

AGENDA

MAPLE GROVE TRANSIT COMMISSION

6:30 P.M.

September 27, 2011

Mayors Conference Room

Maple Grove Government Center

- A. Call to Order by Chair / Introductions
- B. Open Forum
- C. Approval of Minutes: May 24, 2011
- D. Discussion of Routes and Statistics
- E. Legislative and Funding Update
- F. Route 782 Test Routing Via Highway 610 and 169
- G. Operator Guide for Maple Grove Transit
- H. Bus Service Levels for the Holidays
- I. Miscellaneous Updates
- J. Adjournment / Next Meeting: November 29, 2011

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/11

Item Number: A

Agenda Item: Call to Order / Roll Call

The Regular Meeting was called to order by Transit Commission Chair

_____ at _____ p.m.

Committee Members Present:

Committee Members Absent:

Also Present:

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/11

Item Number: B

Agenda Item: Open Forum

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/11

Item Number: C

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:

- May 24, 2011

MAPLE GROVE TRANSIT COMMISSION
City of Maple Grove
Meeting of May 24, 2011

MINUTES

Members Present: Rose Peterson, Laura Ayala, Jodi Carman Kortsha, and Michelle Driessen

Members Absent: Curt Herwers, Ronda Zegar, and Terry Coss

Also Present: Mike Opatz – City of Maple Grove, Bill Patten – Midwest Paratransit, and Doayne Parsons – Metro Transit.

Call to Order

Transit Commission Chair Rose Peterson called the meeting to order at 6:30 p.m.

Open Forum

No one from the public spoke during the open forum.

Approve Minutes

The Commission approved the meeting minutes of March 22 2011.

Discussion of Routes and Statistics

Opatz reviewed the monthly ridership summaries for March and April 2011, plus the most recent daily ridership reports. Opatz noted that ridership is up 6 percent in 2011 compared to 2010. March 2011 represents the 2nd highest monthly ridership mark in Maple Grove Transit history.

The Commissioners gave updates regarding their commute and routes:

- Rose Peterson – No major issues, but still occasionally have driver's not announce the next stop information before leaving Minneapolis in the p.m. Noticed that the downtown Minneapolis shelters have had the advertising posters removed from the side of shelters based on our comments that they impede seeing arriving buses. NextTrip signs still seem to not be working and thus are largely ignored by riders.
- Curt Herwers – absent
- Michelle Driessen – A new driver the first day of the new pick missed an "H" stop in Minneapolis. The last 780 a.m. trip the pull cord to request a stop was not working.

- Jodi Carman Kortsha – No issue with the Route 788 and have been trying a wide variety of routes and trips.
- Terry Coss – absent.
- Ronda Zegar – Absent
- Laura Ayala – Been using Metro Mobility now that the Route 789 is suspended for the summer. Have not used the Maple Grove dial-a-ride recently.

Route 785 Transit Commissioner Interview

Opatz stated that applications were sought for the Transit Commission vacancy created by the resignation of Mark Robinson. The Commission interview Maple Grove resident Jaime Renner and recommended that she be appointed to the Commission to represent the Route 785.

Update on the Route 788 Restructuring

Opatz said that on April 18, 2011, the Maple Grove City Council approved a Route 788 restructuring as depicted on the next page. The initial recommendation was to implement the service changes in September 2011, but due to road construction on Bass Lake Road this summer, the restructured service will not be implemented until September 2012.

The Route 788 was recommended to be restructured due to very low ridership. After examination of ridership data and three surveys, Maple Grove Transit recommend a restructured routing that eliminated the current Route 788 segments east of West Fish Lake Road along Bass Lake Road and added service to the southwest corner of Maple Grove.

The Maple Grove City Council directed staff to work on identifying potential solutions for the affected riders along Bass Lake Road losing Route 788 service. The first step in this process is to invite Maple Grove Transit customers to the May 24 meeting of the Maple Grove Transit Commission. The focus will be to review the previous ridership data and communication process related to the service restructuring. Brainstorming of ideas for further examination was also planned.

However, no riders attended the meeting to discuss this matter. Opatz stated that he had one rider contact him by e-mail seeking information on the Plymouth Metrolink Route 790 that serves the Bass Lake Road and I-494 area. Another rider contacted Opatz by phone seeking information on snowplowing of the sidewalks for Bass Lake Road. The comment was that better snow removal on the trails would allow displaced riders better access to the bus stop at Bass Lake Road and West Fish Lake Road. Opatz stated that the trail on the north side of Bass Lake Road is considered a 2nd tier priority for snowplowing while the trail on the south side is a higher priority due to the location of Basswood Elementary. All sidewalks take a lower priority for snow removal compared roads and fire stations. Sidewalks are not plowed on overtime hours, but Public Works staff stated they would attempt to increase the priority that the north side of Bass Lake Road would get plowed.

The Commission decided to put further exploration of Route 788 options on a lower priority track due to the lack of attendance of riders at this meeting.

Legislative and Funding Update

Opatz said that at the time the agenda was mailed the House and Senate agreed on an Omnibus Transportation Funding bill to send to the Governor. That bill included a significant funding cut to Metro Transit of \$109 million for the two-year period of July 1, 2011 through June 20 2013. Since the mailing, the bill was vetoed by the Governor. In the vetoed bill, suburban transit providers like Maple Grove were held harmless with their current funding levels frozen, but that could change now that the Governor did not sign the bill. Also, due to no budget deal being reached, a State government shutdown is possible and that could also have impacts to Maple Grove Transit. If Metro Transit is forced to shut down, Maple Grove transit express service would also have to shut down due to Metro Transit being our contracted provider.

Adjourn / Next Meeting

- Next Scheduled Regular Meeting: July 26, 2011. *(The Commission discussed that this meeting date might be changed or no meeting held depending on what happens with the transit funding.)*
- Being no other business, the meeting was adjourned at 7:50 p.m.
- Minutes submitted by Mike Opatz, Transit Administrator.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/11

Item Number: D.

Agenda Item: Discussion of Routes and Statistics

Recommended Committee Action: Discussion

A. Ridership Report

The monthly ridership summaries for July and August 2011 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

	2010	2011	2010 vs 2011
Jan	58,651	66,022	12.57%
Feb	61,008	63,415	3.95%
Mar	69,017	73,490	6.48%
Apr	66,544	67,575	1.55%
May	59,120	65,368	10.57%
Jun	63,568	66,592	4.76%
Jul	58,701	58,705	0.01%
Aug	62,601	69,947	11.73%
Total	499,210	531,114	6.39%

Maple Grove Transit System - Statistical Summary

August 2011

<u>Ridership Analysis</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>785</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Current Month -	69,947	41,697	4,365	2,875	5,670	11,639	590	2,675	436	0
% of Total	100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 23 days	3,497	2,085	218	144	284	582	30	134	22	0

Previous Month: Avg. Daily Riders 2,935

<u>Ridership Comparison</u>	<u>Total</u>	<u>781</u>	<u>782</u>	<u>780</u>	<u>783</u>	<u>784</u>	<u>788</u>	<u>Dial-A-Ride</u>	<u>787</u>	<u>Rt 789</u>
Rides Previous Month	58,705	35,412	3,474	2,386	4,816	9,714	437	2,066	400	0
% Change	19%	18%	26%	20%	18%	20%	35%	29%	9%	#DIV/0!
Same Month Prev. Yr.	62,601	39,176	3,927	2,694	4,925	8,562	506	2,292	519	0
% Change	12%	6%	11%	7%	15%	36%	17%	17%	-16%	NA

Maple Grove Transit System - Statistical Summary

Ridership Analysis	Total	781	782	780	783	785	788	Dial-A-Ride	787	Rt 789
Rides Current Month -	58,705	35,412	3,474	2,386	4,816	9,714	437	2,066	400	0
% of Total	100%	60.0%	6.2%	4.3%	7.3%	13.4%	0.7%	4.0%	0.7%	3.4%
Avg Daily Riders - 20 days	2,935	1,771	174	119	241	486	22	103	20	0

Previous Month: Avg. Daily Riders 3,171

Ridership Comparison	Total	781	782	780	783	784	788	Dial-A-Ride	787	Rt 789
Rides Previous Month	66,592	39,751	3,946	2,906	5,651	11,057	537	2,282	462	0
% Change	-12%	-11%	-12%	-18%	-15%	-12%	-19%	-9%	-13%	#DIV/0!
Same Month Prev. Yr.	58,701	37,045	3,755	2,598	4,533	7,881	481	1,921	487	0
% Change	0%	-4%	-7%	-8%	6%	23%	-9%	8%	-18%	NA

Maple Grove September 2011 Week "2"

Route	Trip Time	Trip #	Run #	Tue	Wed	Thu	Fri	Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Bus Type
				0906	0907	0908	0909	Total	Avg	Total	Avg	
780	553AM	1	3420	12	12	12	13	49	12	36	12	40 Foot
	625AM	2	3023	12	19	16	16	63	16	47	16	40 Foot
	656AM	3	3033	23	23	28	21	95	24	74	25	40 Foot
	728AM	4	3420	23	24	22	19	88	22	69	23	40 Foot
AM Totals				70	78	78	69	295	74	226	75	
780	335PM	1	3435	11	11	13	16	51	13	35	12	40 Foot
	404PM	2	3063	20	26	17	17	80	20	63	21	40 Foot
	432PM	3	3403	21	22	26	21	90	23	69	23	40 Foot
	514PM	4	3449	14	17	13	11	55	14	44	15	40 Foot
PM Totals				66	76	69	65	276	69	211	70	
780 Total				136	154	147	134	571	143	437	146	
781	548AM	1	3416	45	43	55	43	186	47	143	48	Artic
	542AM	2	3408	40	47	49	31	167	42	136	45	Artic
	553AM	3	3417	33	33	39	35	140	35	105	35	40' - A
	622AM	4	3436	28	38	24	19	109	27	90	30	Coach
	610AM	5	3425	34	49	53	51	187	47	136	45	40' - A
	641AM	6	3448	52	55	55	57	219	55	162	54	Artic
	647AM	7	3450	44	47	37	32	160	40	128	43	Coach
	654AM	8	3454	37	46	43	33	159	40	126	42	Artic
	642AM	9	3444	62	58	57	43	220	55	177	59	Artic
	708AM	10	3416	34	47	69	39	189	47	150	50	Artic
	710AM	11	3402	24	27	25	21	97	24	76	25	40 Foot
	654AM	12	3027	49	54	43	43	189	47	146	49	Artic
	722AM	13	3417	44	71	63	61	239	60	178	59	Artic
	727AM	14	3037	54	66	49	42	211	53	169	56	Artic
	712AM	15	3455	42	51	54	47	194	49	147	49	Artic
	738AM	16	3436	28	32	40	36	136	34	100	33	40' - Coach
	725AM	17	3408	50	51	47	54	202	51	148	49	Artic
	755AM	18	3448	55	37	48	43	183	46	140	47	Artic
	804AM	19	3454	47	53	49	37	186	47	149	50	Artic
	802AM	20	3425	72	65	61	55	253	63	198	66	Artic
1129AM	##21-AM	3010	8	12	16	15	51	13	36	12	40 Foot	
AM Totals				882	922	976	837	3,677	919	2,840	947	
781	1207PM	1	3010	23	31	31	37	122	31	85	28	40 Foot
	207PM	2	3011	32	43	41	54	170	43	116	39	40 Foot
	309PM	3	3446	45	57	53	69	224	56	155	52	Artic
	332PM	4	3039	58	68	67	71	264	66	193	64	Artic
	345PM	5	3424	33	45	35	43	156	39	113	38	40' - A
	351PM	6	3445	45	35	38	32	150	38	118	39	Artic
	400PM	7	3443	57	47	66	62	232	58	170	57	Artic
	405PM	8	3064	43	65	40	45	193	48	148	49	Coach
	407PM	9	3065	11	23	42	12	88	22	76	25	40 Foot
	414PM	10	3430	31	24	29	26	110	28	84	28	40 Foot
	421PM	11	3066	34	30	44	25	133	33	108	36	Coach
	424PM	12	3441	32	44	41	43	160	40	117	39	Coach
	430PM	13	3446	55	71	64	52	242	61	190	63	Artic
	435PM	14	3411	38	65	50	44	197	49	153	51	Artic
	441PM	15	3020	36	46	59	29	170	43	141	47	Artic
	455PM	16	3069	75	76	73	51	275	69	224	75	Artic
	456PM	17	3448	36	67	51	25	179	45	154	51	Artic
	504PM	18	3039	59	35	29	43	166	42	123	41	Artic
	506PM	19	3424	16	14	15	11	56	14	45	15	Artic
	518PM	20	3443	35	45	45	36	161	40	125	42	40' - A
	532PM	21	3445	59	39	46	37	181	45	144	48	Artic
	602PM	22	3441	32	54	51	34	171	43	137	46	Coach
	632PM	23	3448	39	22	37	17	115	29	98	33	40' - A
PM Totals				924	1,046	1,047	898	3,915	979	3,017	1,006	
781 Total				1,806	2,028	2,023	1,735	7,592	1,898	5,857	1,952	

Maple Grove September 2011 Week "2"

								Mon - Fri	Mon - Fri	Mon - Thu	Mon - Thu	Bus Type
782	530AM	1	3402	15	15	11	13	54	14	41	14	40 Foot
	559AM	2	3419	13	22	25	21	81	20	60	20	40 Foot
	627AM	3	3435	34	32	37	30	133	33	103	34	40 Foot
	657AM	4	3028	25	36	31	27	119	30	92	31	40 Foot
	723AM	5	3456	11	17	15	17	60	15	43	14	40 Foot
AM Totals				98	122	119	108	447	112	339	113	
782	336PM	1	3449	28	24	28	23	103	26	80	27	40 Foot
	406PM	2	3437	14	19	22	18	73	18	55	18	40 Foot
	436PM	3	3401	31	22	28	34	115	29	81	27	40 Foot
	505PM	4	3435	21	24	30	13	88	22	75	25	40 Foot
	534PM	5	3430	7	12	11	9	39	10	30	10	40 Foot
PM Totals				101	101	119	97	418	105	321	107	
782 Total				199	223	238	205	865	216	660	220	
783	533AM	1	3404	11	11	12	11	45	11	34	11	40 Foot
	601AM	2	3016	10	16	15	12	53	13	41	14	40 Foot
	628AM	3	3437	25	27	20	20	92	23	72	24	40 Foot
	658AM	4	3453	36	40	43	36	155	39	119	40	Coach
	728AM	5	3404	29	32	35	24	120	30	96	32	40 Foot
	821AM	6	3437	23	19	20	19	81	20	62	21	40 Foot
AM Totals				134	145	145	122	546	137	424	141	
783	338PM	1	3421	19	24	20	23	86	22	63	21	40 Foot
	410PM	2	3425	21	29	26	24	100	25	76	25	40 Foot
	439PM	3	3426	40	27	32	29	128	32	99	33	Coach
	509PM	4	3421	39	39	37	23	138	35	115	38	40 Foot
	539PM	5	3066	12	25	19	8	64	16	56	19	40' - Coach
PM Totals				131	144	134	107	516	129	409	136	
783 Total				265	289	279	229	1,062	266	833	278	
785	548AM	1	3412	14	24	20	13	71	18	58	19	Coach
	623AM	2	3434	30	29	39	30	128	32	98	33	Coach
	648AM	3	3026	43	38	48	32	161	40	129	43	40' - A
	702AM	4	3032	33	45	39	39	156	39	117	39	Coach
	715AM	5	3412	39	43	46	38	166	42	128	43	Coach
	745AM	6	3434	40	44	44	32	160	40	128	43	Coach
	800AM	7	3419	26	28	28	24	106	27	82	27	40 Foot
	818AM	8	3026	29	24	37	26	116	29	90	30	Artic
AM Totals				254	275	301	234	1,064	266	830	277	
785	333PM	1	3029	36	30	34	42	142	36	100	33	Coach
	403PM	2	3439	47	59	72	54	232	58	178	59	Artic
	434PM	3	3067	54	62	65	51	232	58	181	60	Artic
	448PM	4	3410	16	23	22	16	77	19	61	20	40 Foot
	502PM	5	3029	48	55	54	27	184	46	157	52	Coach
	533PM	6	3439	28	27	23	20	98	25	78	26	Coach - A
	603PM	7	3067	11	20	10	7	48	12	41	14	40' - A
PM Totals				240	276	280	217	1,013	253	796	265	
785 Total				494	551	581	451	2,077	519	1,626	542	
789	658AM	1	3512	35	37	36	30	138	35	108	36	40 Foot
	801AM	2	3514	44	49	39	47	179	45	132	44	40 Foot
AM Totals				79	86	75	77	317	79	240	80	
	443PM	1	3561	45	39	27	29	140	35	111	37	40 Foot
	543PM	2	3563	11	7	12	10	40	10	30	10	40 Foot
PM Totals				56	46	39	39	180	45	141	47	
789 Total				135	132	114	116	497	124	381	127	
Grand Total				3,035	3,377	3,382	2,870	12,664	3,166	9,794	3,265	

23.97% 26.67% 26.71% 22.66% 100.00%

571	143	780
7,592	1,898	781-A
865	216	782
1,062	266	783
2,077	519	785
497	124	789
12,664	3,166	Total

Maple Grove September 2011 Week "3"

Route	Trip Time	Trip #	Run #	Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
				0912	0913	0914	0915	0916	5	4			
780	553AM	1	3420	14	16	14	14	11	69	14	58	15	40 Foot
	625AM	2	3023	13	19	18	19	17	86	17	69	17	40 Foot
	656AM	3	3032	29	24	23	24	17	117	23	100	25	40 Foot
	728AM	4	3420	23	22	25	23	26	119	24	93	23	40 Foot
AM Totals				79	81	80	80	71	391	78	320	80	
780	335PM	1	3433	11	11	13	11	15	61	12	46	12	40 Foot
	404PM	2	3063	20	26	17	18	13	94	19	81	20	40 Foot
	432PM	3	3403	31	24	26	24	17	122	24	105	26	40 Foot
	514PM	4	3428	14	17	18	15	14	78	16	64	16	40 Foot
PM Totals				76	78	74	68	59	355	71	296	74	
780 Total				155	159	154	148	130	746	149	616	154	
781	548AM	1	3417	51	49	48	55	31	234	47	203	51	Artic
	542AM	2	3408	48	52	47	42	36	225	45	189	47	Artic
	553AM	3	3416	32	36	37	36	33	174	35	141	35	40' - Artic
	622AM	4	3434	30	40	36	29	28	163	33	135	34	Coach
	610AM	5	3424	45	48	37	38	44	212	42	168	42	40' - Artic
	641AM	6	3446	51	52	32	35	41	211	42	170	43	Artic
	647AM	7	3447	46	49	56	50	28	229	46	201	50	Coach
	654AM	8	3452	41	42	36	41	49	209	42	160	40	Artic
	642AM	9	3441	60	57	59	67	45	288	58	243	61	Artic
	708AM	10	3417	38	46	37	41	34	196	39	162	41	Artic
	710AM	11	3402	29	38	30	22	27	146	29	119	30	40 Foot
	654AM	12	3027	50	45	49	45	41	230	46	189	47	Artic
	722AM	13	3416	58	60	60	65	52	295	59	243	61	Artic
	727AM	14	3037	58	61	58	63	46	286	57	240	60	Artic
	712AM	15	3455	80	36	61	56	45	278	56	233	58	Artic
	738AM	16	3434	34	44	40	41	30	189	38	159	40	40 - Coach
	725AM	17	3408	36	46	52	43	30	207	41	177	44	Artic
	755AM	18	3448	47	54	35	39	44	219	44	175	44	Artic
	804AM	19	3452	46	60	60	60	49	275	55	226	57	Artic
	802AM	20	3424	62	71	62	61	47	303	61	256	64	Artic
	1129AM	21	3009	17	11	15	11	12	66	13	54	14	40 Foot
AM Totals				959	997	947	940	792	4,635	927	3,843	961	
781	1207PM	1	3009	16	19	20	27	36	118	24	82	21	40 Foot
	207PM	2	3011	38	40	38	32	58	206	41	148	37	40 Foot
	309PM	3	3444	56	60	68	72	83	339	68	256	64	Artic
	332PM	4	3039	86	72	76	71	62	367	73	305	76	Artic
	345PM	5	3412	27	49	37	38	42	193	39	151	38	40' - Artic
	351PM	6	3442	53	28	22	37	44	184	37	140	35	Artic
	400PM	7	3447	83	63	69	58	49	322	64	273	68	Artic
	405PM	8	3404	31	68	49	37	38	223	45	185	46	Coach
	407PM	9	3436	21	39	27	30	19	136	27	117	29	40 Foot
	414PM	10	3454	32	42	38	20	18	150	30	132	33	40 Foot
	421PM	11	3064	50	48	38	54	42	232	46	190	48	Coach
	424PM	12	3438	44	52	71	44	34	245	49	211	53	Artic
	430PM	13	3444	50	23	36	87	63	259	52	196	49	Artic
	435PM	14	3411	89	60	42	48	34	273	55	239	60	Artic
	441PM	15	3020	37	20	14	37	34	142	28	108	27	Artic
	455PM	16	3068	75	52	73	69	45	314	63	269	67	Artic
	456PM	17	3446	40	37	42	27	13	159	32	146	37	Artic
	504PM	18	3039	38	69	48	59	27	241	48	214	54	Artic
	506PM	19	3412	15	20	14	16	24	89	18	65	16	Artic
	518PM	20	3447	34	40	66	25	21	186	37	165	41	40' - Artic
	532PM	21	3442	59	62	80	43	44	288	58	244	61	Artic
	602PM	22	3438	46	50	56	47	30	229	46	199	50	40' - Artic
	632PM	23	3446	33	35	27	20	18	133	27	115	29	40' - Artic
PM Totals				1,053	1,048	1,051	998	878	5,028	1,006	4,150	1,038	
781 Total				2,012	2,045	1,998	1,938	1,670	9,663	1,933	7,993	1,998	

Maple Grove September 2011 Week "3"

Route	Trip Time	Trip #	Run #	Mon	Tue	Wed	Thu	Fri	Mon - Fri Total	Mon - Fri Avg	Mon - Thu Total	Mon - Thu Avg	Artic
				0912	0913	0914	0915	0916	5	4			
782	530AM	1	3402	14	15	12	10	8	59	12	51	13	40 Foot
	559AM	2	3419	22	18	16	12	15	83	17	68	17	40 Foot
	627AM	3	3433	33	22	27	33	24	139	28	115	29	40 Foot
	657AM	4	3028	32	31	35	34	29	161	32	132	33	40 Foot
	723AM	5	3456	22	18	22	18	21	101	20	80	20	40 Foot
AM Totals				123	104	112	107	97	543	109	446	112	
782	336PM	1	3428	24	22	18	19	22	105	21	83	21	40 Foot
	406PM	2	3435	27	22	18	18	21	104	21	83	21	40 Foot
	436PM	3	3401	30	39	25	33	26	153	31	127	32	40 Foot
	505PM	4	3433	19	23	28	24	9	103	21	94	24	40 Foot
	534PM	5	3454	6	8	14	10	5	43	9	38	10	40 Foot
PM Totals				106	114	101	104	83	508	102	425	106	
782 Total				229	218	213	211	180	1,051	210	871	218	
783	533AM	1	3404	17	18	16	14	10	75	15	65	16	40 Foot
	601AM	2	3016	9	12	15	16	11	63	13	52	13	40 Foot
	628AM	3	3435	27	56	19	20	16	138	28	122	31	40 Foot
	658AM	4	3451	36	45	46	38	37	202	40	165	41	Coach
	728AM	5	3404	35	32	28	27	29	151	30	122	31	40 Foot
	821AM	6	3435	28	19	24	19	15	105	21	90	23	40 Foot
AM Totals				152	182	148	134	118	734	147	616	154	
783	338PM	1	3422	15	21	21	19	26	102	20	76	19	40 Foot
	410PM	2	3424	30	24	23	28	22	127	25	105	26	40 Foot
	439PM	3	3443	34	41	31	28	26	160	32	134	34	Coach
	509PM	4	3422	23	30	39	34	21	147	29	126	32	40 Foot
	539PM	5	3064	21	15	30	16	8	90	18	82	21	40' - Coach
PM Totals				123	131	144	125	103	626	125	523	131	
783 Total				275	313	292	259	221	1,360	272	1,139	285	
785	548AM	1	3412	17	22	23	23	13	98	20	85	21	Coach
	623AM	2	3432	36	39	39	39	30	183	37	153	38	Coach
	648AM	3	3026	37	43	45	42	26	193	39	167	42	40' - Artic
	702AM	4	3453	42	50	35	37	36	200	40	164	41	Coach
	715AM	5	3412	52	54	57	52	46	261	52	215	54	Coach
	745AM	6	3432	43	39	37	34	32	185	37	153	38	Coach
	800AM	7	3419	18	28	28	27	22	123	25	101	25	40 Foot
	818AM	8	3026	32	35	28	37	24	156	31	132	33	Artic
AM Totals				277	310	292	291	229	1,399	280	1,170	293	
785	333PM	1	3029	32	48	44	43	52	219	44	167	42	Coach
	403PM	2	3437	56	60	51	59	40	266	53	226	57	Coach
	434PM	3	3065	62	62	56	58	37	275	55	238	60	Artic
	448PM	4	3410	26	28	28	31	21	134	27	113	28	40 Foot
	502PM	5	3029	43	45	44	50	36	218	44	182	46	Coach
	533PM	6	3437	33	27	49	23	19	151	30	132	33	40' - Coach
	603PM	7	3065	18	28	12	11	10	79	16	69	17	40' - Artic
PM Totals				270	298	284	275	215	1,342	268	1,127	282	
785 Total				547	608	576	566	444	2,741	548	2,297	574	
789	658AM	1	3454	40	44	43	36	29	192	38	163	41	40 Foot
	801AM	2	3447	50	38	52	36	37	213	43	176	44	40' - Coach
AM Totals				90	82	95	72	66	405	81	339	85	
789	443PM	1	3067	39	39	28	26	30	162	32	132	33	40 Foot
	543PM	2	3436	12	13	9	12	12	58	12	46	12	40 Foot
PM Totals				51	52	37	38	42	220	754	3,153	788	
789 Total				141	134	132	110	108	625	835	3,492	873	
Grand Total				3,359	3,477	3,365	3,232	2,753	16,186	3,947	16,408	4,102	

20.75% 21.48% 20.79% 19.97% 17.01% 100.00%

746	149	780
9,663	1,933	781-A
1,051	210	782
1,360	272	783
2,741	548	785
625	125	789
16,186	3,237	Total

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27//2011

Item Number: E.

Agenda Item: Legislative and Funding Update

The government shutdown ended with a special legislative session on July 19, 2011. That session included a Transportation Bill that had a significant funding impact to Maple Grove Transit. In the bill, public transit for the metro area received a funding cut of \$51.8M for the next two fiscal years. The Metropolitan Council believes that the transit section of the bill (see attachment) allows them to cut funding to the suburban providers for a total of \$7.2M for the two-year period. Furthermore, the Met Council believes that have the authority to decide how that funding cut is implemented. They have taken the approach that those suburban providers with sufficient funding reserves shall pay the bulk of the \$7.2 million and have assigned a \$4.2M funding cut to Maple Grove over two years. The City questions the Met Council authority to makes these level of funding cuts and we continues to explore options to get the decisions reduced or overturned. However, it appears not to be very likely the funding cuts will be reduced. The cuts should not initially cause any service cuts to Maple Grove, but it does greatly hamper our ability to expand services in the future and to add the second phase of Parkway Station.

See attached letter sent to the Metropolitan Council stating our objection to the funding cut decision.

Sec. 4. METROPOLITAN COUNCIL

\$ 39,038,000 \$ 39,038,000

This appropriation is from the general fund for transit system operations under Minnesota Statutes, sections 473.371 to 473.449.

Of this appropriation, \$140,000 in each fiscal year is for transit service for disabled veterans under Minnesota Statutes, section 473.408, subdivision 10.

The base appropriation is \$64,889,000 for fiscal year 2014 and \$64,970,000 for fiscal year 2015.

Notwithstanding Minnesota Statutes, section 473.388, subdivision 4, in each year of the biennium, the Metropolitan Council shall provide financial assistance to transit providers under Minnesota Statutes, section 473.388, in an amount that is \$1,650,000 less than the amount of assistance that was provided to transit providers by the Metropolitan Council in fiscal year 2011. Funds not transferred as a result of this rider are available for use by the council for metropolitan transit operations.



City of Maple Grove

12800 Arbor Lakes Parkway, P.O. Box 1180, Maple Grove, MN 55311-6180 763-494-6000

August 19, 2011

Steve Elkins
Chair of Transportation Committee
Metropolitan Council
390 Robert Street North
St. Paul, MN 55101-1805

Dear Chair Elkins:

The City of Maple Grove submits this letter as our documentation of opposition to the August 22, 2011 Metropolitan Council Transportation Committee agenda item 2011-205 titled "*2011 Unified Operating Budget Amendment*". The budget amendment is being considered to address the transit funding cuts included in the Transportation Bill passed in 2011 Legislative Special Session.

Specifically, we oppose the section related to Suburban Transit Providers (STP) that reduces STP Motor Vehicle Sales Tax (MVST) revenues to \$4,675,270. That amount includes \$1,391,665 in MVST withholdings for the last six months of CY 2011. This action sets the precedence to withhold up to \$6.677 Million in base MVST from STPs for fiscal years 2012 and 2013. Metropolitan Council staff is proposing that Maple Grove Transit receive no base MVST for fiscal years 2012 and 2013 estimated at \$4.207 Million or 63 percent of the proposed total reduction to the STPs.

Metropolitan Council staff developed a model to administer the above funding cuts based on the level of transit fund reserves held by the various STPs. Metropolitan Council staff believes the approved Transportation Bill gives the Council the authority to determine how to implement the funding cuts to the STPs.

While Maple Grove has unresolved questions related to Transportation Bill's intent on the implementation of the funding cuts, the City does recognize that Maple Grove Transit does have reserve levels to absorb the proposed funding cuts without reducing existing service. We also recognize the overall transit funding challenges facing the entire region. However, Maple Grove is concerned with the process the Metropolitan Council utilized in determining how the funding cuts would be implemented. Maple Grove is willing to partner with the region in developing our fair share of the funding cuts. However, we believe the proposed application of the funding cuts is not representative of a fair and equitable distribution, which was a stated goal of the model.

Maple Grove Transit is recognized as operating some of the most efficient and productive express bus services in the region. We have made wise funding and operational decisions over the years to ensure the City has been good stewards of the public funds. Capital investments have been done conservatively only after careful research. Maple Grove Transit built its reserves recognizing that operating and capital funds from the region will not keep pace with the growing

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AN EQUAL OPPORTUNITY EMPLOYER

August 19, 2011
Page 2

demands for express service in our City. Maple Grove Transit has statistics showing that our operating budgets have only increased incrementally to keep up with demonstrated demand.

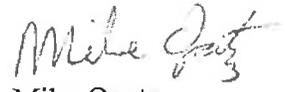
Furthermore, in recent years and projected into the future, base MVST is making up a smaller and smaller component of the overall budget. These reserves were being counted on to fund our operations and capital facilities into the future. Maple Grove's transit reserves come from a variety of sources, not just MVST. About 40 percent of the total fund balance is a capital reserve that was included by Metropolitan Council staff when making the model calculations.

Should this matter be open to further discussion, the City of Maple Grove welcomes the opportunity to meet with Metropolitan Council members and staff to craft a different solution to this transit funding challenge. Thank you.

Sincerely,


Mark Steffenson
Mayor


Alan A. Madsen
City Administrator


Mike Opatz
Transit Administrator

CC. Representative Kurt Zellers
Senator Warren Limmer
Roxanne Smith, Metropolitan Council Member, District 1
Members of the Metropolitan Council Transportation Committee
Wes Kooistra, Metropolitan Council, Chief Financial Officer
Will Branning, Suburban Transit Association Chair

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27//2011

Item Number: F.

Agenda Item: Route 782 Test Routing Via Highway 610 and 169

The Transit Commission will discuss the attached rider flyer related to the Route 782 test routing via Highway 610 and 169.



Route 782 Trial Detour

Using Highway 610 and Highway 169

Effective Monday September 19 through Friday September 23, all Route 782 morning trips inbound to Minneapolis will travel via a trial detour routing of Highway 610 and Highway 169 versus using Zachary Lane and Hemlock Lane to access I-694.

The detour will be as follows:

- Normal routing up to and through the Zachary Park-and-Ride.
- The detour begins from 96th Avenue when leaving the Zachary Park-and-Ride.
- Instead of traveling south on Zachary Lane from 96th Avenue, the 782 a.m. buses will travel eastbound to Highway 610 and then Southbound Highway 169 then back to normal routing on Eastbound 694.

Following the detour period ending Friday September 23, the buses will go back to the normal routing while the data and feedback is analyzed on whether the detour should be made a permanent change.

Your feedback on the detour is appreciated, so please contact Maple Grove Transit during or shortly after the detour period ends using the contact info listed below.

A detour of the p.m. return trips is not being explored at this time due to the significant traffic congestion on northbound Highway 169 prior to County Road 30. The congestion at this intersection is not as big of a factor in the mornings due to the design of the Highway 610 access ramp to southbound Highway 169.

Please provide detour comments to the Transit Administrator at 763-494-6005 or transit@ci.maple-grove.mn.us .

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27//2011

Item Number: G.

Agenda Item: Operator Guide for Maple Grove Transit

As an information item, the attached Operator Guide for Maple Grove Transit is provided to the Transit Commission. All Metro Transit drivers are trained on these unique elements of the service when assigned a Maple Grove route.

Operators Guide for Maple Grove Service

(Draft #1 of Revisions for September 2011)

Route 780 AM

- Layover spot is 200 feet south of Maple Lane on East Fish Lake Road. Drivers must allow riders to immediately board at layover spot.
- When entering I-94 from Hemlock you must use the diamond lane/bypass ramp
- Inbound trips stop on 4th & Hennepin and 4th at Marquette Ave before turning. (**Note: This can be deleted once the driver's maps are updated with this info.**)
- Pull-in taking a right at 11th Street, and allow riders to get off at 11th Street and LaSalle. (**Note: Need to confirm and update driver's map**)

Route 780 PM

- If arrive early at Shepherd of the Grove park and ride, do not wait for the departure time on your paddle. Drop off customers and continue on along the route.
- At 3rd Street and Hennepin make the following announcement. "This is the Maple Grove Route 780 with service to Shepherd of the Grove park-and-ride"

Route 781 AM

- The 781A layover is in front of Foss Swim School. Drivers must allow riders to immediately board at layover spot.
- The Route 781 Transit Station layover is behind the parking ramp. You must stay with your bus if you layover in this alley due to this being a fire lane.
- Position your layover spot so that you can see when your leader has departed.
- Pull up immediately after seeing your leader depart and begin loading, even if it is earlier than the posted arrival time. Be very certain that your leader has gone through ahead of you. If buses get out of order, delays and overloads occur.
- The AM pick up point is at the eastern door of the Station.
- The pocket schedule lists two times for the Transit Station: arrival and departure. There is three minutes of dwell time for passenger loading.
- Do not leave before the scheduled departure time even if your bus is full.
- When entering I-94 from Hemlock you must use the diamond lane/bypass ramp.
- Inbound trips stop on 4th & Hennepin and 4th at Marquette Ave before turning. (**Note: This can be deleted once the driver's maps are updated with this info.**)
- Pull-in taking a right at 11th Street, and allow riders to get off at 11th Street and LaSalle. (**Note: Need to confirm and update driver's map**)

Route 781 PM

- At 3rd Street and Hennepin make the following announcement. "This is the Maple Grove Route 781 with service to the Maple Grove Transit Station"
- When exiting I-694 at Hemlock, keep speed under 15 MPH as you cross Hemlock Lane as there is a major bump in the roadway that could injure passengers and damage the bus.
- At Maple Grove Transit Station, the drop off point is at the west door (far end of the bus way). If there is a bus already here when you arrive, just pull-up behind that bus and begin the unloading process.
- If you arrive early at the Maple Grove Transit Station **do not wait** for the departure time on your paddle. Drop off customers and continue your route.

- When 781 and 781A buses are at the Transit Station at the same time, the 781A must wait until the 781 finishes unloading before departing the Transit Station. Passengers exiting the 781 bus may need to board the 781A to get to their final destination. No transfer is required for these passengers.
- Watch for pedestrians crossing the busway to and from the surface parking lot
- All 781A buses must complete the entire route ending at Garland Lane and 94th Avenue.

Route 782 AM

- This route has two unique double-lane roundabouts at 96th Avenue and Zachary Lane that drivers must understand how to navigate.
- Inbound trips stop on 4th & Hennepin and 4th at Marquette Ave before turning. ***(Note: This can be deleted once the driver's maps are updated with this info.)***
- Pull-in taking a right at 11th Street, and allow riders to get off at 11th Street and LaSalle. ***(Note: Need to confirm and update driver's map)***

Route 782 PM

- At 3rd Street and Hennepin make the following announcement; "This is Maple Grove route 782 to with service to Zachary Park and Ride".
- If arrive early at the Zachary park and ride, do not wait for the departure time on your paddle. Drop off customers and continue on along the route.
- This route has two unique double-lane roundabouts at 96th Avenue and Zachary Lane that drivers must understand how to navigate.

Route 783 AM

- Route 788 riders transfer to the Route 783 at the Crosswinds Park & Ride. Contact TCC with a priority call if the 788 shuttle has not arrived by your departure time and advise them of the situation.
- Make sure to go into Crosswinds Park & Ride, traveling in a counter-clockwise direction. You must stay to the far right edge of the parking lot at all times. This is the only portion of the lot that is reinforced to handle the weight of the bus.
- Inbound trips stop on 4th & Hennepin and 4th at Marquette Ave before turning. ***(Note: This can be deleted once the driver's maps are updated with this info.)***
- Pull-in taking a right at 11th Street, and allow riders to get off at 11th Street and LaSalle. ***(Note: Need to confirm and update driver's map)***
- At Crosswinds P/R – Make sure you pull the bus next to the curb at the shelter and kneel the bus if it is equipped to kneel.

Route 783 PM

- At 3rd Street and Hennepin make the following announcement; "May I have your attention please? You are on route 783 with service to the Crosswinds Park and Ride"
- Make sure to go into Crosswinds Park & Ride, traveling in a counter-clockwise direction. You must stay to the far right edge of the parking lot at all times. This is the only portion of the lot that is reinforced to handle the weight of the bus.
- Route 783 transfers some riders to the Route 788 shuttle at Crosswinds Park & Ride. If you know you will be 10 minutes or more late to meet the shuttle at Crosswinds, call TCC priority and advise them of your situation.
- If Shuttle is not present when you get to Crosswinds Park & Ride do not wait for it to come, but proceed on. ~~Do call TCC priority and advise them if there are passengers waiting.~~

- At Crosswinds P/R – Make sure you pull the bus next to the curb at the shelter and kneel the bus if it is equipped to kneel.

Route 785 AM

- Do not layover on Maple Grove Parkway, use the Parkway Station busway instead.
- Drivers shall pull up to the far western door as soon as they arrive at Parkway Station or as soon as their leader departs. Driver must allow passenger to immediately board the bus.
- Inbound trips stop on 4th & Hennepin and 4th at Marquette Ave before turning. ***(Note: This can be deleted once the driver's maps are updated with this info.)***
- Pull-in taking a right at 11th Street, and allow riders to get off at 11th Street and LaSalle. ***(Note: Need to confirm and update driver's map)***

Route 785 PM

- At 3rd Street and Hennepin make the following announcement; "This is Maple Grove Route 785 with service to Parkway Station.
- Drivers shall pull up to the far western door at Parkway Station to unload riders.

Route 789 AM

- The morning pick-up point is at the far western door of the station. The eastern door is for the Route 781.
- The Route 789 Transit Station layover is behind the parking ramp. You must stay with your bus if you layover in this alley due to this being a fire lane.
- Make the following announcement. "This is Maple Grove Route 789 serving the University of Minnesota campus only, we will not be making downtown Minneapolis stops".
- When entering I-94 from Hemlock you must use the diamond lane/bypass ramp.
- Do not make any stops going through downtown Minneapolis.

Route 789 PM

- When exiting I-694 at Hemlock, keep speed under 15 MPH as you cross Hemlock Lane as there is a major bump in the roadway that could injure passengers and damage the bus.
- At Maple Grove Transit Station, the drop off point is at the west door (far end of the bus way). If there is a bus already here when you arrive, just pull-up behind that bus and begin the unloading process.
- Watch for pedestrians crossing the busway to and from the surface parking lot.

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27//2011

Item Number: H.

Agenda Item: Bus Service Levels for the Holidays

Attached are the rider flyers that communicate the levels of transit service related to the Thanksgiving, Christmas, and New Year's holidays.



Service Levels for 2011 Thanksgiving Holiday

Wednesday, November 23, 2011- Full Maple Grove bus service will be provided. In addition, the Rt. 781 p.m. trips #1 and 2 will have a larger 66-passenger bus assigned to them. The Rt. 781 p.m. trips 3 and 4 will have two buses assigned to each trip to help accommodate the high demand from riders leaving downtown Minneapolis earlier than normal due to the Thanksgiving Holiday. The buses will be back-to-back, so you do not need to crowd on the first bus.

Thursday, November 24, 2011 - No Maple Grove Transit service will be provided on Thanksgiving Day.

Friday, November 25, 2011 - Maple Grove Transit will operate a drastically reduced service schedule as Routes 780, 781A, 782, 783, 785, 788, and 789 will **not** operate. The table below displays the Route 781 trips that Maple Grove Transit will operate using a 66-passenger articulated buses:

Route 781 – Southbound to Minneapolis

Trip No.	Leave MG Station	4th St & Henn. Ave.	Marquette & 8th Street	Marquette & 10th Street
1	5:51	6:13	6:17	6:18
4	6:25	6:49	6:54	6:55
8	6:57	7:21	7:26	7:27
13	7:25	7:49	7:54	7:55
18	7:58	8:22	8:27	8:28
21	11:30	11:48	11:52	11:53

Route 781 – Northbound to Maple Grove

Trip No.	2 nd Ave. & 10 th Street	2 nd Ave. & 6 th Street	3rd St. Henn. Ave.	Arrive MG Station
1	12:11	12:13	12:17	12:35
2	2:11	2:13	2:17	2:35
3	3:14	3:16	3:20	3:45
9	4:12	4:16	4:21	4:46
15	4:46	4:48	4:53	5:18
19	5:11	5:13	5:18	5:41
22	6:06	6:08	6:12	6:35

If you have any questions, please contact the Transit Administrator at: transit@ci.maple-grove.mn.us or 763-494-6005.



Reduced Service Levels for 2011 Holiday Season

On Monday, December 26, 2011 and Monday January 2, 2012, Maple Grove Transit will operate a drastically reduced service schedule as Routes 780, 781A, 782, 783, 785, 787, 788, and 789 will **not** operate. The table below displays the Route 781 trips that Maple Grove Transit will operate using 66-passenger articulated buses:

Route 781 – Southbound to Minneapolis

Trip No.	Leave MG Station	4th St & Henn. Ave.	Marquette & 8th Street	Marquette & 10th Street
1	5:51	6:13	6:17	6:18
4	6:25	6:49	6:54	6:55
8	6:57	7:21	7:26	7:27
13	7:25	7:49	7:54	7:55
18	7:58	8:22	8:27	8:28
21	11:30	11:48	11:52	11:53

Route 781 – Northbound to Maple Grove

Trip No.	2 nd Ave. & 10 th Street	2 nd Ave. & 6 th Street	3rd St. Henn. Ave.	Arrive MG Station
1	12:11	12:13	12:17	12:35
2	2:11	2:13	2:17	2:35
3	3:14	3:16	3:20	3:45
9	4:12	4:16	4:21	4:46
15	4:46	4:48	4:53	5:18
19	5:11	5:13	5:18	5:41
22	6:06	6:08	6:12	6:35

No Route 789 Service during U of M Winter Break

The Route 789 express bus service to the University of Minnesota will **not** operate during the winter break between the Fall and Spring Semester. The Route 789 will not operate from December 19 through Monday January 17. During this winter break period, U of M commuters can use other Maple Grove Transit routes to get to Minneapolis, and then transfer to Metro Transit routes serving the U of M.

If you have any questions, please contact the Transit Administrator at: 763-494-6005
transit@ci.maple-grove.mn.us .

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/2011

Item Number: I.

Agenda Item: Miscellaneous Updates

Rider Survey - The last general rider survey was conducted in March 1993, see attached executive summary report. Over the next couple months, I will be working on issuing another rider survey. In order to meet federal regulations for federal funding this survey will ask demographic information related to gender, race, and income level.

Route 789 - See attachments related to the current detour and bus boarding procedures at the Maple Grove Transit Station.

Jefferson Lines – Attached is the City newsletter article on the inter-city service that appeared in the Fall 2011 issue.

Service Changes for December 2011 – No major service changes are expected for December 3, 2011 with the exception of a potential bus size change from a coach to an articulated bus on the 785 a.m. trip # 5. There have also been several requests for a 7:30 a.m. departure from Parkway Station that I am looking into.

State Fair Bus Ridership - Metro Transit State Fair buses provided just over 543,000 rides for the 2011 State Fair, a 16% increase over 2010. Metro Transit provided rides from 11 park-and-ride lots and on three regular routes. From the Maple Grove Transit Station, Metro Transit provided 20,475 rides in 2011, which was a 28 percent increase over the 2010 ridership mark of 15,998 riders. Below is a summary of the State Fair ridership from 2006 through 2011 from the Maple Grove Transit Station:

- 20,475 - 2011
- 15,998 – 2010
- 16,059 – 2009
- 16,538 – 2008
- 14,576 – 2007
- 10,288 – 2006



Customer Survey Results Executive Summary

The Maple Grove Transit rider survey was distributed on March 5, 2003 and drivers accepted completed surveys through March 12, 2003. A total of 730 completed surveys were returned. A total of 990 persons rode Maple Grove Transit buses on the morning of March 5, 2003, so the response rate was a phenomenal 74 percent. Thank you to all the riders who took the time to complete the survey.

The overall conclusion that one could draw from the survey results is that for the most part, riders are satisfied with the quality and performance of the bus system. However, there appears to very strong demand for expansion of bus service levels, especially in the mid-day and later evening. There were suggestions and comments to improve certain aspects of the current service that have little or no budget impact, which Maple Grove Transit will explore. Given the fact that current budget is fully allocated on current service levels and that there appears to be no major changes in how public transit is to be funded by the State Legislature, Maple Grove Transit will likely struggle to implement the requested service enhancements. However, if and when new funds are made available, the survey results will be an important tool to set priorities for new service.

Below are some key points from the survey results. For the complete 84-page report on the survey results, including route-by-route responses and the verbatim responses to open-ended questions, please check out the City of Maple Grove's website at: www.ci.maple-grove.mn.us. If you would like a copy mailed to you, please call 763-494-6005. A copy of the complete report can also be e-mailed to you by submitting a request to transit@ci.maple-grove.mn.us

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

ROUTE	Very High	High	Average	Low	Very Low	No Response	TOTAL
Total	280	347	40	1	0	62	730
Percentage	38%	48%	5%	0%	0%	8%	100%

How would you rate the quality of:

	Very Good	Good	Average	Poor	Very Poor	No Opinion
Bus Cleanliness	316	331	70	6	2	5
Heating & A/C	280	347	40	1	0	62
Driver Skills	332	329	55	4	2	8
Driver safety	379	309	34	2	2	4
Driver Customer Service	415	259	49	2	1	4
Hours of Operation	108	260	257	81	17	7
Availability of Seats	171	354	152	39	11	3
Number of Bus Trips Offered	71	227	268	134	24	6
Travel Time	187	343	159	31	4	6
Reliability	333	312	72	7	4	2
Cost of Ride /Value of Service	220	381	122	4	1	2
Meets my Travel Needs	214	349	136	21	2	8

What route are you riding today?

ROUTE	Rt. 780	Rt. 781	Rt. 782	Rt. 783	Rt. 784	Rt. 788	TOTAL
Total	113	263	120	75	151	8	730
Percentage	15%	36%	16%	10%	21%	1%	100%

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

A total of 674 riders responded to this question about what thing they liked most about Maple Grove Transit. The top three responses categories were:

- 254 riders or 38 percent made comments related to the level, frequency, and convenience of the transit service.
- 176 riders or 26 percent made comments related to the drivers, customer service, friendliness, and/or safety factors
- 105 riders or 15 percent made comments related to the dependability and reliability of the transit service.

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

A total of 612 riders responded to this question about what thing they liked least about Maple Grove Transit. The top three responses categories were:

- 188 riders or 30 percent made general comments related to the overall limitations of the current schedule, number of trips offered, span of service hours, frequency of trips and service area
- 68 riders or 11 percent made specific comment related to no midday service or noon-time service
- 62 riders or 11 percent made specific comments related to lack of or limited late evening service.

What do you think is the biggest challenge that faces Maple Grove Transit?

A total of 571 riders responded to this question about biggest challenge that faces Maple Grove Transit. The top three responses categories were:

- 215 riders or 38 percent made comments related to budgets, expenses, and funding.
- 92 riders or 16 percent made comments related growth, overcrowding, and riders from cities outside of Maple Grove.
- 77 riders or 13 percent made comments related traffic congestion, road construction, travel time/distance, on-time performance, and/or reliability.

The top three reasons riders use Maple Grove Transit were:

- Avoid Stress – 26%
- Save on Parking Cost – 24%
- Convenience – 20%

Summary of Where Riders Live

City	Rt. 780	Rt. 781	Rt. 782	Rt. 783	Rt. 784	Rt. 788	TOTAL	Pct.
Maple Grove	109	176	76	67	54	8	490	67%
Non-Maple Grove Cities	4	87	44	8	97	0	240	33%
Pct. of Non-MG Cities	4%	33%	37%	11%	64%	0%		

- Respondents listed twenty-one different cities as to where they live.
- Maple Grove residents made up 67 percent of the respondents.
- The next highest percentage of residents was Rogers and St. Michael, who each made up 6 percent of the respondents.
- Thirty-three percent of the respondents were residents that do not live in Maple Grove.
- Route 781 had the highest number of Maple Grove residents, while Route 784 had the highest percentage of non-Maple Grove resident at 64 percent.

Summary of Service Improvements

	Very Important	Somewhat Important	Not Important
Earlier a.m. bus trips to Minneapolis	95	160	441
Later a.m. bus trips to Minneapolis	167	247	286
Earlier p.m. bus trips to Maple Grove	243	281	175
Later p.m. bus trips to Maple Grove	278	231	192
Mid-day buses to and from Minneapolis	287	312	107
More trips within the existing service hours	182	248	265

- Having more return trip options to Maple Grove appears to be the overall theme as the most important service improvement with mid-day trips ranking first, later p.m. buses ranking second, and earlier p.m. trips ranking third.

What do you think is the single most important improvement Maple Grove Transit should make to better the system?

A total of 526 riders responded to this question about the single most important improvement Maple Grove Transit should make. The top three response categories were:

- 201 riders or 38 percent made general comments related to offering more trips, expanding the service area, increasing the frequency of trips, reducing overcrowding, and/or increasing seating capacity.
- 88 riders or 17 percent made specific comments related to adding midday service or earlier afternoon trips.
- 60 riders or 11 percent made specific comments related to adding later afternoon and evening trips.

Miscellaneous Findings:

- Ninety-one percent of all respondents indicated that they do have a personal vehicle to make their commute trip, while only eight percent said they do not.
- Seventy-one percent of all respondents boarded the buses at a park-and-ride lot, while 28 percent picked up the bus along the route
- Forty-six percent of the respondents have been riding the bus from two to five years, while 27 percent have only been riding a year or less.
- Seventy-five percent of the respondents stated that they ride five days a week on average, and 17 percent stated that ride four days a week.
- Respondents were fairly evenly split on whether or not they would be willing to drive farther to a park-and-ride if it meant they would have more trip options: 32percent said yes, 32 percent said no, and 27 percent were not sure.
- Thirty-two percent of the respondents are willing to drive between 6 to 10 minutes to reach a park-and-ride lot, while 25 percent indicated that they are only willing to travel 1 to 5 minutes.
- Fifty-seven percent of all respondents were not aware of the new Transit Station while 42 percent were aware of its opening in December 2003

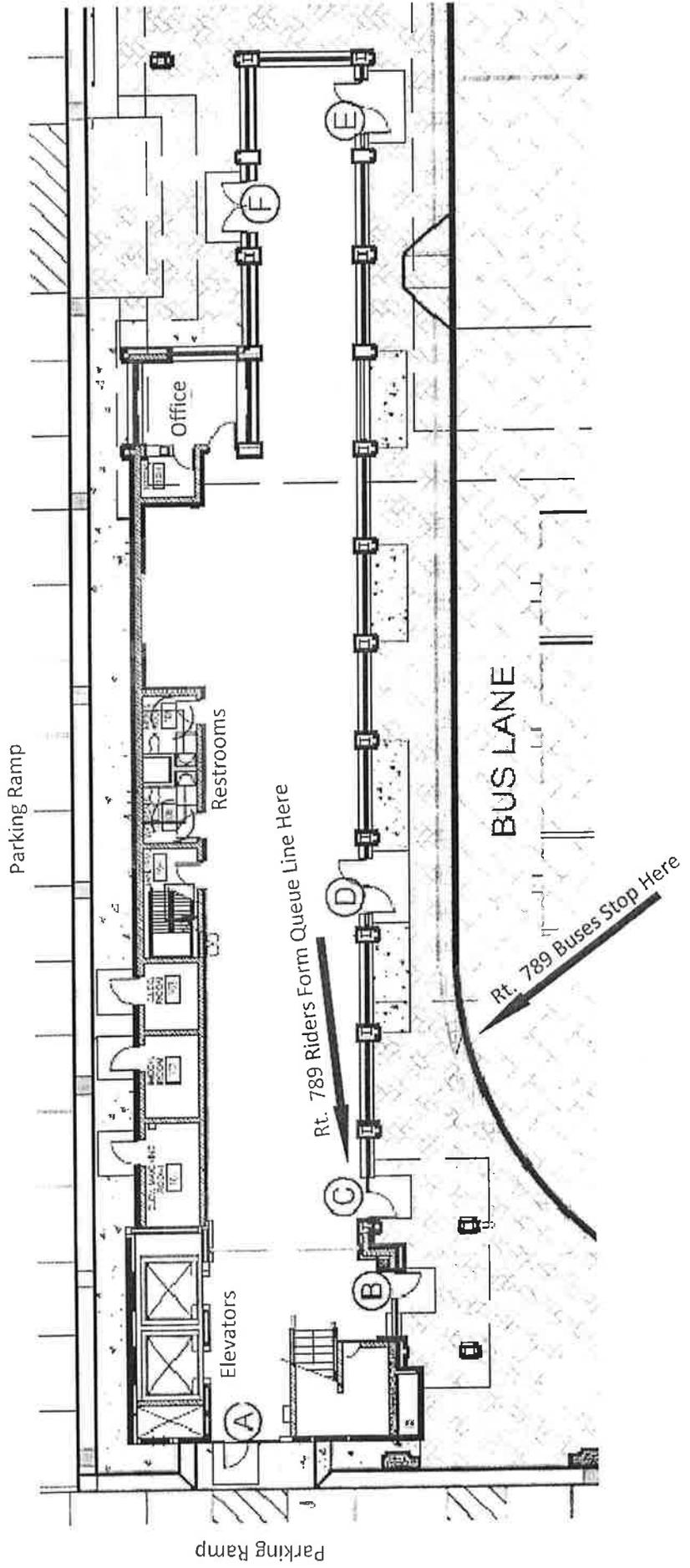
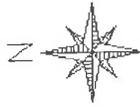
Other comments regarding Maple Grove Transit

- A total of 442 of the 730 respondents, or 60 percent, made additional comments. The comments were far ranging and diverse, which included both commendations and criticisms. However, many of the comments centered on service suggestions and/or requests to maintain the current service levels.

For the complete 84-page report on the survey results, including route-by-route responses and the verbatim responses to open-ended questions, please check out the City of Maple Grove's website at: www.ci.maple-grove.mn.us . If you would like a copy mailed to you, please call 763-494-6005. A copy of the complete report can also be e-mailed to you by submitting a request to transit@ci.maple-grove.mn.us

Route 789 – Bus Boarding Procedures at Maple Grove Transit Station

Effective 9-12-11, U of M Riders waiting at the Maple Grove Transit Station will board the Route 789 bus through “Door C”. Route 789 riders will no longer board through “Door D”. The Route 789 buses will now pull up closer to “Door C”. As a result, Route 789 riders should line up inside the station starting at “Door C” forming a queue line eastward toward Doors D and E along the windows facing the busway. If you have any questions, please contact us at transit@ci.maple-grove.mn.us or 763-494-6005.



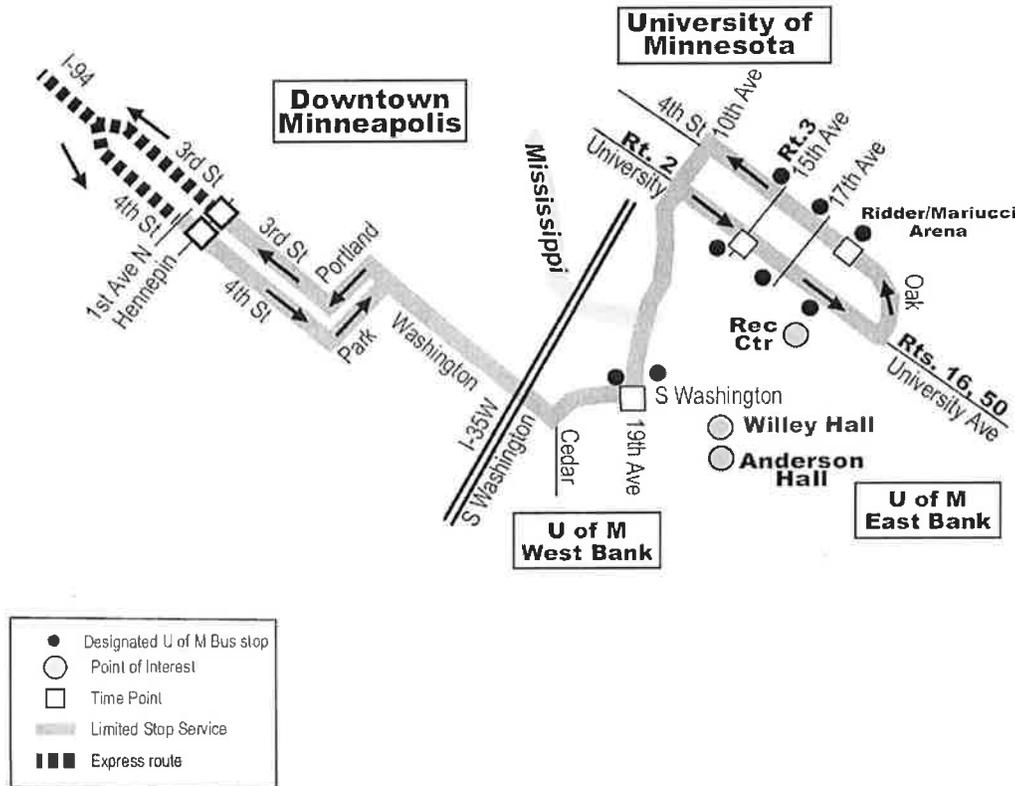
Transit Route 789 Detour

Effective **Tuesday, September 6**, the Route 789 will resume service to the University of Minnesota, but under a route detour that also changes the trip times. The detour is due to the light rail line construction and is expected to be in place until 2014.

Below is the revised trip schedule and the map of the detour routing in the U of M area. Please note that Ridder Arena is the last inbound/a.m. bus stop and no stops are made in downtown Minneapolis. If you have any questions, please contact the Transit Administrator at: transit@ci.maple-grove.mn.us or 763-494-6005.

Trip No.	MG Transit Station	19 Ave / S. Wash.	15th Ave / University Ave.	4th St. / Ridder Arena
1	7:00 a.m.	7:34 a.m.	7:39 a.m.	7:42 a.m.
2	8:03 a.m.	8:37 a.m.	8:42 a.m.	8:45 a.m.

Trip No.	4th St. / Ridder Arena	19 Ave / S. Wash.	MG Transit Station
1	4:45 p.m.	4:53 p.m.	5:28 p.m.
2	5:45 p.m.	5:53 p.m.	6:27 p.m.



Jefferson Lines to Serve Parkway Station with an Intercity Bus Stop

The City of Maple Grove is pleased to announce that they have reached an agreement with Jefferson Lines (JL) to establish an “intercity” bus stop at the Parkway Transit Station. Parkway Station is Maple Grove Transit’s newest facility located at 9870 Maple Grove Parkway. JL would provide “intercity” coach services from rural communities to the City of Maple Grove.

Intercity bus service is defined as regularly scheduled bus service for the general public which operates with limited stops over fixed routes connecting two or more urban areas not in close proximity, which has the capacity for transporting baggage carried by passengers and which makes meaningful connections with scheduled intercity bus service to more distant points, if such service is available.

Specifically, JL would provide westbound route stops at 8:20 a.m., 1:15 p.m., and 7:35 p.m. The eastbound route stops would be at 10:25 a.m., 3:40 p.m., and 6:35 p.m. These stops times would not interfere with the City transit operations at Parkway Station.

Exhibit A lists all the regional cities that would have direct service to Maple Grove versus regional cities that that would indirect service to Maple Grove by connecting and transferring at other JL bus terminals.

JL states that they have many requests for service to and from Maple Grove coming from Maple Grove residents or persons who have relatives in Maple Grove. College students coming back home is also a promising market. There would no cost to the City of Maple Grove for this bus service. However, riders would pay a fare to JL for this service.

JL is a Minneapolis-based intercity bus company that provides intercity bus service to 13 states, serving more than 170 communities nationwide. JL provides service to 65 Minnesota communities directly. Each day JL buses drive 7,179 miles in Minnesota. JL has a comprehensive GPS and security program for all of our buses, parking lots and work areas. JL has a full time maintenance facility in Minneapolis, as well as 24 hour dispatch coverage.

The intercity bus service to Maple Grove would begin around September 1. Go to their website for details at: <http://www.jeffersonlines.com> .

Exhibit A

Regional Cities that would have direct service to Maple Grove

- Alexandria, MN
- Fergus Falls, MN
- University of Minnesota-Minneapolis
- Brainerd, MN
- Fargo, ND
- Fergus Falls, MN
- Little Falls, MN
- North Dakota State University
- Moorhead, MN
- Moorhead State University
- Monticello, MN
- Motley, MN
- Wadena, MN
- St Cloud, MN
- Detroit Lakes, MN
- Perham, MN
- Little Falls, MN
- MSP
- Rochester, MN
- University of Minnesota Rochester
- Winona, MN
- Winona State University
- La Crosse, WI
- University of Wisconsin-La Crosse
- Sparta, WI
- University of Wisconsin-Madison
- Milwaukee, WI
- Grand Forks, MN
- Fisher, MN
- Crookston, MN
- Mentor, MN
- Erskine, MN
- Mcintosh, MN
- Fosston, MN
- Bagley, MN
- Shevlin, MN
- Solway, MN
- Bemidji, MN
- Bemidji State University
- Cass Lake, MN
- Walker, MN

Regional cities with connections in Fargo, Minneapolis or St Paul

- Duluth, MN
- University of Minnesota-Duluth
- The College of St. Scholastica
- Cloquet, MN
- Moose Lake, MN
- Sandstone, MN
- Hinckley, MN
- Pine City, MN
- North Branch, MN
- Forest Lake, MN
- St Paul, MN
- Burnsville, MN
- Mall of America
- Northfield/I35
- Faribault, MN
- Owatonna, MN
- Albert Lea, MN
- Clear Lake, IA
- Mason City, IA
- Fort Dodge, IA
- Ames, IA
- Iowa State University
- Des Moines, IA
- Wahpeton, ND
- Sisseton, SD
- Aberdeen, SD
- Brookings, SD
- Flandreau, SD
- Sioux Falls, SD
- Sioux City, IA
- Omaha, NE
- Hudson, WI
- Eau Claire, WI
- Chippewa Falls, WI
- Stanley, WI
- Abbotsford, WI
- Wausau, WI
- Wittenberg, WI
- Shawano, WI
- Green Bay, WI
- Sheboygan, WI
- Mitchell, SD
- Chamberlain, SD
- Vivian, SD
- Pierre, SD
- Rapid City, SD
- Spearfish, SD
- Mankato, MN
- Fairmont, MN
- Jackson, MN
- Worthington, MN
- Laverne, MN
- Charles City, IA
- Waverly, IA
- Cedar Falls, IA
- Cedar Falls State University
- Waterloo, IA

REQUEST FOR TRANSIT COMMISSION ACTION

Meeting Date: 9/27/11

Item Number: J.

Agenda Item: Date and Time of Next Meeting / Adjournment

Recommended Committee Action:

Motion made by Commission member _____, seconded by Commission member _____, to adjourn.

A. Next Scheduled Meeting:

- November 29, 2011