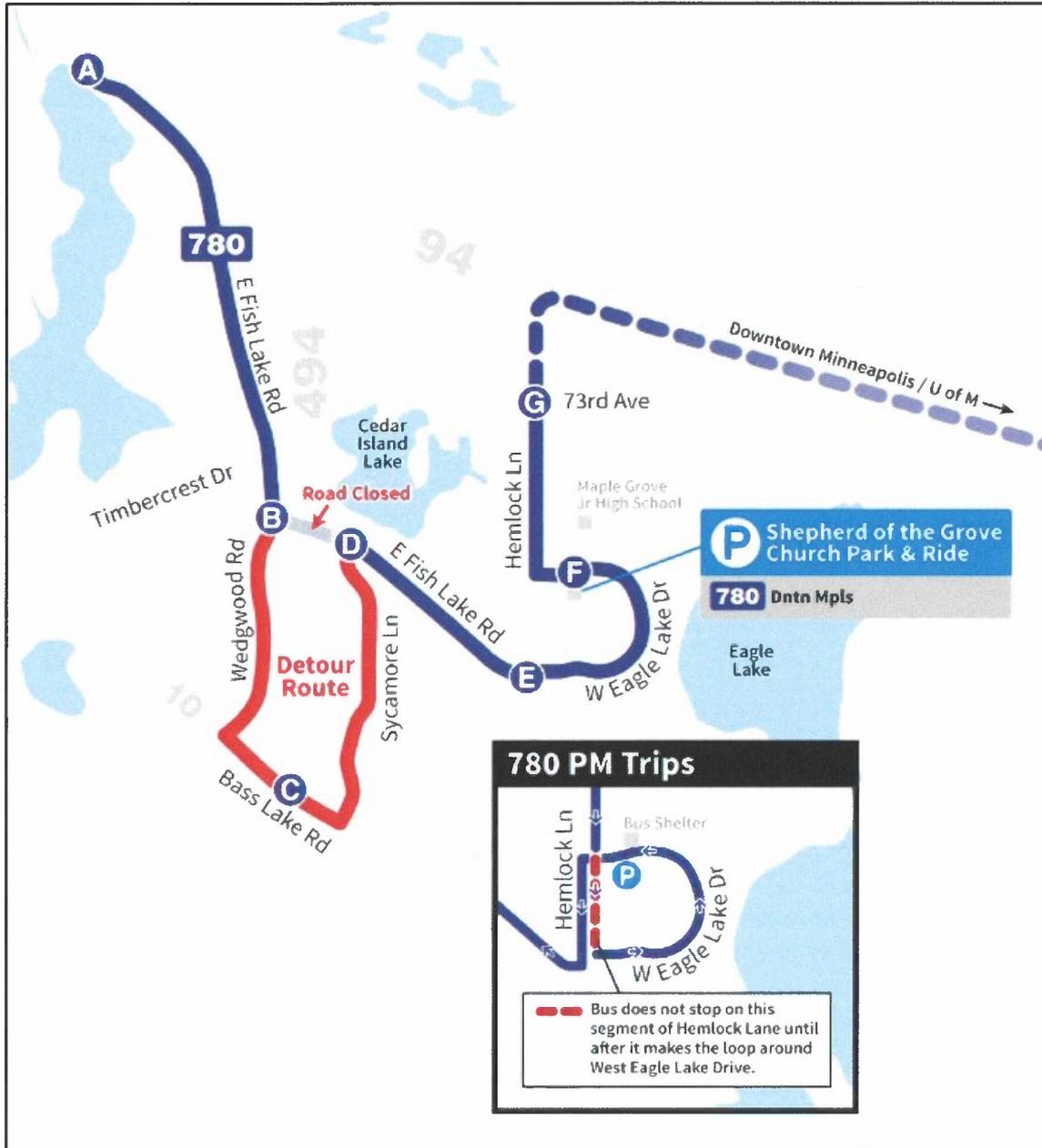
		Maple Grove (pick-up times) →						Downtown Minneapolis (drop-off times*)			
		Weaver Lake Rd & E Fish Lake Rd	Wedgewood Ln & E Fish Lake Rd	Bass Lake Rd & I-494	Sycamore Ln & East Fish Lake Rd	East Fish Lake Rd & Hemlock Ln	Shepherd of the Grove Park & Ride	Hemlock Ln & 73rd Ave	4th Street & Hennepin Ave	Marquette Ave & 8th St	Marquette Ave & 10th St
		<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>	<b>F</b>	<b>G</b>			
AM	1	5:47	5:53	5:56	5:59	6:02	6:07	6:08	6:28	6:32	6:34
	2	6:19	6:25	6:28	6:31	6:34	6:39	6:40	7:05	7:10	7:12
	3	6:50	6:56	6:59	7:02	7:05	7:10	7:11	7:36	7:41	7:43
	4	7:22	7:28	7:31	7:34	7:37	7:42	7:43	8:09	8:14	8:16

#### North to Maple Grove

		Downtown Minneapolis (pick-up times)			→ Maple Grove (drop-off times*)						
		2nd Ave & 10th St	2nd Ave & 6th St	3rd St & Hennepin Ave	Hemlock Ln & 73rd Ave	Shepherd of the Grove Park & Ride	East Fish Lake Rd & Hemlock Ln	Sycamore Ln & East Fish Lake Rd	Bass Lake Rd & I-494	Wedgewood Ln & E Fish Lake Rd	Weaver Lake Rd & E Fish Lake Rd
					<b>G</b>	<b>F</b>	<b>E</b>	<b>D</b>	<b>C</b>	<b>B</b>	<b>A</b>
PM	1	3:40	3:44	3:48	4:09	4:11	4:14	4:17	4:20	4:23	4:29
	2	4:09	4:13	4:17	4:41	4:43	4:46	4:49	4:52	4:55	5:01
	3	4:37	4:41	4:46	5:10	5:12	5:15	5:18	5:21	5:24	5:30
	4	5:19	5:23	5:28	5:53	5:55	5:58	6:01	6:04	6:07	6:13

## Route 780 Detour Effective April 22

### Map of Route Detour





## Route 781A Detour Effective June 1

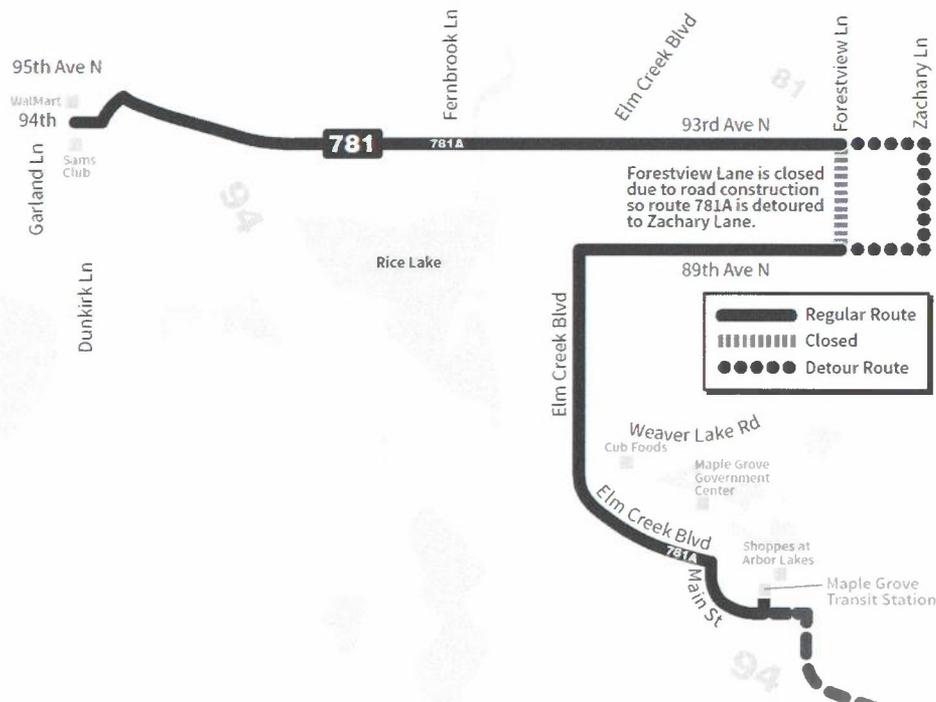
Effective June 1, 2016, the City of Maple Grove will be closing Forestview Road between County Road 30 and 89<sup>th</sup> Avenue for road construction.

As a result, the Route 781A morning trips will detour from their regular routing by continuing on 93<sup>rd</sup> Avenue / County Road 30 until Zachary Lane, where they will take a right traveling south on Zachary until 89<sup>th</sup> Avenue. At 89<sup>th</sup> Avenue they will take a right travelling west back to their normal routing on 89<sup>th</sup> Avenue. The 781A afternoon buses will detour the reverse of the morning detour. No trip times adjustments are being made as part of this detour.

Forestview Lane is projected to reopen sometime the second week of July, but updates will be published in early July regarding the reopen date and the end of the detour.

**Below is bus route detour map.**

If you have any questions, please contact the Transit Administrator at 763-494-6005 or [transit@maplegrovern.gov](mailto:transit@maplegrovern.gov).



**REQUEST FOR TRANSIT COMMISSION ACTION**

**Meeting Date:** May 31, 2016

**Item Number:** H.

**Agenda Item:** Recognition of Transit Dispatchers

Two key staff persons at Metro Transit are worthy of being nominated for a Distinguished Service Award. Doyne Parsons, Manager of the Martin J. Ruter garage raves about the dedication and performance of two dispatchers that are truly the backbone of the operational success of Maple Grove Transit. As a result, Doyne Parson has put forth this nomination.

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Mike,

Unfortunately, I do not think either of them will be able to attend the meeting to receive the award in person. Jim Juettner starts work at 5:00am and lives in Mora Minnesota. He has a super long drive every day and is in bed before the meeting would even end. Tim Bell does not like to attend ceremonies where he receives recognition in public. Having said that, I still think they should be recognized. I believe the Maple Grove Transit Commission would be greatly impressed if they knew even a fraction of the work these two do behind the scenes to get the MG buses and drivers on the street each day. It is incredible to see the obstacles they overcome day in and day out and the amount of thought and action they put into solving those problems.

Would you and/or the MG Transit Commissioners be interested in a field trip to the MJR garage for a show and tell /demonstration of what it takes to get these buses on the street? I think it would be very enlightening. If so, we would love to provide that on any weekday, weeknight, or on a Saturday/Sunday. We can easily provide handouts and explanations that show how the process works. We would also be able to share the working documents of any particular day and how each event throughout the day affected the action steps required to get the correct bus and a knowledgeable driver on each MG piece of work. I would also be happy to provide lunch or dinner as part of the event.

I would at this time like to formally nominate the following for the MG Distinguished Service Award:

**Jim Juettner:**

Jim is responsible for completing and posting the daily markup by 1:00pm (for the next day) based on the drivers that are known to be available at the time. At 5:00am the following morning, Jim reports for work to make sure that all the work gets sent out with a qualified driver. It is not unusual for him to be short 7-10 drivers at the time he arrives. He often has a very short period of time to adjust the various pieces of the puzzle to get all of the work out. For those of us that understand the process and see the predicament he is in as the morning unfolds and more drivers call in sick, it really is like putting a 5,000 piece puzzle together in just a few minutes. Jim very effectively uses his thorough knowledge of the drivers, buses, routes,

schedules, equipment and human nature to make it work. His attention to details and consistent dedication to his duties has resulted in very reliable service to the Maple Grove community.

**Tim Bell:**

Tim is responsible for assigning the proper bus type to each piece of work. We have a spare bus factor of 17% to allow for buses being repaired/maintained. With little control over the number of bus types that are out of service at any given moment, Tim has to rely on his knowledge of the route schedules, drivers habits, maintenance work loads, and weather to determine which bus to assign each piece of work. He has to make his assumptions hours ahead of time and then consistently make adjustments as events unfold throughout the day. Many drivers have split shifts so he also has to determine whether they should keep the bus and use it for their subsequent trips or return the bus so another driver can use it right away. It is a balancing act at best. Tim could never receive enough credit for what he does so exceptionally well.

Thanks

 Metro Transit

**Doyne E. Parsons**

Transportation Manager – MJR Garage

## REQUEST FOR TRANSIT COMMISSION ACTION

**Meeting Date:** May 31, 2016

**Item Number:** 1.

**Agenda Item:** Date and Time of Next Meeting / Adjournment

**Recommended Committee Action:**

Motion made by Commission member \_\_\_\_\_, seconded by Commission member \_\_\_\_\_, to adjourn.

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A. Next Scheduled Meeting:

- May 31, 2016