



Minnesota Regional Transit  
Board: Records.

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REGIONAL TRANSIT BOARD

Mears Park Centre  
230 East 5th Street  
St. Paul, Minnesota 55101  
612/292-8789

## MEETING OF THE COMMITTEE OF THE WHOLE

Monday, February 11, 1991  
Mears Park Centre, Room A  
Immediately Following the  
4:00 p.m. Meeting

### AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. High Subsidy Routes Randy Rosvold
4. Other Business

Michael J. Ehrlichmann  
Chair

# REGIONAL TRANSIT BOARD

Mears Park Centre  
230 East Fifth Street, St. Paul, Minnesota 55101  
292-8789

DATE: February 1, 1991

TO: Chair and Members of the Committee of the Whole

FROM: Randy Rosvold, Senior Planner  
Paul Moline, Planner 

SUBJECT: High Subsidy Routes

## SUMMARY

This memorandum presents background information on 13 MTC routes that are consistently exceeding performance standards established by the RTB. The policy options for managing high subsidy services and recommendations are presented for each of the high subsidy routes.

## BACKGROUND

During 1990, the Metropolitan Transit Commission identified seven weekday and eight weekend routes in the regular route system that were consistently failing to meet the regular route performance standards developed jointly by the RTB/MTC in 1986. This standard established a ceiling subsidy per passenger of \$2.45. The process of identifying high subsidy routes also includes tracking performance indicators over a specified timetable (usually 12-18 months) to take into account seasonal fluctuations in route performance, abnormalities in operations such as route detours caused by weather, road construction, or traffic congestion or other factors.

Specific information is presented in the following format for all thirteen MTC high subsidy routes:

1. Executive Summary (printed on colored paper) - listing route, historical summary, performance data, marketing/promotional efforts, service alternatives, public hearing summary, MTC recommendation, and RTB staff recommendation.
2. Route Information Packet - containing route map and schedule data, route description, trends analysis for route performance, daily ridership and characteristics on passengers, operations and performance indicators.
3. Public Hearing Summary - prepared by MTC containing all comments presented during each public hearing conducted on the high subsidy routes.

### Policy Options

Four policy options are available to take action on high subsidy service; they include:

1. Restructure Existing Service. Options could include increase or decrease service level, increase or decrease service hours, reorient the route alignment, eliminate or extend route segments or combinations thereof.
2. Competitively Bidding for Service. The determination may be made to competitively bid the service "as is" or in a restructured state as a means to continue operation of the route service.
3. Status Quo. The RTB could direct the existing provider to continue operation of service.
4. Termination of Service. Upon review of all actions taken to sustain and improve ridership, the most appropriate course may be to terminate service.

The process followed by the MTC leading to recommendations on these routes is:

Action Step	Date
<u>Identification of High Subsidy Routes</u> MTC identifies routes exceeding \$2.45 ceiling subsidy per passenger standard and authorizes requests Commission approval to conduct public hearings.	June 1990
<u>Public Hearing Process</u> MTC holds eight public hearings on high subsidy routes.	July-August 1990
<u>Public Input/Analysis/Recommendations Developed</u> MTC staff reviews public input and presents recommendations on one of four possible options (eliminate, bid out, restructure, status quo).	Fall/Early Winter 1990
<u>MTC Action</u> MTC approves staff recommendations and forwards them to RTB.	January 1991
<u>RTB Review and Approval</u> RTB staff review high subsidy route information and MTC recommendations; presents findings to RTB for approval.	February 1991

### New Performance Standards

During this timeframe, the RTB developed new regular route performance standards as part of the RTB Five-Year Plan update. In November 1990, the regular route performance standards were approved by the RTB. The new performance standards recognize the fact that various service types perform differently; subsequently, service categories and different standards were adopted for each type of service.

The new regular route performance standards adopted in late 1990 are:

<u>Service Type</u>	<u>Subsidy Per Passenger</u>
Local Radial Routes	\$3.25
Local Crosstown Routes	\$4.00
Peak Hour Express Routes	\$3.85
All Day Express Routes	\$3.50

As RTB staff reviewed MTC's recommendations on high subsidy service, four routes no longer fall into the realm of "high subsidy service." When the new regular route performance standards are applied, however, nine of the thirteen routes identified as high subsidy services using the \$2.45 subsidy per passenger and 35 percent fare box recovery indicators adopted in 1986 are still not meeting the new regular route performance standards recently adopted by the RTB in late 1990.

### High Subsidy Routes

The thirteen routes that MTC identified as high subsidy service encompass bus service currently provided at varying times, days of the week and locations in the Twin Cities area. Table 1 illustrates each route, service type and corresponding regional performance standard the route performance must meet. Furthermore, the services are categorized to show day of the week and daily passenger boardings for each route.

For purposes of comparison, the total MTC regular route system average daily ridership for weekdays, Saturdays and Sundays is summarized at the bottom of Table 1.

Table 1  
 MTC HIGH SUBSIDY ROUTES

Route No.	Service Type	Regional Performance Standard Subsidy/Boarding	Weekdays		Saturdays		Sundays	
			Daily Boardings	Subsidy/Boarding	Daily Boardings	Subsidy/Boarding	Daily Boardings	Subsidy/Boarding
<i>Minneapolis Routes</i>								
3	Crosstown	\$0.00	199	\$3.68				
27	Radial	\$3.25			503	\$6.81		
35K	Express	\$3.85	132	\$4.90				
36	Crosstown	\$4.00	199	\$5.34				
51	Radial	\$3.25			696	\$2.77	373	\$5.01
78	Crosstown	\$4.00	48	\$9.58				
88	Crosstown	\$4.00	218	\$6.37	90	\$5.65		
89	Crosstown	\$4.00	159	\$6.70	77	\$7.20		
<i>St. Paul Routes</i>								
10	Radial	\$3.25			289	\$2.91	127	\$3.52
11	Radial	\$3.25			627	\$2.81	162	\$3.65
19	Express	\$3.85	22	\$6.85				
49	Radial	\$3.25			351	\$3.65	194	\$3.39
61	Radial	\$3.25			28	\$24.99		
High Subsidy Route Average Total Daily Boardings			977		2,660		856	
MTC System Average Total Daily Boardings			240,000		100,000		50,000	

RECOMMENDATIONS:

1. Direct MTC to **continue operation of Mpls. #3 weekday** local crosstown service. This route meets the new regular route performance standard. MTC should continue monitoring and evaluation of this service and strive to increase or sustain ridership while at the same time efficiently manage service resources used to operate Route 3. *OK*
2. Direct MTC to **restructure Mpls. #27 Saturday** to avoid service overlap with the Anoka County Traveler, reduce service levels to match appropriate passenger demand, work with the Anoka County Traveler program to ensure service coordination and promote transferability between services, and inform the RTB of cost savings realized through service restructuring. *OK*
3. **Notify Minnesota Valley Transit Authority to Restructure Route 35K.** Route 35K is part of the I-3W commuter route system and is the only 35W route that fails to meet regional performance standards. However, due to the importance of providing public transit service in congested corridors during peak commuting times, prudent restructuring of this route may increase patronage. *OK*
4. Direct MTC to **eliminate Mpls. #36 weekday** service upon ample notification to all existing riders. *OK*
5. Direct MTC to **restructure Mpls. #51 Saturday and Sunday service** and reduce level of service to meet actual passenger demand, inform RTB of the cost savings realized through service restructuring, and prepare to implement changes to Mpls. #51 weekend service to reflect future I-394 timed-transfer bus service plans. *OK*
6. Direct MTC to **eliminate Mpls. #78 weekday service** upon ample notification to all existing riders. *OK*
7. Direct MTC to **eliminate Mpls. #88 weekday and Saturday service** upon ample notification to all existing riders. *OK*
8. Direct MTC to **eliminate Mpls. #89 weekday and Saturday service** upon ample notification to all existing riders. *OK*
9. Direct MTC to **continue SP #10 Saturday and Sunday service** and examine current route and scheduling practices for ways to improve system transferability. *OK*
10. Direct MTC to **continue SP #11 Saturday and Sunday service** and examine current route and scheduling practices for ways to improve system transferability. *OK*
11. **Notify Minnesota Valley Transit Authority to eliminate Route 19.** Route 19 services and patronage could more cost effectively be accommodated by formation of a van pool using a volunteer driver and, therefore, reduce public subsidy necessary to provide transportation to the 22 daily riders. *OK*

- OK 12. Direct MTC to **continue SP #49 Saturday and Sunday service** and examine current route and scheduling practices for ways to improve system transferability.
13. Direct MTC to **eliminate Saturday SP #61 service** upon ample notification to all existing riders.

# REGIONAL TRANSIT BOARD

Mears Park Centre  
230 East Fifth Street, St. Paul, Minnesota 55101  
292-8789

DATE: February 1, 1991

TO: Chair and Members of the Committee of the Whole

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Paul Moline, Planner 

SUBJECT: High Subsidy Routes

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This memorandum presents background information on 13 MTC routes that are consistently exceeding performance standards established by the RTB. The policy options for managing high subsidy services and recommendations are presented for each of the high subsidy routes.

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**RECOMMENDATIONS:**

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High Subsidy Routes  
February 1, 1991  
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## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 3 (Broadway Avenue, North Minneapolis)

Service Type: Local Crosstown

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 3 is a north Minneapolis crosstown route, but unlike most crosstown routes, it does not receive a large number of transfer passengers. This may account for the high subsidy. Crosstown routes traditionally have difficulty standing on their own without substantial transfer ridership. Route 3 runs approximately from North Memorial Hospital along Broadway to Industrial Boulevard in northeast Minneapolis. While Broadway is a commercial street, there are few major draws for riders in the corridor. This lessens potential patronage. Trimming service would result in a short-term expense reduction, but won't fix the long-range ridership problem. The route may be a candidate for route specific marketing, but an origin/destination survey needs to be done first to assess where the key destinations are.

Daily Boardings	199
Subsidy/Boarding	\$3.68
Regional Standard (subsidy/boarding) for Local Crosstown Routes	\$4.00
Annual Service Miles	44,040

### MARKETING PROMOTIONAL EFFORTS

- Forty-seven outlets disseminate Route 3 bus schedules free of charge.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Route 3 crosses the following MTC bus routes which may serve as a service option: Routes 5, 14, 22, 7, 27, 18, 24, 10, 29, 4 and 1. The possibility exists to use any of the above mentioned routes, ride into downtown Minneapolis, and transfer out to another MTC route enabling "crosstown" trips to be made via rides and transfers in downtown Minneapolis.

**PUBLIC HEARING SUMMARY** (hearing minutes attached)

Time	-	7:30 p.m.
Date	-	August 15, 1990
Location	-	MTC Commission Chambers Minneapolis, MN
Number of People Attending	-	10
Number of Letters Mailed to MTC Regarding Route 3	-	13

Concerns raised regarding service loss, apprehension about subcontracting, poor route connections, loss of union jobs, and application of route performance measures.

**MTC RECOMMENDATION**

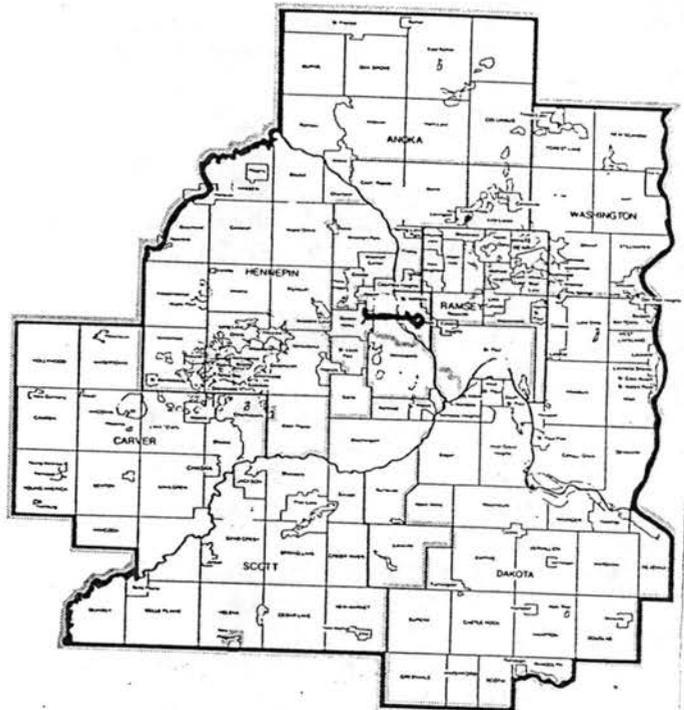
Continue this route in order to provide a basic service network that supports RTB's commitment to serve the transit dependent. If the RTB continues this route, it is an appropriate candidate for route specific marketing and/or subcontracting.

**RTB RECOMMENDATION**

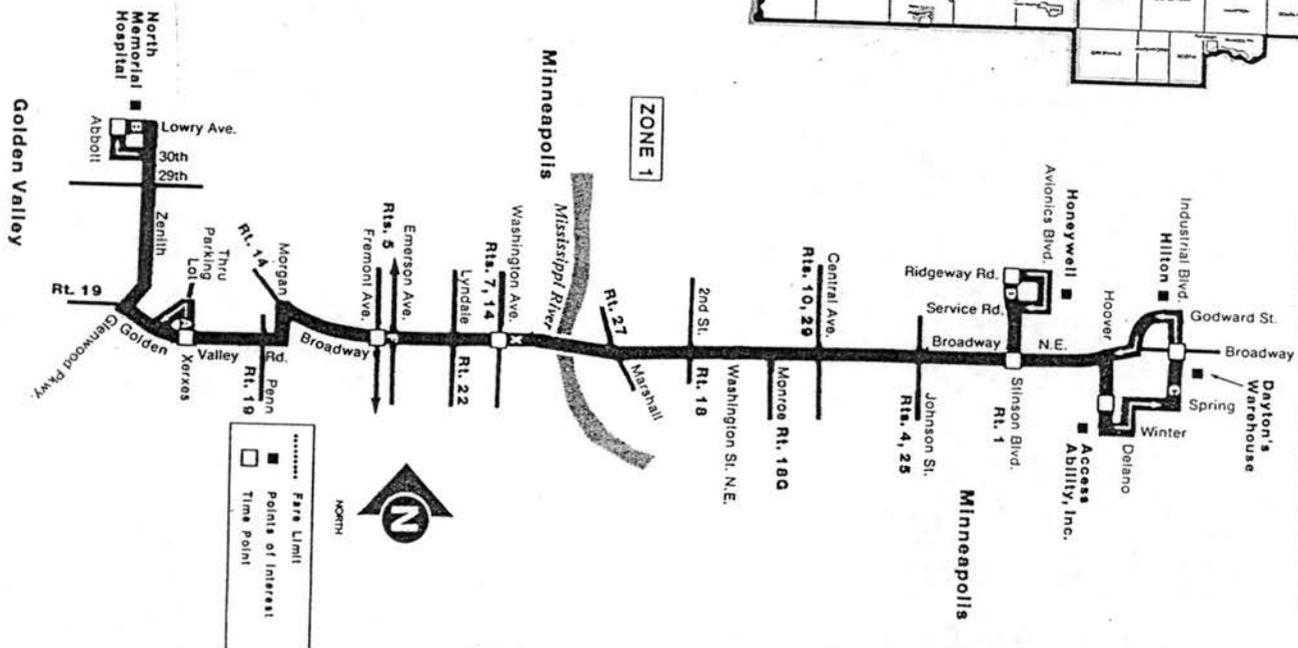
Direct MTC to continue operation of Route 3 weekday local crosstown service. This route meets the new regular route performance standard. MTC should continue monitoring and evaluation of this service and strive to increase or sustain ridership while at the same time efficiently manage service resources used to operate Route 3.

# ROUTE 3

## ROUTE LOCATION



## ROUTE MAP



## CURRENT SCHEDULE

Monday thru Friday

### Westbound:

	Spring & Hoover Bldwy.	Industrial Bldwy.	Stinson Wash	Bdwy. -son Ave.	Bdwy. Wash Ave.	Bdwy. -son Ave.	Xerxes	Lwry and Hoover
	AM	AM	AM	AM	AM	AM	AM	AM
3B						604	607	611
3A			627	629	641	644	647	
3B			650		655	707	710	717
3A			726		731	743	746	749
3A			759		804	816	819	822
3B			822	824	836	839	842	846
3B			937	939	951	954	957	1001
	PM	PM	PM	PM	PM	PM	PM	PM
3B			306	308	320	323	326	330
3A	340	342		347	359	402	405	
3B			406	408	420	423	427	431
3A	440	442		447	459	502	506	
3B	517	519		524	536	539	542	546
3F			633	635	647	650		

### Eastbound

	Lwry and Hoover	Xerxes	Bdwy. -son	Bdwy. Wash	Bdwy. -son	Stinson Wash	Spring & Hoover	Industrial Bldwy.
	AM	AM	AM	AM	AM	AM	AM	AM
3D		559	604	607	619	621		
3C	613	617	622	625	637		641	643
3C		651	656	659	712		716	718
3C	721	725	730	733	746		750	752
3D		753	758	801	814	816		
3X		824	828	831				
3D	906	910	914	917	929	931		
3X	1004	1008	1012	1015				
	PM	PM	PM	PM	PM	PM	PM	PM
3D				250	302	304		
3C	306	310	314	318	330		334	
3D	336	340	344	348	400	402		
3C		410	414	418	430		434	
3C	439	443	447	451	503		507	
3D		510	514	518	530	532		
3D	606	610	614	618	630	632		

## ROUTE DESCRIPTION

- Minneapolis 3 is a local crosstown route serving North Minneapolis and Northeast Minneapolis with branches serving Golden Valley and Robbinsdale. Specific destinations include North Memorial Hospital, Honeywell, Access Ability Inc., and the Dayton's Warehouse.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 3</u>	<u>SYSTEM *</u>
Average Daily Boardings	199	100,000
Subsidy Per Pass.	\$2.88	\$1.01
Farebox Recovery	18%	31.3%
Passengers/Mile	1.19	2.50
<u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	2.5%	6.2%
Percentage of under 18 riders	2.0%	6.3%
Patronage Objective	243	
<u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	44,040	27,672,561
Annual Cost	\$275,410	\$104,029,673
Route Length	6.5 miles	
Span of Service	6:04am - 6:50pm	
# of Daily Trips	15	
Service Frequency	20 minutes	

\*1989 Actual Data

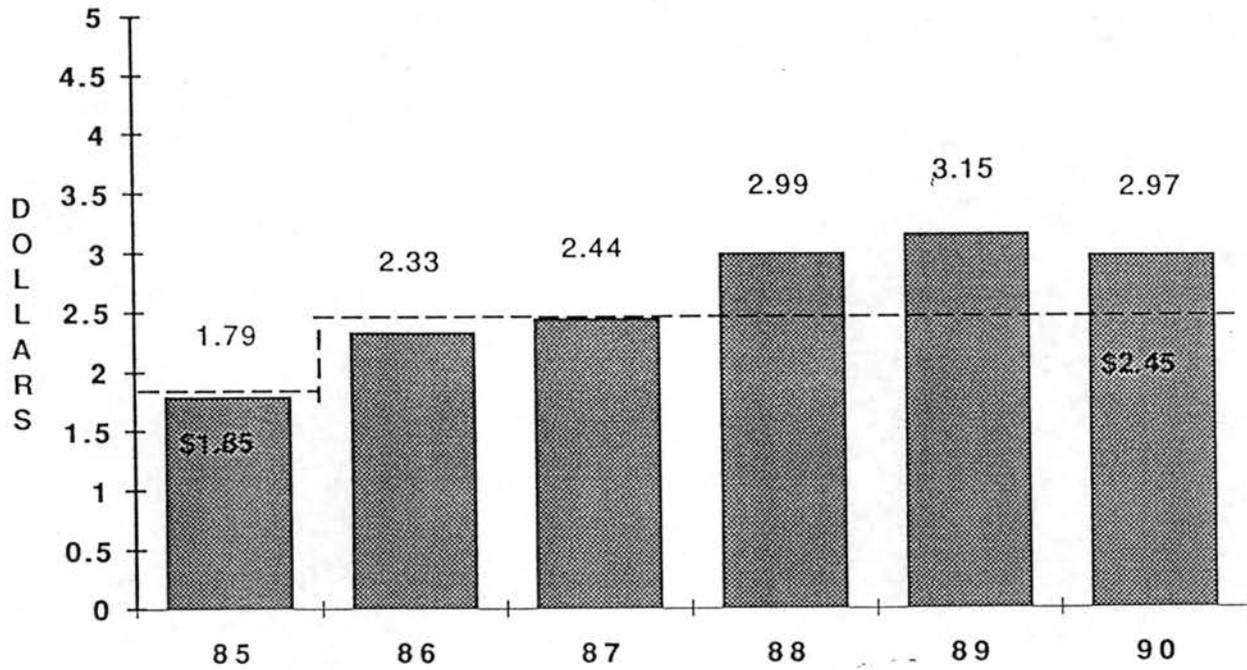
## ROUTE HISTORY

- **START OF SERVICE** 1956 (as Broadway Crosstown)

### SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
9-26-83	20	30 minutes	60 minutes	No Service
4-7-86	17	30 minutes	75 minutes	No service
12-14-87	15	30 minutes	No service	No service

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



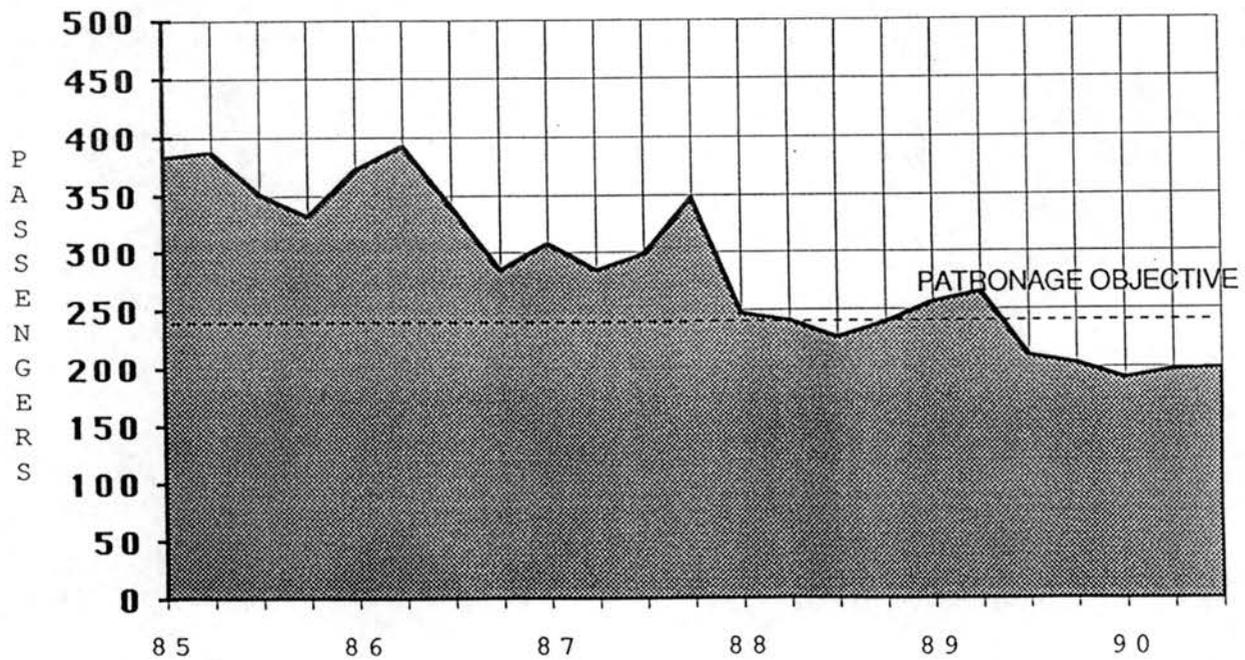
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$3.68

DAILY RIDERSHIP HISTORY





MINNEAPOLIS ROUTE 3

PUBLIC HEARING

AUGUST 15, 1990

METROPOLITAN TRANSIT COMMISSION

COMMISSION CHAMBERS

560-6th AVENUE NORTH

MINNEAPOLIS, MN 55411-4398

SDT: It's 7:30 P.M. shall we begin?

Good evening my name is Scott Thompson I'm a planner for the MTC Service Planning & Scheduling section. Tonight we're here to discuss the MTC's proposal to sub-contract Route 3 bus service. Before we get into the discussions, I would like to introduce two of our Commissioners: Todd Paulson and Ray Waldron.

The proposal to sub-contract Route 3 service is based on the fact that the service is running and has run for some time beyond the MTC's guideline of \$2.45 subsidy limit. The Regional Transit Board has a subsidy guideline that says service that exceeds \$2.45 should be either restructured, sub-contracted, or discontinued. The MTC is asking for public input. We will take your comments and then our commissioners will decide what the MTC's recommendation to the Regional Transit Board should be. The RTB can decide to continue to have the MTC provide the service. Or sub-contract the service to another provider. We're here tonight to listen to your testimony. So at this point I'll open the floor to comments.

This hearing is being recorded, so when you speak please identify yourself and be sure to sign in on the register here. We will send you a synopsis of this public hearing.

**Virginia Callendar**- and I live on 26th Avenue North - my son rides the bus every day. He catches it at 7:20 and then he takes the last bus home. It takes him 2 hours to get to work as it is. It would be a hardship for him if he didn't have any bus service out there. He's ridden the bus ever since he started and he rides it twice a day. I ride the bus occasionally. I used to ride it all the time going downtown but I always got a ride home. The bus driver even asked me if I worked. I didn't work at that time. I just went downtown just for something to do.

SDT-Thank you!

SDT/This proposal is not to discontinue the service, it is to sub-contract or have another provider operate the service.

VC/How would that affect the riders?

SDT/ The difference would be the vehicle would be owned and operated by another provider so you would have a different bus driver and a different bus. Traditionally the schedules have remained the same, the MTC would continue to schedule the same number of bus trips, but the vehicle and bus driver would be different.

VC/ Would that mean he has to transfer downtown and take another bus on the MTC? Would his fare include that?

SDT/Yes - There would be a reciprocal fare arrangements. - That's the way it works with the existing sub-contract service.

**SCOTT TOLLIN** - I am a driver. Part of the problems I see right now is a lack of interaction. Right now there's interaction between MTC drivers. I go down Broadway Avenue I know every route to make connections. We're

looking at drivers that don't interact with each other, and in the winter time when there's slippery conditions and so forth, there isn't that experience and knowledge of what connections can be made or have to be made that there is now. I think the service would deteriorate.

SDT/Thank you!

**I'm John Johnson** - I worked for Twin City Lines since 1960 and switched over to the MTC at a later date. The problem with what is being proposed in this type of thing is back to the same problems we had back in the early '60's. We had North Hennepin, we had Richfield, we had all kinds of bus companies. The problems with transferring like Scott (Tollin) is talking about there is no real interaction even with some of these providers out there now that are operating. They have no idea where any MTC buses go, they'll drop you off and that's it - you're just on your own. The big problem that I see has been and continues to be is the subsidy level. The RTB just sets up a flat rate they don't take into consideration any costs, CPI. As the years go by, they hold the flat rate. What we're gonna have in the Twin Cities here if this keeps going the way the RTB is dictating, is you're gonna have about 40, 50, 60 small bus companies out here each running their own bus. They could give a damn less if you make good connections or not. All they're worried about is getting their subsidy from the RTB and what kind of a system do we have in the end? I think this is what people really need to look at. Here we're talking about a line right in the city and it just doesn't make any sense at all to start breaking up a system that back in the '60s didn't work. When the MTC took over they started incorporating some of these lines. We took over these lines the North Hennepin run, the Richfield run, St. Paul Suburban. We put them all into one system so that when you get on a bus you know where you're going, you know when you get there. Not only that you have buses to back it up. There's buses sitting in the garage here that can be put out to fill in for this bus that breaks down or whatever happens. You start getting with these small companies - they don't have that and you can't blame them they can't afford to have that out there. So if we want to ruin lines - we want to ruin the transportation system in the Twin Cities, this is the way to do it.

SDT/Thank you!

**My Name is Melanie Benson** - I'll have my 14th anniversary as a driver with the MTC on October 11, 1990. I agree with what John said and with what Scott said. I also want to add that through no fault of their own the drivers who drive for these private providers are not as experienced as drivers who drive for the MTC. Many of these private providers pay very low wages, they pay no benefits, 99% of their workers are part-time workers so they cannot afford to stay with the company as long as they might like to because they might like the job they just can't afford to stay and they don't build up the experience and the expertise that MTC drivers do the vast majority of whom have been on the property for over 10 years at least. In addition, the other companies' drivers do not know the inter-connections (as was mentioned) with the entire system. Another thing that the MTC has that these private providers don't have is the radio system that connects with the central control system that can communicate emergencies, hazardous road conditions, passenger problems, and connections with other bus routes if somebody is missing a connection. There are all kinds of benefits that the MTC has that these private providers don't. I think we need to remember that these private providers exist to make a profit not to primarily serve the public. And I was looking over some notes from the Regional Transit Board on two routes that

already were sub-contracted and what their proposals were for those routes after they had been sub-contracted. 18 months later they were proposed for discontinuation and I think that's a scary thing that could happen again. In one case, Route 26 Saturdays, the ridership dropped over 18 months later from 137 riders a day in July of '87 to 59 riders a day and the subsidy level only went down from \$4.53 to \$4.19 and now that route may have already been discontinued by the Regional Transit Board. It was supposed to go before them last week. In another instance, the Minneapolis Route 67 Saturday service, after considerable restructuring by the MTC, went from 43 daily passengers at a subsidy level of \$8.60 in '87 to a 1990 daily passenger rate of 16 so it dropped again 60% and the subsidy level went up to \$23.51 per passenger, so the subsidy level jumped three times still with a private provider. Other examples from the RTB: The sub-contracted Roseville Circulator service shows that these private providers are recouping very little in fare box revenue, but they're getting massive subsidies from the Regional Transit Board so they're making their money off tax dollars that citizens are paying for a good transportation system but ya know they're not using it to pay their people well.

SDT/Thank you!

**Yes I'm Mary Sutton-** I've been a driver for 11 years now. Melanie brought up the point that these drivers aren't being paid well and they're not getting benefits. At the same time, we have our own interests at heart but you know Minnesota used to be a strong labor state. MTC loses jobs this way, union jobs most of us I think take pride in our jobs. We care about our passengers that's why we do a good job. Holding union jobs and keeping the union in place is very important to our passengers as well as to ourselves.

SDT- Thank you!

SDT/Are there any other comments?

???- I noticed that these papers you had up front the subsidies listed for the last 2 years. My understanding from a driver who has been driving Route 3 for 5 or 6 years is that there have been considerable cuts on the 3 line.

SDT-The major change in the service level goes back one and a half years ago. The MTC had to make service adjustments to a number of routes because they were high subsidy routes. We checked Route 3 trip by trip and cut the trips in the middle of the day which carried the fewest number of riders. The peak period was still producing enough ridership to continue to operate but the midday did not. Since that service reduction, the subsidies have not gone down and that's the reason for this public hearing. The guideline says we must have a public hearing if we are over the \$2.45 subsidy. It's an MTC/RTB policy that we must have public hearings on all the routes that exceed the \$2.45 subsidy level.

???-Was the per passenger subsidy was set back in 1986?

SDT/Yes

???-Without any cost of living type adjustments?

SDT- It hasn't been changed that's correct

Melanie -The other factor that I would like to introduce for people's information is that when you consider a public transit system like the MTC, you have to consider it as a unit - as a whole. There was a study that was put together by a group called the Economic Policy Institute called the "emperor's new clothes" transit privatization of public policy. It talked about the mistake of taking an entire transit system and then separating out one route from the rest of the routes and looking at each route specifically. The system is integrated and it's integrated because people need to get all over the metropolitan area on an integrated system. Even though some routes may be high subsidy, as the whole the system operates well below \$2.45. Even if you grabbed the \$2.45 subsidy as a reasonable amount, which I don't. It was set 4 years ago and it's arbitrary. Even if you grant that the entire system operates well below that, why separate out specific routes that may operate at a higher subsidy? Why not consider the whole system as part of the necessary transportation system? John made some excellent points about what happens when you start to do that. It destroys the integrity of the entire system.

SDT/Thank you!

??- I told a man I babysit for about my concerns about the bus and then he said "Well gas prices go up and we'll all be riding the buses".

???-What are the steps, after this, and the possibilities of this being sub-contracted?

SDT/-It's my understanding that after the public hearings our commissioners will review the public testimony and make a decision. A recommendation will be sent over to the RTB for their decision. They have three options in this case. They can request the MTC continue to run it, RTB can sub-contract it, or RTB can have the MTC sub-contract it.

???-Couldn't they run the 19 off of Zenith and then turn around by North Memorial and then come back? I mean couldn't there be some kind of bus run in there if they're gonna eliminate #3?

SDT/At this point, the proposal is not to eliminate the service and until we've got into that proposal, I don't think I care to get into route restructuring. That's another option. We've done that in some cases where portions of routes produce better than other portions.

???- I think they did that on #11 - the Lowry bus - they extended it over onto York where it didn't run. The service wasn't very good there either, but I know it would be a hardship on me if I didn't have no way of getting around at all. I even bring home my groceries sometimes on the bus.

SDT/Before the service would be discontinued, we would have another public hearing on that and again that's another issue.

???-Why aren't all the subsidies put together and divided all up as one company?

SDT- That's a policy decision and I can't comment on that.

???-The proper person to address your letters or comments to on that would be Mike Ehrlichmann with the Regional Transit Board. He is the one that dictates part of these policies. That's a good suggestion you have there about dividing these up between all. It's a good idea because overall you would have a system not just this line or that line - you have a system that runs and you finance it that way. It makes a lot sense to look at it that way. The way you look at it right now, when you separate routes, and days of the week, the system is gonna deteriorate slowly but surely.

???-We'll go back to the 1960's?

????- We'll go back to the early '60's when we run only on certain main streets and that was it.

????-Maybe they could get a little more that way if they put it all together.

SDT/Thank you.

**Scott Tollin**-I think we have to look at our community and the dedication to the transit as a public service much like you look at police & fire. Would you split up the police department or the fire department into private companies? I don't think so - I think the service would deteriorate. I think we could look at some areas where MTC has taken over from Medicine Lake and so forth and I believe that the public in those areas are quite happy with the service they are getting from the MTC now. But if we look at breaking this system up, where's the commitment to public transit as a service to our community?

SDT/thank you

???-I know I'd have to sell my home if I didn't have transportation. I don't like to sell it because I like my neighborhood.

???-You get back to the streetcar days and then you had to move on the line and that was it. If you didn't live there, you walked.

**I'm Mary Tunicut** - Speaking of the Regional Transit Board, I think we all need to look closer at who they are and when they came into existence what was 1985?

???- 1984

Mary T- 1984, they didn't exist before that and now they're making all these policies for our transportation system - and one of their main motivations seems to be privatizing our transportation system. That means taking work away from MTC and giving it to private companies that are paying poor wages and providing part-time jobs and paying no benefits. But, at the same time this is to save money for the public supposedly. Well the budget for the Regional Transit Board is over 2 million dollars a year.

??-Almost 3 million

**Mary T.** -Almost 3 million dollars a year and the amount of staff they have is incredible. Melanie has more facts on this but these are also people that you can call to talk to to put some pressure on because it makes no sense at all

to be giving money away to companies that are making a profit on transportation and taking it away from a general transportation system. So it's looking fishy to me.

SDT/Thank you.

SDT/Any other comments?

????-Yeah I guess the other concern I have, is about the question of the subsidy. What John said about the fact that individual routes are being looked at separate from the system as a whole. Days are being separated out. It seems to me from what you said that portions of routes on certain days are being looked at - you said there were too few people during the midday section on Route 3 to justify having service out there. That Route 3 didn't meet the \$2.45 passenger subsidy so therefore the service was kept only in the morning rush and evening rush?

SDT/ That's correct -That's a procedure that has been used as long as I have been at MTC. As a matter of fact as a research assistant, one of my first jobs was to look at individual trips on various routes - a trail check where we count passengers on and off of every trip - every bus on a route. When I started at MTC there was a two tier guideline for operating bus service. The subsidy limit was \$1.25 per route and a \$1.50 maximum subsidy per trip. If a particular trip on a route exceeded \$1.50 it would be removed from the system. So this is not a new technique that we're using. In the case of the 3 Route the midday service was beyond the \$2.45 subsidy level.

???-Could you tell these people what the average subsidy amount on the 21 line and the 16 line and these very well-ridden lines what they are compared to the these other lines - the contrast?

SDT/The subsidy levels on the 16 & 21 are in the single digit pennies range.I believe Route 21 on Saturday is sometimes slightly profitable. That is a good point there is quite a wide range of difference in the performance of various routes in our system.

????-I'm surprised there's not more black people here because when I got on the bus today to come downtown, there were several people. At least 5 black people got on after it turned off Zenith onto Glenwood Parkway, Golden Valley Road 'cause I seen a lot of black people on the #3 ya know but the bus continues ya know.

SDT/Thank you

???-That brings up a lot of issues. I drive the 19 line and a lot of black people live on Golden Valley Road and I know a bus had broken down in front of me one day, and it never got replaced and I was out there and the 19 has obviously been cut back a lot, too, during the midday hours. I got the feeling from black people on that lines they feel like MTC doesn't care about them. These lines, the lines that go in working class areas are some of the lines that are being cut first. It happened on Franklin Avenue, it's happening on Golden Valley Road, it's happening on Plymouth. The 20 line on weekends has been re-routed. So we have to look at some of the motivations behind why some of these things are happening. It isn't fair. That might be the answer, some times people don't feel like they have any power but people with power are responsible for that.

SDT/The process that we use to get to the subsidy level is we sample ridership every couple months and do a route profile. A profile of the entire system that indicates how well each of the routes in the system are doing. There is a number of ways of evaluating how a route is doing. One of them is the passengers per mile, it's cost recovery ratio, and the subsidy per passenger, are good indicators of how many people you're picking up. This is a process we use very consistently throughout the entire system.

???-But the thing is like on the 35 express runs and all those runs that are serving out into the suburbs and things those runs are promoted and paid for and nice buses go out on those runs. It's no coincidence that those runs are full of white collar workers. They get good service.

SDT/There are some selected routes that are supposed to be discontinued or sub-contracted in the suburbs as well. Route 19 reverse commute bus from St. Paul Snelling Avenue out to Eagan is proposed to be discontinued, Route 35K from Burnsville is proposed to be sub-contracted.

???-Some runs are being cut without even I mean I know that there used to be work that used to go out every morning at Heywood Garage. All of a sudden it was being cut. The buses were just gone and that's happened recently.

???-I rode the bus every day in the '70s and then at school times it was loaded -Route 3 was loaded during school hours. School kids rode it.

????- I remember that

???-There was 4 of us that rode it every single day.

???-I know the 4th of July - I live south of North Memorial and I walked from 26th up to Xerxes and Golden Valley Road to catch the 19 to go to St. Paul. Well it's okay to walk in the summer. but in the winter I wouldn't want to do it. It was a long time, but walking is good for ya, but I mean it's just kinda inconvenient though.

???-On the #19 there is no service on that on Sundays at all is there?

???-Well the upshot of all this is we need a strong commitment to public transit.

???-I would be interested to know what kind of mail has come in on the Route 3 line. Has there been a lot of communication by mail? I understand several of the people on the #3 line are handicapped and couldn't make it over here.

SDT/I've received 2 or 3 calls. People are concerned about what sub-contracting service means. As far as Service Planning staff knows, the proposal to sub-contract means you will have a different bus driver that will not be an MTC bus driver and it will be a different bus and that's all we can tell them.

???-My neighbor she said she was going to write a letter 'cause she works at Dayton's and she takes it every morning at 9:00 A.M. I called her last night and she said she couldn't make it and she wrote a letter.

Liz -Could I use my monthly pass?

SDT/All MTC convenience fares would be honored with the new service.

???-About that sub-contracting - I understand the when MTC sub-contracts it writes up the contract with this private provider. MTC records are open to the public. Are these contracts between the MTC and private providers and any decisions private providers may make open to the public?

SDT/I'm sure they are. It isn't only between MTC and the provider it's also between the RTB and the provider. So there are contracts between both agencies with providers right now.

???-So if the MTC sub-contracts with another company, the RTB is also part of that arrangement?

SDT/No, that is between the MTC and the provider.

???-How are those records - are they open to the public?

SDT/As far as I know. - they're public records.

???-We have accountability right now as a public agency - we have two commissioners here right now. These people are accountable to us and in a private company the bottom line is profit rather than accountability.

SDT/Thank you. Are there any other comments?

???-I was just wondering if everybody signed up. - Does anybody have any objections to being contacted again about any of this. Make sure everybody is signed up.

SDT/-Thank you

????-I came in late.

SDT/There is a sign-up sheet there.

SDT/Everybody please sign in. You will all get a copy of the synopsis. We will inform you of course of the decision of the MTC and RTB.

SDT/Thank you for coming!

DISK #11-A

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 27 SATURDAY (Anoka, Coon Rapids, Fridley, Downtown Minneapolis)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Service frequencies on Route 27 Saturday were improved dramatically in 1988 under the direction of the RTB to coincide with the "ABC Weekender" project. However, ridership goals have never been reached and the ABC Weekender project was discontinued in August 1990 and replaced by the Anoka County Traveler dial-a-ride system.

Daily Boardings	503
Subsidy/Boarding	\$6.81
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25
Annual Service Miles	51,811

### MARKETING PROMOTIONAL EFFORTS

- During the start up of the "ABC Weekender" project, RTB conducted a kick-off celebration at Northtown Shopping Center to promote the new service and improved MTC service. Local newspaper ads, and point specific marketing at Northtown, Anoka Ramsey Community College, Anoka State Hospital and other activity centers was done. Additional schedule outlets were opened and promotional activities within the community were conducted.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

The Anoka County Traveler dial-a-ride program provides Saturday service to Anoka, Coon Rapids and Fridley. MTC bus service is available on Saturdays between Northtown and downtown Minneapolis via Route 10.

**PUBLIC HEARING SUMMARY** (no hearing minutes taken since no public attended)

Time	-	7:30 p.m.
Date	-	August 23, 1990
Location	-	Coon Rapids City Hall Coon Rapids, MN
Number of People Attending	-	No public turnout
Number of Letters Mailed to MTC Regarding Route 27	-	0

**MTC RECOMMENDATION**

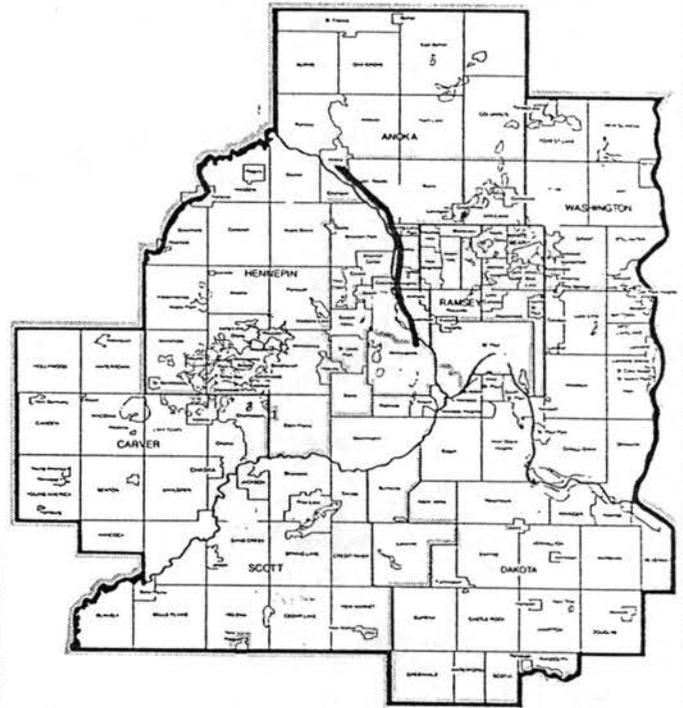
Restructure service by reducing service levels to original levels prior to start of "ABC Weekender" project.

**RTB RECOMMENDATION**

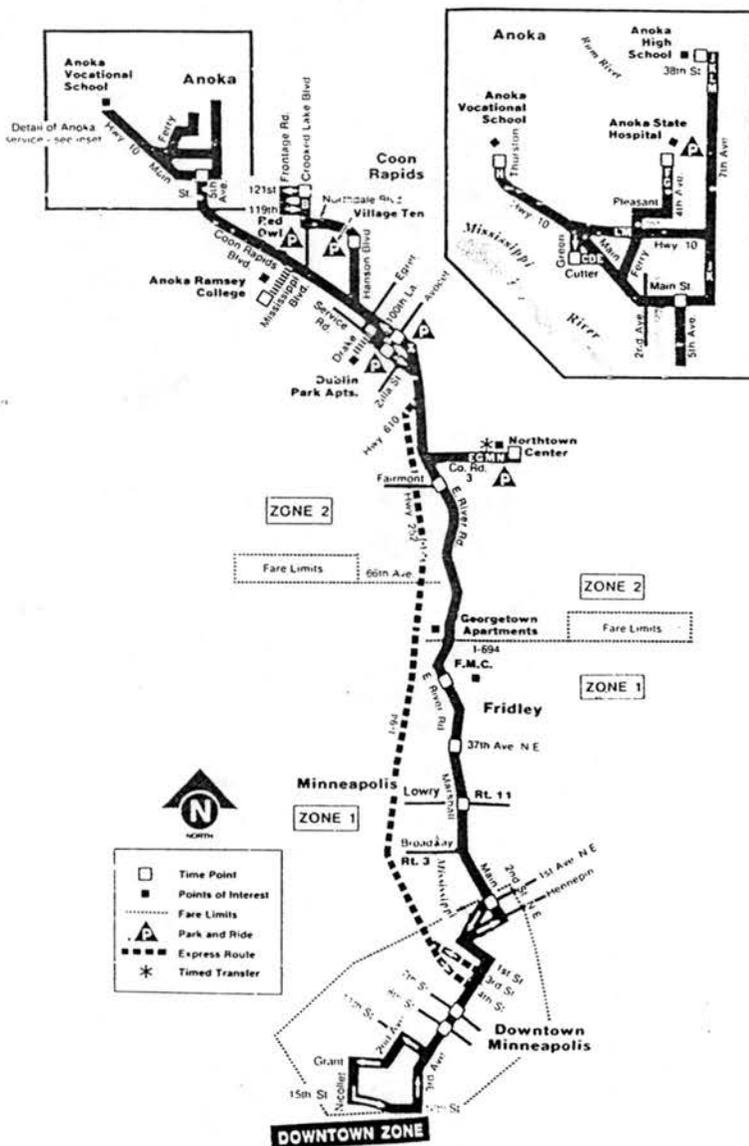
Direct MTC to restructure Route 27 Saturday to avoid service overlap with the Anoka County Traveler, reduce service levels to match appropriate passenger demand, work with the Anoka County Traveler program to ensure service coordination and promote transferability between services, and inform the RTB of cost savings realized through service restructuring.

# ROUTE 27 Saturday

## ROUTE LOCATION



## ROUTE MAP



## CURRENT SCHEDULE

Saturday

South: To Downtown											
	Anoka Hosp.	Anoka Sch.	Main and Cutter	Ave. Main	Han-son Rapid	North Fair- <th>E.Riv. Road mont</th> <th>Geo-town Apts.</th> <th>FMC Corp.</th> <th>Lowry and Mar- <th>Downtwn 1stAv. and 3rd Av.</th> </th>	E.Riv. Road mont	Geo-town Apts.	FMC Corp.	Lowry and Mar- <th>Downtwn 1stAv. and 3rd Av.</th>	Downtwn 1stAv. and 3rd Av.
27	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
27	732				737	749		758	804	807	813
27		847	854	856	908	923	929	935	938	944	949
27	921				926	938	953	959	1005	1008	1014
27			954	956	1008	1023	1029	1035	1032	1044	1049
27	1021				1026	1038	1053	1055	1105	1108	1114
27		1047	1054	1056	1108	1123	1129	1135	1138	1144	1149
27	1121				1126	1138	1153	1159	1205	1208	1214
27			1154	1156	1208	1223	1229	1235	1238	1244	1249
27	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
27	1221				1226	1238	1253	1259	105	108	114
27		1247	1254	1256	108	123	129	135	138	144	149
27	121				126	138	153	159	205	208	214
27			154	156	208	223	229	235	238	244	249
27	221				226	238	253	259	305	308	314
27		247	254	256	308	323	329	335	338	344	349
27	321				326	338	353	359	405	408	414
27			354	356	408	423	429	435	438	444	449
27	421				426	433	453	459	505	508	514
27	511				516	523	543	549	555	558	604

Downtown North: From Downtown											
	7th and 3rd Av.	1stAv. N.E. and Main	Lowry and Mar-	FMC Corp.	Geo-town Apts.	E.Riv. Road Fair-	North mont	Han-son Rapid	5th Ave. Main	Anoka High Sch.	Anoka State Hosp.
27G	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
27G	853	901	906	913	915	922	933	944	956		1001
27G	923	931	936	943	946	952	1003	1014	1026	1028	1035
27E	953	1001	1006	1013	1016	1022	1033	1044	1056		1101
27E	1023	1031	1036	1043	1046	1052	1103	1114	1126	1128	
27G	1053	1101	1106	1113	1116	1122	1133	1144	1156		1201
27M	1123	1131	1136	1143	1146	1152	1203	1214	1226	1228	1235
27G	1153	1201	1206	1213	1216	1222	1233	1244	1256		101
27E	1223	1231	1236	1243	1246	1252	103	114	126	128	PM
27G	1253	101	106	113	116	122	133	144	156		201
27M	123	131	136	143	146	152	203	214	226	228	235
27G	153	201	206	213	216	222	233	244	256		301
27E	223	231	236	243	246	252	303	314	326	328	
27G	253	301	306	313	316	322	333	344	356		401
27M	323	331	336	343	346	352	403	414	426	428	435
27G	353	401	406	413	416	422	433	444	456		501
27E	423	431	436	443	446	452	503	514	526	528	
27G	453	501	506	513	516	522	533	544	556		601
27M	523	531	536	543	546	552	603	614	626	628	635
27G	553	601	606	613	616	622	633	644	656		701
27E	631	639	644	651	654	700		709	721		726

## ROUTE DESCRIPTION

- Minneapolis 27 Saturday is a local radial route serving Anoka, Coon Rapids, Fridley, Northeast Minneapolis, and Downtown Minneapolis. Specific destinations include Anoka High School, Anoka State Hospital, Northtown, FMC Corp., and Downtown Minneapolis.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 27 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	503	100,000
Subsidy Per Pass.	\$7.21	\$1.01
Farebox Recovery	8%	31.3%
Passengers/Mile	.41	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	6.5%	6.2%
Percentage of under 18 riders	13.9%	6.3%
Patronage Objective	1116	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	9	
Annual Service Miles	51,811	27,672,561
Annual Cost	\$178,717	\$104,029,673
Route Length	26.5 miles	
Span of Service	7:30am - 7:30pm	
# of Daily Trips	20	
Service Frequency	30 minutes	

\*1989 Actual Data

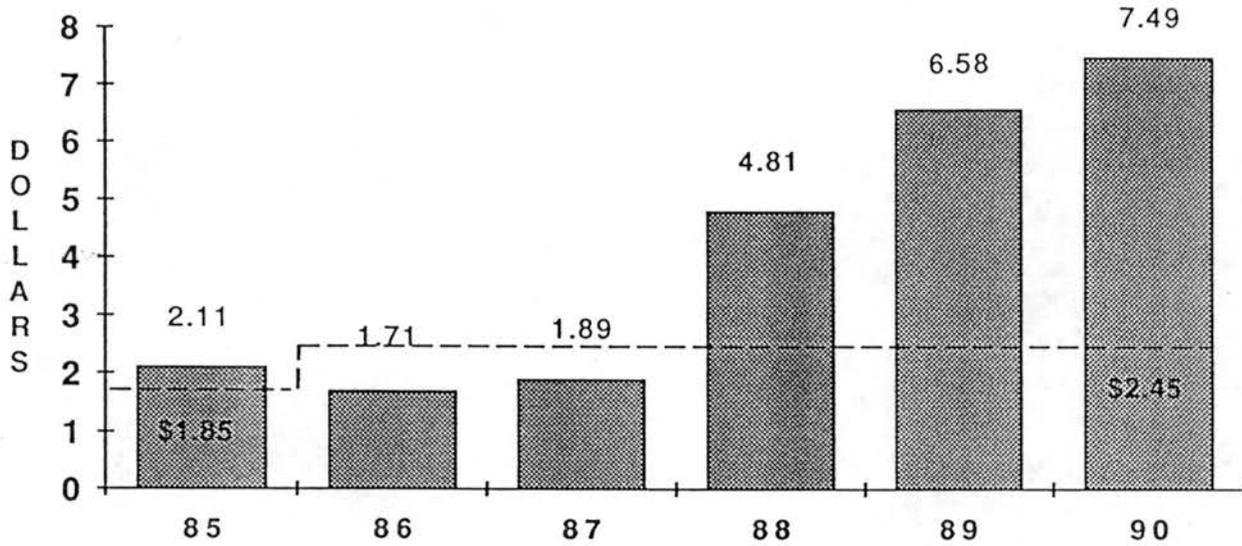
## ROUTE HISTORY

- START OF SERVICE 1973

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>SATURDAY FREQUENCY</u>
12/28/85	20	30 minutes

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



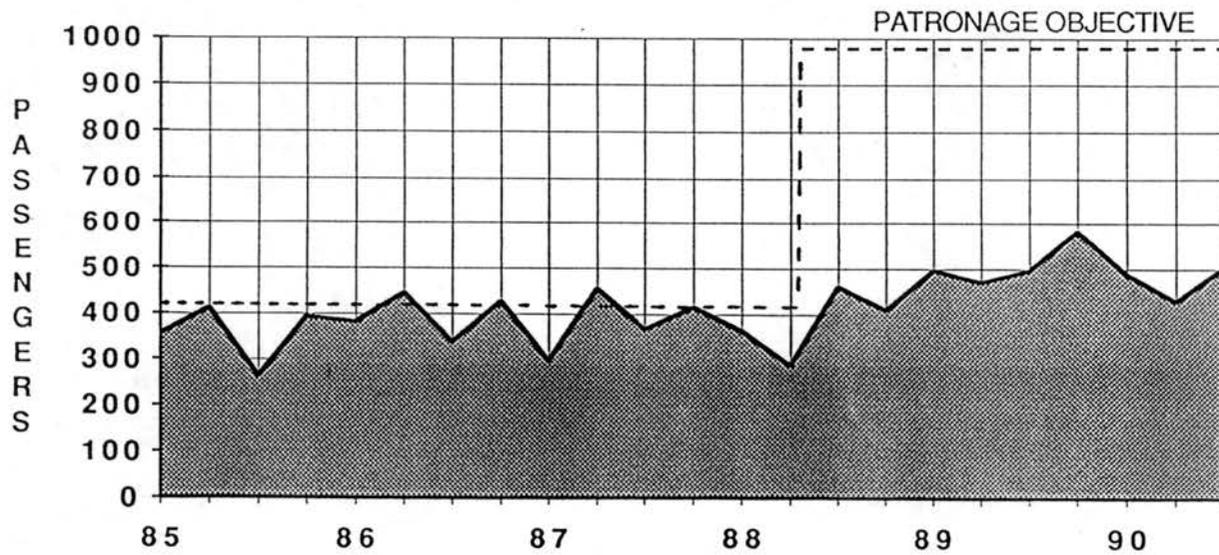
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$6.81

DAILY RIDERSHIP HISTORY





MEMORANDUM

TO: Service Planning & Scheduling Files  
FROM: Dennis R. Tollefsbol, Manager Service Planning & Scheduling   
DATE: August 30, 1990  
SUBJECT: Route #27 Public Hearing

A public hearing was held on August 23, 1990, 7:30 pm, at the Coon Rapids City Hall. This hearing concerned the reduction of Saturday service on MTC route #27.

In attendance:

Dennis R. Tollefsbol, MTC  
Bruce Nawrocki, MTC  
Todd Paulson, MTC  
Ruth Franklin, RTB  
Randy Rosvold, RTB

No other city officials, city staff or general public were present.

There was a brief discussion on the reasons for the service reduction. The meeting adjourned at approximately 8:15 pm.

DRT/pjl/Disk #19

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 35K (Eagan, Burnsville, Downtown Minneapolis)

Service Type: Peak-Hour Express Route

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

This route is one of the original I-35W Freeway Flyer express routes MTC started during the early 1970s to demonstrate the feasibility of rush-hour express bus service operating on I-35W. Annual ridership has diminished during recent years due to the creation of the Route 77 express service that operate on the Cedar Avenue bridge that opened in the early 1980s.

Daily Boardings	132
Subsidy/Boarding	\$4.89
Regional Standard (subsidy/boarding) for Peak-Hour Express Routes	\$3.85
Annual Service Miles	51,877

### MARKETING PROMOTIONAL EFFORTS

- Free route and schedule information is provided at the MTC Transit Store in downtown Minneapolis along with other schedule outlets in the Twin Cities.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Route 77E serves the same area of western Eagan as 35K and offers a faster travel time into downtown Minneapolis. Furthermore, the MTC Routes 35M and 35N provide more frequent service levels at the Highway 13 and Nicollet Avenue park-and-ride lot in Burnsville than is offered by the 35K at the Cliff Road and Nicollet Avenue park-and-ride lot.

**PUBLIC HEARING SUMMARY** (hearing minutes attached)

Time	-	12:00 noon
Date	-	Wednesday, August 22, 1990
Location	-	Minneapolis Central Library 300 Nicollet Mall, downtown Mpls.
Number of People Attending	-	14
Number of Letters Mailed to MTC Regarding Route 35K	-	1

Issues and concerns raised include: poor location of park-and-ride lots served by Route 35K, shuttle connections with other MTC routes unreliable, route needs restructuring--goes through areas in Burnsville where no one rides the bus, Route 77 buses are faster ride to downtown--why bother with 35K?

**MTC RECOMMENDATION**

Subcontract service. MTC suggests contacting Minnesota Valley Transit Authority to decide appropriate action since this route is part of their jurisdiction.

**RTB RECOMMENDATION**

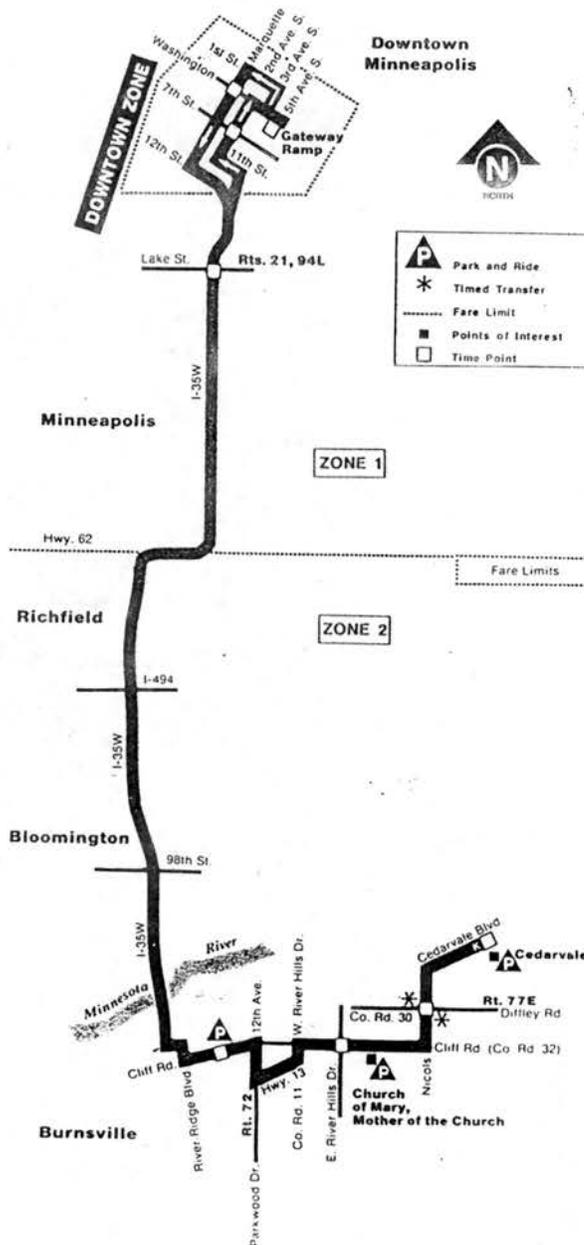
Notify Minnesota Valley Transit Authority to Restructure Route 35K. Route 35K is part of the I-3W commuter route system and is the only 35W route that fails to meet regional performance standards. However, due to the importance of providing public transit service in congested corridors during peak commuting times, prudent restructuring of this route may increase patronage.

# ROUTE 35K

## ROUTE LOCATION



## ROUTE MAP



## CURRENT SCHEDULE

### Monday thru Friday

#### North: To Downtown Dntn

	Cedarvale	Nicols	E.Riv. Hills	Park and Drive	35W Lake	7St. and 2Av.
35K	628	631	635	644	705	715
35K	653	656	700	709	730	740
35K	724	727	731	740	801	811
	PM	PM	PM	PM		
35K	353	404	408	417		
35K	610	616	620	629		

**BOLD TYPE** - Take 3:35 PM or 5:43 PM 77E from downtown Minneapolis and transfer to 35K shuttle at Co. Rd. 30 & Nicols Road.

#### Dwntwn South: From Dwntwn

	Gate-way Ramp	Wash. and Marg.	35W and Lake	Park and Ride	E.Riv. Hills Drive	Nicols CoRd #30	Cedarvale Park & Ride
35K				557	606	615	618
35K				757	806	819	822
				PM	PM	PM	PM
35K	402	408	420	442	451	456	459
35K	433	439	454	516	526	533	536
35K	504	510	525	547	557	604	707

**BOLD TYPE** - Transfer to 77E to downtown Minneapolis at Nicols Road and Co. Rd. 30 at 6:15 AM and 8:20 AM.

**SERVICE OPERATES MONDAY THRU FRIDAY EXCEPT ON THE FOLLOWING HOLIDAYS:** New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

## ROUTE DESCRIPTION

- Minneapolis 35K is an express peak only route serving the communities of Burnsville and Eagan with express service to downtown Minneapolis. Specific destinations include Cedarvale shopping area and Park/ Ride and downtown Minneapolis.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 35K</u>	<u>SYSTEM *</u>
Average Daily Boardings	132	240,000
Subsidy Per Pass.	\$4.90	\$1.01
Farebox Recovery	20%	31.3%
Passengers/Mile	.49	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	0 %	6.2%
Percentage of under 18 riders	0 %	6.3%
Patronage Objective	192	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	2	
Annual Service Miles	45393	27,672,561
Annual Cost	\$221,125	\$104,029,673
Route Length	25.5 miles	
Span of Service	5:57am - 8:22am 3:53pm - 6:29pm	
# of Daily Trips	3	
Service Frequency	3 trips	

\*1989 Actual Data

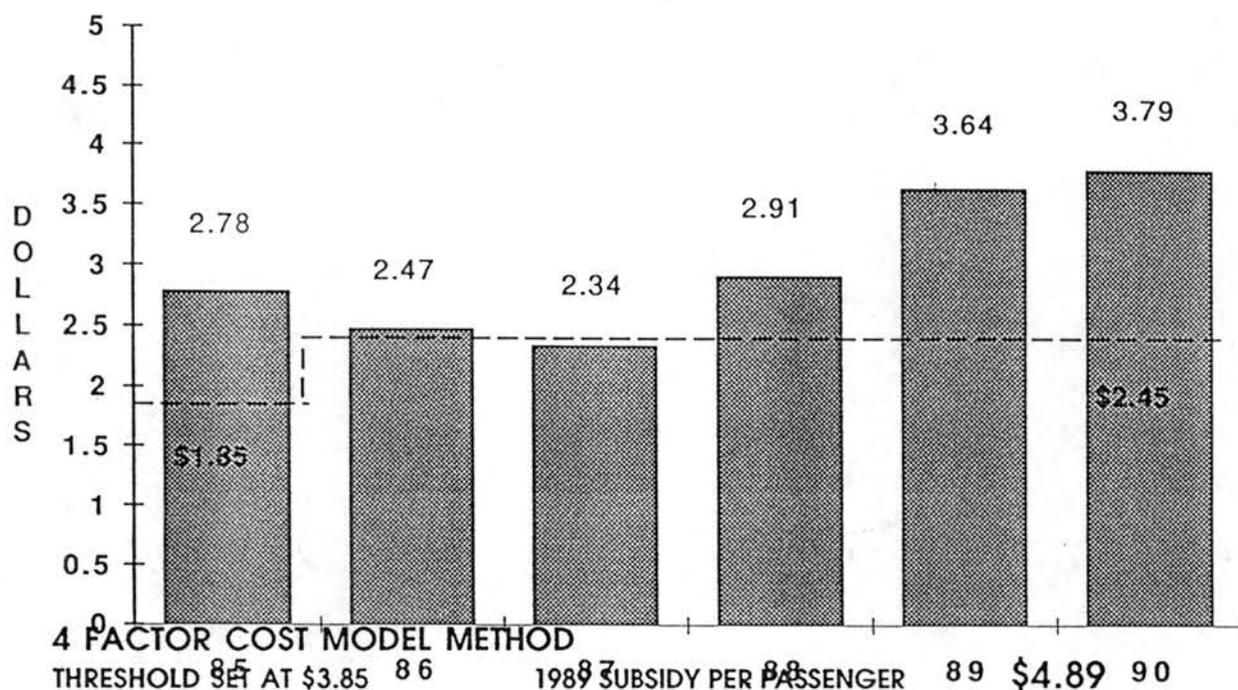
## ROUTE HISTORY

- START OF SERVICE 1975

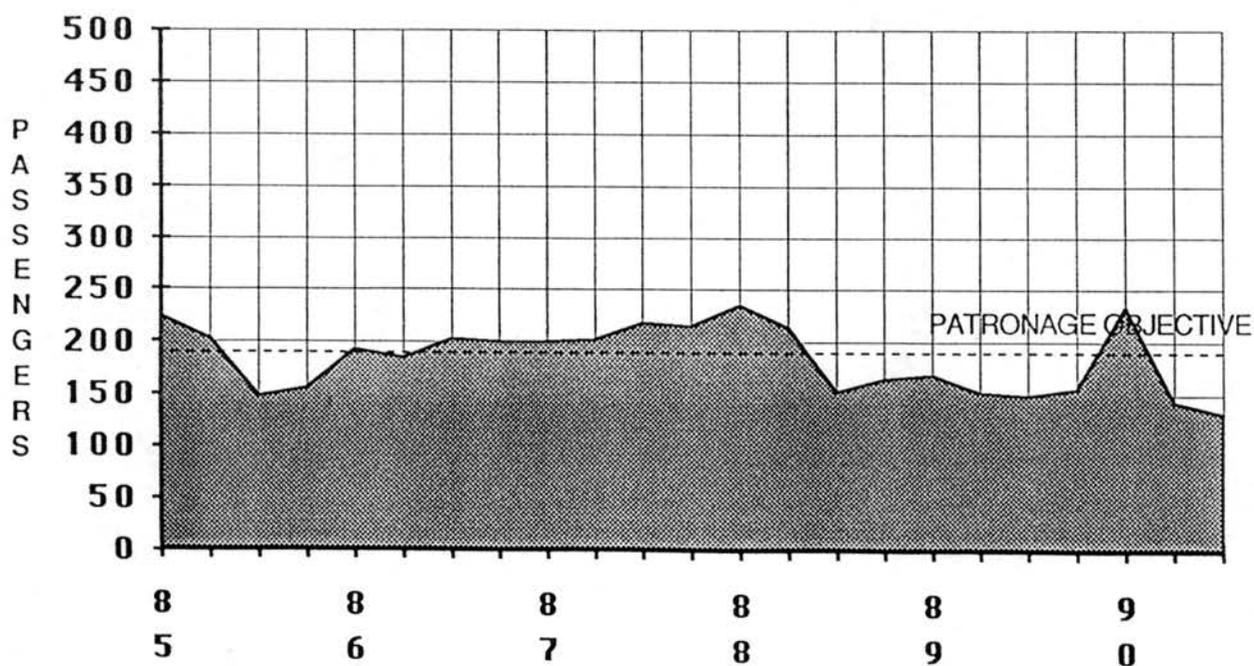
SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
9-24-84	3	30 minutes	No service	No Service

### 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



### DAILY RIDERSHIP HISTORY





PUBLIC HEARING

MINNEAPOLIS ROUTE 35K

HELD ON AUGUST 22, 1990

Scott Thompson welcomed the attendees for coming to the public hearing. Please be sure to sign your name to the register and you will receive a transcript of this public hearing. The purpose of the public hearing is to take comments on the MTC's proposal to sub-contract Route 35K. This is being proposed due to the fact that Route 35K has been running beyond the MTC/RTB mandated maximum subsidy of \$2.45 per passenger. When routes exceed the \$2.45 maximum subsidy limit, the MTC is required to hold a public hearing. After the public hearing our commissioners will review the testimony and send a recommendation to the Regional Transit Board. They in turn will make a recommendation to the MTC as to what to do with the service. In this case whether or not to sub-contract the service to another provider. The RTB may however request the MTC to continue to operate the service. We would like to hear your comments on what you feel should be done to this route. Before I go any further I would like to introduce MTC Commissioners Bruce Nawrocki, Frank Snowden, Todd Paulson, Ray Waldron and the representative from the MTC Drivers' Union Arnie Entzel and the Chief Administrator John Capell. Scott Thompson then turned the meeting over for public comments.

**Deb Nelson**-An essential ingredient for me to ride the bus is dependable service. I am currently very pleased with MTC service. I am concerned that contracting the route to another provider will reduce its dependability. If Route 35K is sub-contracted and proves unreliable, I would be forced to go to the Nicollet and Highway 13 Park-Ride lot and I resent that three ways. 1) I would be unable to walk to the bus stop. 2) There is inadequate parking at the Highway 13/Nicollet Park-Ride lot. 3) There would be frequent times that I would have to stand to or from work. My last comment is to question the timing of this change given the Middle East crisis and the fact that people are thinking more about conserving energy. I am wondering if that wouldn't affect the ridership on Route 35K to the benefit of MTC.

SDT/- Thank you.

**Bev Keeley**- I ride Route 35K every day and have been for the last 5 years. I like it because I can walk to the bus stop although I do park-ride right now. However, I always have that option. If you sub-contract it out do you have somebody available to take over this route?

SDT/ We haven't gotten to that point yet. However we are currently contracting service on two routes in this area through Airport Limousine.

**Noreen Regan**- I have been a rider of Route 35K for the last 4 years. I would like to address the ridership problem. I have noticed since I began riding the bus that ridership has dropped considerably. Part of it can be attributed to the fact that the Route 77 service has been increased in the area and people have the option of Route 35 or 77 will take Route 77 because the service is more frequent and it's quicker. I think that 35K could stand to be re-routed to take it through a more populated area. Much of the route currently runs on Highways that have no housing next to it.

SDT/ Thank you.

Thompson/ A number of years ago the MTC proposed a change to Route 35K. The MTC's proposal was to re-route the bus through more populated areas through the River Hills neighborhood. We also proposed the idea of reversing the route starting at the Cliff Road Park-Ride going through Burnsville to Highway 77. We have not implemented this proposal to date because of a negative response from the Burnsville City Council and River Hills residents. Residents were concerned about the buses operating on arterial streets and residential streets. The other reason this proposal has not been pursued is due to the fact that Route 35K will become a part of the Minnesota Valley Transit Authority at the first of the year.

UNIDENTIFIED- I have a comment regarding the 77E. I have a choice if I drive: I can take the 77E. I find that much quicker and there are more newer buses. I think if more people would know that this 35K was going to be discontinued maybe you'd get ridership back on Route 35K. I think there is a couple of concerns. It seems that in the summer the 35K seems to get the older buses without air conditioning so obviously people are going to opt for the 77E. If we all do that the 77E is going to be overcrowded. Another thing to consider would be re-routing the 35K to pull some of the riders off of the 77's. But I have noticed a difference in the type of buses operated on both routes. Is that because there is more ridership on the 77.

THOMPSON/ The buses are assigned randomly so there has been no conscious effort to put older buses on the Route 35K.

Jim Schinkel- I have ridden Route 35K since its inception back in 1974/75. I think one of the things that has kept people from riding this bus is they're very skeptical of the shuttles because we have been caught without the shuttles being there. It's a very frustrating situation being caught out there at 6:00 in the morning or at night. People don't trust this run. Very definitely we have fought with MTC since Cedar Avenue opened. We have suggested MTC who did not care to listen to us that route should come across on Highway 77. We have said this from the beginning. Most of the ridership loss is because people refuse to ride on 35W. The other situation is the decision was made to build the Cliff Road Park-Ride in a very very bad location. \$200,000 was spent for that for which no one parks there to speak of. It's the first stop in the evening but few people have used it especially when the park-ride lot for the 35M and 35N was expanded. It's a much easier location to get to and it's a much safer place for your car. We have had vandalism down there because it's not a very good location. The other situation is if somebody could verify or check the route that they take down Highway 13 where they cut over at 12th Avenue go up Highway 13 and then come back down on County Road 11 that takes approximately 5 minutes. There are maximum of only 4 or 5 people that ever board the bus along that portion of the route. That frustrates people because they have to sit there and wait. No one uses Mary Mother of the Church Park-Ride because it's difficult to get across Cliff Road at that point. It's basically a non-useful park-ride. I think the whole route really needs to be thought out and really looked at. If it's the MTC's decision to close it I think that's fine.

Thompson/Thank you.

THOMPSON/The reason the shuttles were implemented was the first morning and the last morning and the first evening and the last evening buses that had been through routed to downtown Minneapolis were not being utilized. Their subsidy per passenger was way beyond the average subsidy for the route. So we looked at the option of shuttling the strips up to the Route 77 express. We looked at it from the

standpoint that we will either discontinue these 35K trips or run a shuttle up to the Route 77. We felt that the shuttle was an option we should try. Initially I remember some problems with connections however I have not heard any recently.

UNIDENTIFIED/The shuttle failed to show up 2 weeks ago and the last night.

JIM SCHINKEL/ I take the 6:00 shuttle I have witnessed buses going the wrong direction and then not showing up. Fortunately the bus drivers who drive the 77E are very aware of the fact that there are some of us that come via the 35K every morning. Otherwise we would get missed because of lateness of the 35K bus. Another problem with Route 35K is buses that have run early. There is no reason that a bus should ever run early. You have checkpoints along the route- that bus should never leave those checkpoints prior to their scheduled time. I have gotten on buses and chewed out drivers for running early. As I said I have been riding this route since 1971 and I use to take the bus from the Met Center so I have had enough experience with this service. But nobody seems to listen; nobody ever cares about that. The other thing is one of the other women spoke of how frequently we get older buses. Every time I've ever ridden the 77 they've got an air-conditioned bus. On the 35K we either get a rehab or a non-rehab. Recently we've been getting an air-conditioned bus every 3 nights. But you get rehab buses more often on that run and I'm sure it's because of the ridership. Very few Route 35K runs have a driver which is assigned. That is one thing that will lose ridership very quickly. If you get stranded out there you don't want to ride the bus any more; you don't want to take that line any more. It takes a long time for people to come back to the service when they've gotten stranded. You get stranded in downtown Minneapolis because the last bus did not show up until 8:00 P.M. at night.

UNIDENTIFIED/ One thing I would like to comment on is we do not have regular bus drivers we have a different bus driver in the morning and evening. I think if you have a bus driver that is familiar with the route and familiar with the riders if somebody is running late they will wait. Now with the bus driver now there is no personality at all. You don't know him or her and you'll see the person and you'll recognize their face but I think the nice thing about having somebody drive it for at least 2 weeks you recognize that person and you know that they will wait. There is no personable service on Route 35K. We get a different bus driver every day. I think that's something to be considered.

Noreen Regan- I have a comment that pertains to all express service not just 35K. I feel that the service is too limited; my husband's work hours at the present time do not allow him to ride the bus, but he would prefer to do so. But the first bus in the morning gets him there too late and the last bus home leaves too early. I think what we need on all the express buses is a late night shuttle around 7:00 PM maybe. Or maybe an earlier bus or more frequent service in the morning so that you can better accommodate people's working times.

Arnie Entzel/ You've talked about the subsidies and the ridership and according to the chart ridership in January has gone up substantially. Do you have any other more current information?

THOMPSON/ Yes we have. In March the subsidy level was back up to \$4.34 with a 143 daily passengers.

UNIDENTIFIED/How do the 35K subsidies compare to other routes south of the river?

THOMPSON/Generally express service is more expensive to run so subsidies for the express service is higher than that of our local service. Other bus routes operating south of the river are below the \$2.45 maximum subsidy per passenger guideline.

JIM SCHINKEL/ The Route 35K does not have a good Park-Ride location. The Route 35 M and N does have a good park-ride. Most 35K riders walk to the bus. There is a lot of housing next to the Route 35K route. If the Route 35K had a good park-ride for example at the intersection of Highway 13 and 12th Avenue and see what happens to ridership out on Route 35K. I think your ridership would grow immensely because it's an accessible park-ride location. The \$200,000 spent for the Cliff Road Park-Ride was a waste of money. Would you go down the river bottoms at 6:00 P.M at night in January if you don't know the lights will be on. There is nothing else around compared with going up to Nicollet and Highway 13 where you have gas stations and people around or if your car doesn't start there is somebody there that can start it. Would you use this lot?

THOMPSON/ I probably would but I understand your concern for security and that has been an issue with this park-ride since it was built. The MTC is aware of this problem. The Highway 13 and Nicollet Park-Ride is one of our best park-rides because of its location in a high activity area. You are right the Cliff Road Park-Ride is out of the way and represents a security problem.

JIM SCHINKEL/ The Blackhawk Park-Ride is a good park-ride. The 35K used to be a good route until new service to the new park-rides was implemented and now there is just a small core group of 35K riders who ride Route 35K. We the core group of 35K will suffer. Will improved shuttle service be provided to the 77?

THOMPSON/ MTC's Service Planning has made no plans for route restructuring or schedule changes at this time.

THOMPSON-Scott Thompson then thanked all attendees for coming and reminded them to sign in on the public hearing registration form. A copy of the public hearing synopsis will be sent to you. You will also be notified of the decision of the MTC and the Regional Transit Board as to what will happen to Route 35K.

THOMPSON/ Thank you for coming.

DISK #89

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 36 WEEKDAY (Minnetonka, St. Louis Park, Edina)

Service Type: Local Crosstown

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 36 was initiated in the mid-1970s and since that time has undergone several route restructuring and service changes in an effort to build sustained ridership. Unfortunately, ridership has diminished and MTC has reduced service levels. The I-394 timed-transfer bus service plan calls for significant restructuring of Route 36 including service improvements and the route to be a key crosstown route serving the Louisiana Avenue Transit Center being developed by Mn/DOT and opening in 1992.

Daily Boardings	199
Subsidy/Boarding	\$6.08
Regional Standard (subsidy/boarding) for Local Crosstown Routes	\$4.00
Annual Service Miles	75,900

### MARKETING PROMOTIONAL EFFORTS

- MTC distributes bus schedule information to 52 different outlets in the Twin Cities.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Minneapolis Routes 4, 6, 9, 12, 17, 51 and 75 intersect segments of Route 36 enabling crosstown movement but only via a series of transfers and a lengthy bus ride into downtown Minneapolis.

**PUBLIC HEARING SUMMARY** Two separate public hearings on Route 36 were held simultaneous with hearings on Route 51 and Routes 78, 88 and 89 (hearing minutes attached)

First Meeting:

Time	-	7:30 p.m.
Date	-	July 25, 1990
Location	-	MTC Commission Chambers Minneapolis, MN
Number of People Attending	-	14
Number of Letters Mailed to MTC Regarding Route 36	-	92

Second Meeting:

Time	-	7:00 p.m.
Date	-	August 30, 1990
Location	-	Hennepin County Library (Southdale Branch) Edina
Number of People Attending	-	150

Issues/Concerns raised included: lack of good transportation alternative, suggestions for route and marketing changes, questioning elimination of service when route is planned to be part of I-394 timed-transfer system, questions about meeting locations, performance measures and opinions on funding equity issue of transit in suburban areas.

Cities of Minnetonka, St. Louis Park and Edina mailed resolutions supporting continued operations of Route 36.

**MTC RECOMMENDATION**

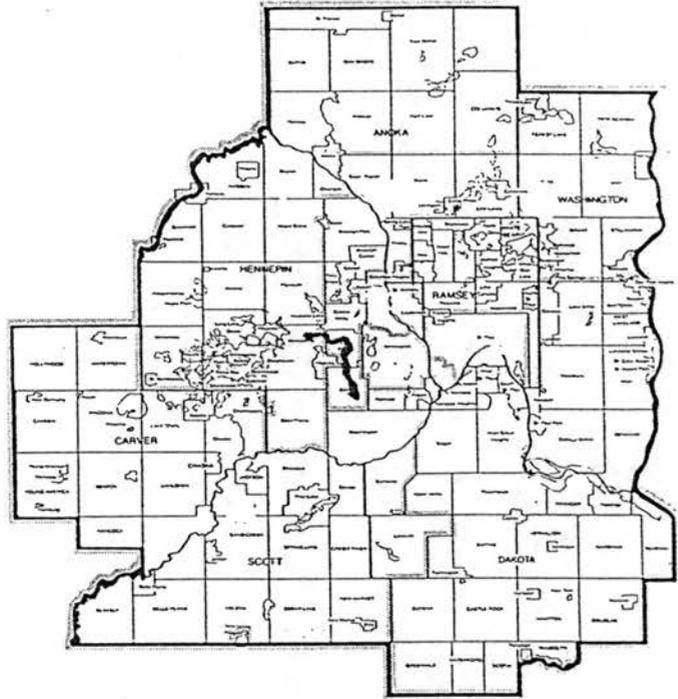
Eliminate Route 36 weekday service.

**RTB RECOMMENDATION**

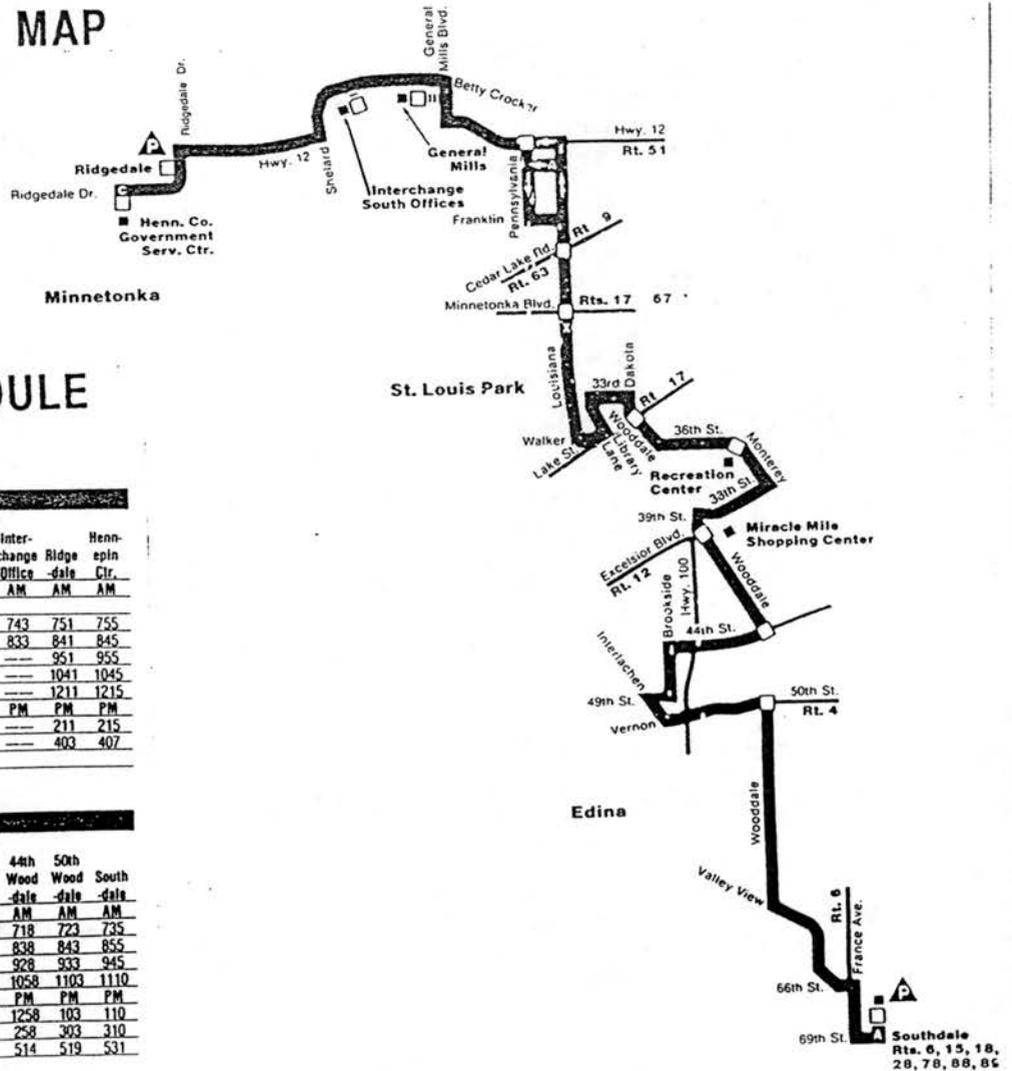
Direct MTC to eliminate Route 36 weekday service upon ample notification to all existing riders.

# ROUTE 36

# ROUTE LOCATION



# ROUTE MAP



# CURRENT SCHEDULE

## Monday thru Friday

### Northbound

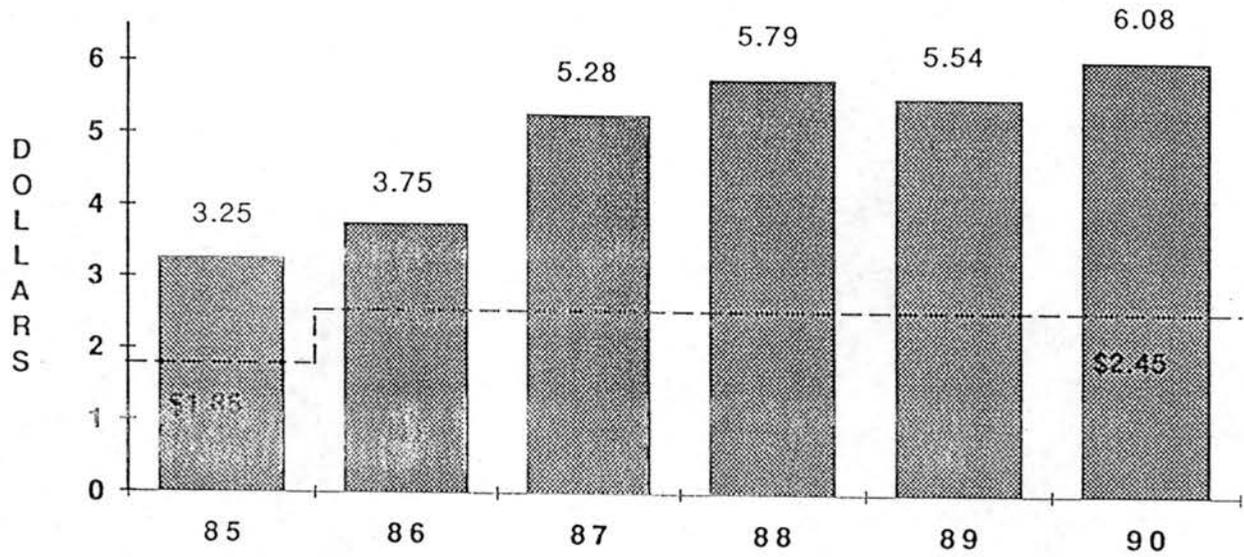
	50th	44th	Excel	Gen	Da	Jana	Jana	Penn	Gen	Inter	Ridge	Henn
South	Wood	Wood	Wood	eral	kota	Minne	Cedar	-syl	eral	change	Ridge	epin
date	date	date	date	date	date	date	date	date	date	date	date	date
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
36A							649	652	656			
36C	653	705	712	716	721	724	728	731	735	739	743	751
36C	743	755	802	806	811	814	818	821	825	829	833	841
36C	903	915	920	923	928	931	935	938	942			951
36C	953	1005	1010	1013	1018	1021	1025	1028	1032			1041
36C	1123	1135	1140	1143	1148	1151	1155	1158	1202			1211
	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
36C	123	135	140	143	148	151	155	158	202			211
36C	315	327	332	335	340	343	347	350	354			403
36A	540	552	557	600	603	608	612	615	619			

### Southbound

	Henn	Inter	Gen	Penn	Jana	Jana	Da	Excel	44th	50th	South
epin	Ridge	change	eral	-syl	Cedar	Minne	kota	Wood	Wood	Wood	South
date	date	date	date	date	date	date	date	date	date	date	date
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
36A								656	700	703	710
36A	801	805			816	820	823	827	830	835	838
36A	851	855			906	910	913	917	920	925	928
36A	1020	1026			1036	1040	1043	1047	1050	1055	1058
	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
36A	1220	1226			1236	1240	1243	1247	1250	1255	1258
36A	220	226			236	240	243	247	250	255	258
36A	424	429	436	440	452	456	459	503	506	511	514

Southdale  
Rts. 6, 15, 18,  
28, 78, 88, 85

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



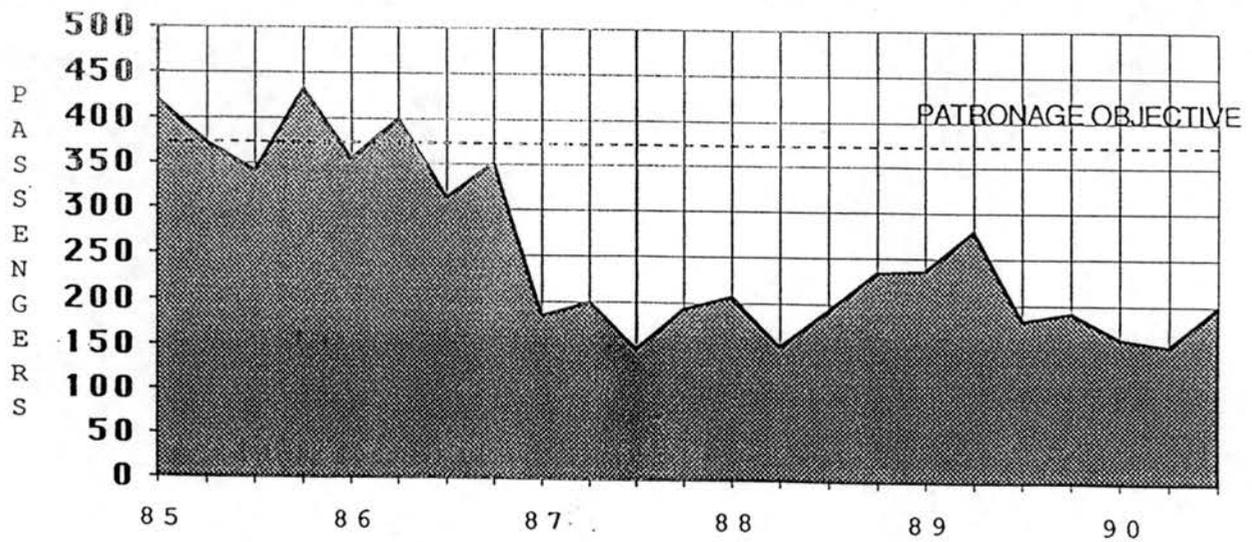
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$5.34

DAILY RIDERSHIP HISTORY





4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

August 22, 1990

Metropolitan Transit Commission  
Service Planning and Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Re: MTC routes 36, 78, 88, and 89

Dear Commissioners:

The Edina City Council, on August 20, 1990, adopted the attached resolution urging continued services on the referenced routes.

The City Council is aware that a high level of subsidy is required to maintain this service. However, they are also aware that for many of these transit users there is no reasonable alternative available.

The City of Edina is continuing its planning for the development of a transit circulator system in southeastern Edina. This system may provide an alternative to some existing service. The local system will not be operational for several years. The existing MTC service is necessary at least, for that interim period.

Sincerely,

A handwritten signature in cursive script that reads 'Craig Larsen'.

Craig Larsen  
City Planner

CL/jh



August 24, 1990

Metropolitan Transit Commission  
ATTN: Service Planning  
560 6th Ave. No.  
Minneapolis, MN 55411-4398

To Whom It May Concern:

Please distribute the enclosed letter to the members of the Metropolitan Transit Commission prior to the public hearing scheduled for Thursday, August 30, 1990 regarding the discontinuation of Route 36.

Your assistance is appreciated.

Sincerely,

*Bill Dixon*  
William C. Dixon  
City Manager

enc.

3. Route 36 is frequently utilized by high school students who miss the morning school bus.

High school students who live south of Excelsior Blvd. and miss the morning school bus rely on Route 36 to transport them to the senior high school. While these are not regular passengers, they do depend on Route 36 as a viable alternative.

Should you have any questions or require additional information, please contact Carmen Kaplan, Assistant to the City Manager, at 924-2522.

Sincerely,

*Bill Dixon*  
William C. Dixon  
City Manager

enc.



PUBLIC HEARING

ROUTES #36 & #51

M.T.C. COMMISSION CHAMBERS

JULY 25, 1990

Good evening ladies & gentlemen, my name is Dennis Tollefsbol. I am the Manager of the Service Planning & Scheduling Department for the MTC. We have scheduled this meeting tonight to begin the process of talking about dealing with some very high subsidy routes. The two that we would like to talk about tonight are the Route 36 Crosstown, which operates Monday thru Friday, and the Saturday and Sunday service that operates on the Route 51 Mound service.

Before we get too far in this I would like to, if I may, introduce two commissioners that are here with us in the meeting; Commissioner Bruce Nawrocki and Commissioner Ray Waldron. As I said, this is just the very beginning of the process. The way the process will run is we will hold public hearings, we will listen to you, take your testimony- we are recording this meeting - we would like to know everything you have to say. I do not have all the answers; all I can do is tell you what is happening and I want to listen to you the riders, we have some drivers with us they can help also. From here a recommendation will go to the Commission- the Commission will decide and their recommendation will go to the Regional Transit Board. The Regional Transit Board is our funding agency and they will make the final determination as to what will happen to these routes. There are a number of things that can happen:

1. The Regional Transit Board can say keep running the service - don't change anything just keep operating - they can do that because they're paying the bills.
2. They can say quit running it- effective this date we will subcontract it. They will get another operator with less cost in their company to run the service.
3. They can say MTC, you subcontract the service - in other words we are the contractor we will go and find another contractor with the smaller cost than what we have.
4. They can say terminate the service - just stop!

What I would like to do is to open up the floor for your comments. If you have questions and I can answer them I will do so. If I cannot, please give me your name as you speak and I will try to get back to you.

We have a sign up sheet. If you have not signed up on this sheet I would appreciate it if you would. A copy of this meeting and the typed notes for this meeting will be sent to everyone that is signed up here. Also, all the people that have written to us on Route 36 and 51, which so far is considerable, will also be sent the notes from this meeting. Kindly open the floor anyone?

Could I just ask how this location was chosen? Oh I'm sorry, my name is Melanie Benson and I am an MTC DRIVER and have been for almost 14 years. It seems to me that people who would rely on these suburban crosstown service of the 36 line may not be able to get into downtown Minneapolis on a weekday night or a meeting as late as 7:30 P.M. and people who rely on the 51 line on the weekends may also find it difficult to get into downtown

Minneapolis and back out to Mound /Wayzata to come to a hearing like this.

**DRT:** Well when I first started looking at places to hold this meeting, normal places such as Ridgedale, Hennepin County Libraries, public schools, none of them are available. I found a church that I could use but it was well out into Wayzata. This place has got relatively good bus service, the 5, 19, and 22 go by here so it was the lesser of the evils. However, there are two Route 36 public hearings - there is also one that will be held at the Southdale area Hennepin County Library. Does anyone have comments on Route 36, Route 51 Saturdays?

**My name is Delores Chumpkin** - We're here on behalf of our son Edward who is handicapped and rides the 36 every day. It will just be a real inconvenience for him to have to go way downtown and then back out again. He works at Byerly's in St. Louis Park. So that's what brought us here - to oppose discontinuing of the 36.

DRT/Thank you, next one?

**My name is Eva Broude** and I take the bus everyday. I work at Ridgedale and I rely on it.

**Arnie Entzel** - Yes I'm from the Amalgamated Transit Union and I was just wondering what type of a marketing program has the MTC Scheduling Department done in the area where this route serves to indicate to the people there the necessity for keeping this route in that area and explaining to them the places that these buses go. Where these buses service may be of interest to the riding public in that area.

**DRT/No** direct marketing has been done for years. The main reason for that is because of the extremely high cost to do direct marketing of single route.

**Arnie** Sure there is a cost in it, but it's a public service agency. I guess one thing that I'd probably suggest is that in routes or on routes like this where there is a potential of losing the service to the people in that area that an effort be made to market in that area and explain to the people where these routes go and what can be done to keep service in that area.

**No Name--**Has the ridership dropped off? Has it always been low? What is the reason that they're proposing to discontinue it?

DRT/ I have records back to 1985. It has always been very very low.

.. Is that every trip ?

DRT/ The route as a whole.

**I'm Corrine Kresge** and I take the 36 when I have to go to the doctor or when I am working or even when I'm going shopping and I don't have no way to go now if you take off the 36 bus.

DRT- We have received a number of letters that say the same thing. Melanie?

Melanie Yeah according to the route profiles that were put together in March of 1990 the 36 line carries 155 passengers every weekday - Is that correct?

DRT/ - That is a single day. Yes, a single average day.

MELANIE So it appears to me that, even though we have a limited number of people in this room, that is a large number of people who rely on that service and it would be a shame for the people to lose that service. The route profile sheet also gives the per passenger subsidies for the other routes in the Metropolitan Transit Commission system both in Minneapolis and St. Paul and many of these routes have very low per passenger subsidies as low 10¢ per passenger on the 16 line for example. Many routes have subsidies of a \$1.00 many other routes have subsidies below \$1.50. I don't understand why just because some routes are above an arbitrarily established subsidy level, why can't these just be averaged out in the interest of public transportation? This is after all a system that provides a public service and it just seems to me that you're destroying the integrated system if you start chipping away some routes that may be operating at a high subsidy. If you averaged it out I don't think the subsidy would be that high.

Maybe you could go into a little of the history of how this \$2.45 per passenger subsidy was established and how long ago that was and the fact that it hasn't been adjusted for inflation for 4 years.

DRT- What you say is true. However, the Regional Transit Board and the MTC got together and came up with the inflationary factor that brought the subsidy to \$2.45. There has been an agreement between the MTC and the Regional Transit Board on adjusting it up or down as the inflation rate moves however, this has not been done to my knowledge. I do not schedule the meetings. However, it might be in the near future.

Commissioner Nawrocki- The Commission has asked the Regional Transit Board to look at increasing that maximum subsidy before discontinuance.

DRT/That's true - If I may I would like to introduce Chair Faircy of the Metropolitan Commission and Commissioner Paulson also at this time.

My name is Elaine Ryder and I am a TIC representative. I work in the information Department and I also live close to the 36 bus. I have a couple of suggestions of what I think could be done to save the 36 bus. If they would put it on early and late as rush hour times to get people to and from work. This would not help people during the day, but it would help people getting to and from work. I think there could be an earlier bus that goes up to Shelard so that people that start work at 7:00 could get to work. Maybe do a study or something on that, but I think people would ride that bus. I know one of my friends would definitely ride if it would go earlier. And if maybe they could straighten out the route a little bit so it would be a little bit faster. That might work and I think the times should be adjusted a little bit - it seems like in the Information Department we have trouble with connecting something with a 36. It doesn't connect, either it's real close and I am scared that if one bus is a little late then they're going to have sit and wait 2 hours for the next bus. I'll opt to have them go downtown or go to Lake and Florida to have them transfer just because some of the connections are so tight. I think that there should be some work done on doing some rescheduling of the bus to make connections a little bit better. As an information operator,

I could use it more often and thus the riders could use it more often as I could give it to them as a better connection.

DRT/Do you have a route that you'd like to suggest that we key it off of?

Elaine - I guess I've not really thought about it.

DRT/ It crosses and connects with a lot of service. If you try to key it off the 17 then people that ride the 6 or 28 to it, or like some of the letters that I've gotten ride the 88 or the 89, they're going to miss the connections. It's extremely difficult.

No Name - Maybe rephrase the same question - but I am curious. When you decide getting rid of a route like the 36 who is in the decision making? Will you be looking at the ridership? Changing things like scheduling?

DRT/ Yes we have done that. Route 36, at one time, had Saturday service. The bus driver drove around alone. It's really too bad because the 36, from a planning standpoint, should have been a stunning success because it served two very major retail markets: Southdale and Ridgedale. It served very good employment markets like Shelard and General Mills; it should have been a success.

Arne Entzel- Ok, following that question or comment - Is it possible to conduct some type of survey in that particular area to find out why people are not using it? Maybe the marketing comment I made earlier in an effort to market this bus saying some of those things you just said. It goes between these two areas and your chances of getting to the shopping centers and so on would be a selling point. It would be a real interest to find out why people aren't using it for service to two areas that a lot of people go.

DRT/Direct route marketing has been tried before. There are questions and answers to both sides of the direct marketing aspect. You can market routes that are doing poorly and try to build the ridership or you can market routes that are doing very well and try to keep the ridership growing. Both have been tried, neither of them seem to be extremely successful. We have tried working with retailers at Ridgedale and Southdale in marketing the bus. There does not seem to be a large demand. The demand for crosstown service, with but few exceptions, is very hard to justify on a purely ridership basis.

My name is Steve Smith - I am the mayor of the City of Mound and I didn't come here tonight to cheer on the demise of Route 51. I guess, first of all, the notice that we received was the usual postage stamp size notice with no fill-in. We had to inquire as to what this public hearing was about.

DRT/Did you get one of these in the mail?

Mayor Smith - I did not get one.

DRT/ It was sent to every city.

Mayor Smith - But in the past few days, in talking about this with people that I work with at city hall and also the citizens, there is a feeling that they use the bus; they need it despite what your numbers may show. There is a feeling that, if Mound and the other lake areas is part of that well from which your subsidies are derived, why should we continue to be a part of that if we're

not going to have a route because that is the only bus line in the City of Mound. Also there is a feeling I'm sure that's going everywhere and that is if we're going to have a good environment, we need more mass transit not less. So I'm here tonight to tell you that the City of Mound will go on record saying that we want no decrease in service. We want, if subcontracting should occur, no decrease in the quality of service and we certainly would want no fare increases beyond what would normally be experienced if there were no changes.

DRT/Thank you very much.

**I'm Mary Sutton** - I have been a bus driver for 11 years. I think I can say that most of MTC drivers take a lot of pride in their work and a lot of pride in being able to answer questions from customers about what line they can catch from a certain bus like that and to see lines taken off completely or even subcontracted is distressing to us, but we also have some selfish reasons at hand because our jobs are at stake. We provide high quality service right now and we have good paying union jobs with good benefits, which every human being on the earth deserves, and what's been happening with some of these suburban routes so far in subcontracting is they're going to private companies who are making very high profits and not providing as good a service. Their drivers are making low wages and have no benefits and they're mostly part-time drivers and this is the kind of thing that RTB is promoting and the budget for the RTB is over 2 million dollars a year and they've only existed since 1984. So when they're trying to save money by paying workers less we need to look at really where the high costs are going. We want the public to support our union jobs.

DRT/Thank you Yes sir

**Marlin Jensen** - To echo Mary's comments, I am Marlin Jensen, a driver. I drive the 51 for 3 days out of the week and I've only been driving here for about 2 years. I come from a work history with private bus contractors. I have watched the turnover rates with their drivers; in the neighborhood of 70% a year. The drivers cannot stay there because the pay is too low, consequently their experienced drivers leave there, which would leave it open for accident rates to go up. They're just having a constant turnover of drivers. I think that to subcontract these routes out to other contractors, non-union contractors, they're going to end up with inexperienced drivers on the road. Thank you.

??? As we're sitting here talking I'm just thinking I'd rather go for these routes. I have been for awhile, but I'm just thinking about this in concrete terms of why you might be losing ridership. I remember when I used to drive that route. One of the chronic problems with that route is that the bus was often running 20 minutes late which, if you're standing out in sub-zero weather, you will find another way to get where you need to go. This was a problem that went on for years, so I feel some frustration about us doing everything to solve the problem with these routes and keep the ridership up. Because, for me, that's the case in point, where I remember when I drove that line I was constantly telling the supervisors and management that they send somebody out. I'm so far behind here that these people are having to wait for 30 minutes and there's nothing I can do and it happens all the time and it was when I got back. That's the way that that route is. So I am

wondering if we have really done everything that we can to solve some of the problems with the ridership.

DRT - Thank you

My name is Gil - ,, Once every 2 hours and you're stuck if you don't catch it on time or if you have a certain place to go be at a certain time you have to wait 2 hours to get some place. It's just -very inconvenient.

**Melanie Benson** - I guess I have a question about the history of the route 36. Did the service used to be more frequent? It seems it ran every hour and it has been cut back. Another concern is that as the service is cut back the ridership is going to decline even further as this downward spiral, that we talked about before, are subsidies, so you cut service to try save costs but in the meantime you're losing riders on the public service angle is going down so it's a downward thing rather increasing service so more riders would ride

?? Like errands: they will take a bus to a dentist or different places and they get there and they're done in a half hour. Then they have to wait an hour and a half.

?? You mentioned other public hearings - How many do you anticipate and what's the time frame from beginning to end in recommendations?

DRT/ There is going to be 8 public hearings scheduled between now and the end of August. They include routes in Minneapolis and in St. Paul.

?? On other routes?

DRT/ Yes

?? So this is the only public hearing on 51?

Drt/This is the only one on Route 51. There are two on Route 36.

**Mayor Smith** -I'm just one voice but you have 10,000 potential bus riders in the City of Mound, so please don't overlook us.

DRT/Certainly not.

**My name is Peter Eklay** and I am dependent on the bus route 51 and while I realize that the weekend ridership bus service has gone down, I am also very concerned about handing it over to another entity. I have that concern because I have watched your bus, (I might be quoting the number wrong), but I believe it's the 69 between Wayzata and Shoreview (Excelsior) (67), I have noticed that the buses in Wayzata are supposed to meet east/west about the same time and the Shoreview (Excelsior) bus is supposed to be there also at the same time. I have noticed that the Mound bus coming through to Minneapolis gets to the Wayzata bus stop at the Park & Ride. The shuttle gets there and will leave before the Mpls bus arrives. I am concerned about similar incidents, to begin handing the west end of the 51 route over or the entire 51 route over to another group of people on the weekends. It also gets to be a problem on the weekend. If that would happen: let's say I was going out to Mpls on 7:00. Let's say I miss that bus at Ridgedale or wherever the bus over would be, I would have to wait X number of minutes until the bus out to Wayzata would go and I would find that if you inconvenience me,

my family would find it an inconvenience and the stress in my household would be much worse. I'm lucky that I'm even here tonight.

I'm Kim Harmon - I'm with the City of Minnetonka. In terms of the 36 my understanding of the future plans for the MTC was to start not always going through the downtown areas. Recognizing that there's a lot of cross-suburban traffic in terms of employment and in retail. Efforts to try to do more lateral movement without necessarily going through downtown.

I'm just wondering if something more is in the future after LRT is in.

DRT/ - I would like to see more crosstown mass transit. However, the cost of providing that vs. the usage is very high. There are not the major draws, however, Southdale/Ridgedale are not included, but they don't draw like downtown draws or the University of Minnesota draws. The problem is is that the cost is the same whether you serve a crosstown market or you serve a downtown market. This is where the decisions have to come from the Commission or the Regional Transit Board, planning agencies and the Legislature. Where you put your dollars - you put your dollars on your best routes, you try to drum up new service, I can't tell you. I was here when 36 began and I thought we had a winner. I did not think you could ask for a more pure route than Route 36. It just didn't work.

... How long ago was this?

DRT/I have data back to 1985: late '85.

...I've been a rider of the 36 for a number of years. I know what the route is like. I have always wondered if the routing for that bus was routed efficiently. I was wondering if you could remember any of your methods to route it.

DRT/ I don't think there was an alternate route suggested. I think when the Route 36 was designed, it was designed to hit as many of the high spots between Ridgedale and Southdale as it could within a reasonable time frame

Arne Entzel -When you started that route wasn't the RTB involve in pushing that route also?

DRT/ RTB was not in existence when 36 came about.

ARNE: No after the route was going it seems to me I remember some discussions at the RTB that they wanted to keep it going. I guess if that be the case, I could see the need for their involvement.

DRT/ They will be involved. There are many things that will be involved in the decision-making process and this is the bottom rung of the ladder. This is the reason we have this meeting. We need to listen to you and that's why we're here.

?? I think I'd like to follow-up on Mr. Kelly's comments for a minute. What he mentioned about buses making connections or not making connections out in the suburbs and the difficulty that can cause for people who are dependent on public transit. One of the pluses, I think, that the MTC has over these

other providers is that we have a central radio control center. All of the MTC buses are equipped with radios and can call in to a control center which

can then communicate with other buses. If a bus is running behind schedule and a passenger needs to make an important connection, especially out in the suburbs, like that. It is an integrated system. The majority of MTC drivers who have been driving for over 10 years have got the experience, they've got the control center. It's a whole system that should be kept solid and one. The other operators don't have that, they don't have the experience, they don't have the facilities, they don't have any of that. I can see that being a real problem if it starts getting pulled out.

?? It's a unique network. If you have an outside party handling that, they may not be able to respond to a problem.

That doesn't mean we do have problems, because it's one of the better bus lines out there #51. It's nice to know we have the 51.

??? We're talking about recommendations that are going to be going down the line to the Commission and the RTB. It sounds to me like there should be an experiment at least on the 36. Reschedule it so it's not 20 minutes late out there on the hour, and have some of the communities volunteer to distribute leaflets. To cut down the costs, get a volunteer group going to leaflet the neighborhoods that are around the route. I bet we could get drivers to help with that also.

DRT/I would like to thank you all for coming and I would like to thank all of you for taking time out of your busy days to come here and help us begin this process. Because it's a very difficult process for us as well as for you. We hope that we can do something to help increase the numbers on the routes, do something to help save the routes. We thank you very much for your participation.

**DISK #7-A**



HEARING SYNOPSIS  
ROUTES 36, 78, 88, 89

On August 30, 1990 at the Edina Southdale Public Library. Bruce Nawrocki began the meeting by introducing himself as the Metropolitan Transit Commission Vice-Chairman. Mr. Nawrocki introduced the other MTC commissioners, Frank Snowden, Todd Paulson and Ray Waldron. Mr. Nawrocki then introduced MTC staff, Dennis Tollefsbol, Steve Mahowald and Steve Beseke. Randy Rosvold was introduced as staff member of the Regional Transit Board. Arnie Entzel was introduced as representative for the Amalgamated Transit Union. The public hearing was also recorded and transmitted on Channel 31 of the local cable network. Mr. Nawrocki then explained the purpose of the hearing to receive public comment and to answer questions on MTC's staff proposal to discontinue route 36, 78, 88, and 89. Mr. Nawrocki explained that the four routes exceed the current Regional Transit Board mandated maximum subsidy per passenger of \$2.45. Mr. Nawrocki described how property tax dollars are transferred from the Regional Transit Board to MTC, the operator of the service. He explained how when the cost of providing the service exceeds the \$2.45 guideline the MTC must look at alternatives; in the worst case, the discontinuation of this service. Mr. Nawrocki then invited comments and advised the attendees to provide their name and address when they speak for the record. He explained that the Metropolitan Transit Commissioners will make a decision and recommendation to the Regional Transit Board. They will review the recommendations and a final decision will be made in 2-3 months. Mr. Nawrocki then introduced Dennis Tollefsbol.

Dennis Tollefsbol then advised the attendees to identify themselves as they speak and to also sign in the register so the synopsis of this meeting can be mailed to them. Mr. Tollefsbol then opened the floor to comments.

Joanne Rasda- I take the 89 bus to work in the morning and afternoon. Without the bus I would be unable to get to work. I was thinking that maybe you could incorporate the Route 28 into the Route 89. Would that be possible?

Dennis Tollefsbol- In the last couple of weeks I have received about 150 letters. All of those individuals who have sent letters will also receive the synopsis of this public hearing.

Gregg Ingram,- (Senior Planner City of Bloomington.) Mr. Ingram explained that the comments that he was about to give were passed from the Bloomington City Council, on action that they took on August 20th, and would be submitted in writing to the MTC. The Bloomington City Council is opposed to the proposal to eliminate Routes 78, 88, and 89. These routes provide the only east-west public transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local service and would eliminate transfers from the remaining north-south routes. The routes provide an important transit service for hundreds of people daily between Normandale College, Southdale, Southtown, the Oxboro area, the future Mall of America and MSP Airport. Elimination of these routes is contrary to the RTB 5 year transit plan which calls for utilizing major transit hubs such as Southdale and the Mall of America. Increasing transit services in suburban locations with transit-dependent populations and in congested corridors. While these routes require high subsidies they provide an essential service for hundreds of transit riders. Elimination of all of these routes would leave hundreds of people who rely on MTC for transportation to and from homes, jobs and shopping with no

other mode of transportation. Many group homes and residential treatment facilities chose to locate near these bus routes. Discontinuance would negatively affect these residences. The City of Bloomington requests Routes 78, 88, and 89 be retained and/or restructured or a transit alternative be put in place before any routes are discontinued.

**John Pickering-** Mr. Pickering explained that there are 240 residents at the senior high-rise which he lives at. Of those 105 have cars. There are 34 couples which leaves transportation available to 139. There are 104 residents who do not have transportation. Mr. Pickering presented signatures from 130 residents.

**UNIDENTIFIED-** I take Route 89 to work and that's the only bus I have- I have no car and I take the bus to Normandale. I also use the bus on Saturdays. I live by a senior citizen high-rise, Gideon Pond. I take the 89 on Saturdays to get to Southdale to go to downtown. For some it's too far to take Route 47 which runs every 2 hours on weekends. Will you run the Route 47 through the Gideon Pond area like you do on weekdays if Route 89 is discontinued?

**Dennis Tollefsbol -** Nothing has been decided at this point.

**Carol Phillips** The bus system or cab are the only means of transportation. A cab to Southdale costs me \$3.00. Metro Mobility is not always dependable because it can only handle so many calls. I also need the bus because if I need to get to a weekend job or to get out to other places i.e. movie, shopping, go see a friend. I don't want to be paralyzed and be a prisoner in my home or have to worry about taking a \$3.00 cab ride because I can't afford it. I also speak for other people such as people in Edinboro, which is being built up. Without this service you're paralyzing the suburbs. And people in the suburbs pay \$.25 more to come out here every time. I pay \$1.25 in the rush hour and I pay \$.25 more than the people in the cities. I don't think it's fair that we are paying more yet our service is being reduced. I really need the services on weekdays, because if I miss a Route 28E bus coming home I want to have an alternative, so I don't have to wait downtown for an hour. I don't want to waste time; everybody's time is valuable. I am paying taxes and bus fare like everybody else and I believe cutting back the service will paralyze people making them prisoners in their home. People also need to get to work on weekends and we do not have service on Sundays. Don't cut back the service at all unless you do it to everybody.

**Toni Boren (representing Dayton's.)** Ms. Boren indicated she is very concerned for both Dayton's customers and employees being able to get to the store. How has the Middle East crisis affected ridership on these routes?

**Dennis Tollefsbol:** Since 1985 there has been a small increase in ridership.

**Ms. Boren:** We would like to see these routes continued; we're concerned about the students that take many of our weekday evenings and weekends jobs as sales consultants. They come from Normandale. I am an MTC rider and I could not keep my job to Southdale if I couldn't get there. However, I take a Route 28, but there are other people on my staff that take these routes and it's very necessary for them to remain with an income.

**Stanley Olson.** I work at Normandale College in Bloomington. I have a disability and cannot drive. For 20 years I have been commuting from Falcon Heights to Normandale. The Route 47 is my usual means of transportation. However, in terms of flexibility and other kinds of things I might want to do, I also rely on both Route 88 and Route 89. So from a personal standpoint, the elimination of service on those two lines would create major problems for me. As far as Normandale College is concerned, Normandale College has one of the largest populations of students with disabilities in Minnesota. We have a facility that is geared to students with disabilities. We have programs that are geared for students with disabilities. While a number of the students rely on Metro Mobility and other kinds of private transportation, we have a substantial number who are able to use public transportation. Many of those students would be severely limited in their ability to attend Normandale College. For many of them, if Normandale is not an option, many of the other colleges in the area do not have the facilities or the programs to deal with them. So there is a large number of students that would be severely affected. Normandale College board has mandated that the college become more diverse; to serve a more diverse population; not just the 18-20 year old suburban student. Many of our students are older; they're coming to Normandale from the central city and public transportation is very important to us in reaching these students. We have a sizable number of students, who for example are single mothers, and because of their income they rely on public transportation. So we've got a group of people currently, and we're trying to get more, who are dependent on public transportation. Finally, we have a parking problem on campus. We have an excess of 9000 students at Normandale College. We are very limited in terms of site as far as building parking ramps and have met with complete disapproval from the City of Bloomington. The neighborhood does not want a lot of additional parking facilities built in that area. So we're forced to look for other kinds of transportation. Our students, like many other people, use the bus only as a matter of last resort. The reason students do not make more use of mass transportation is due to the fact the existing service is limited. Any time I take the bus there are always a large number of Normandale students on board the bus. Personally, and as a representative of Normandale College, I would urge you to continue these routes.

**Kathryn Jeffries.** I currently ride the Route 50 bus that goes to Downtown St. Paul. I am concerned that these routes are not made rush hour only routes as I have a daughter in the 8th grade who attends the private school in Minneapolis. She is dependent on Route 78, or Route 88 to get to and from home. The only alternative for her would be Route 28 which she would have to wait 2 hours for trip home. So there are people who do need to ride this service outside of the rush hour.

**Mary Beeson.** I currently live near 84th and Normandale Boulevard. I am worried that if this bus is eliminated I'll have no way to get to work. That is the reason I moved to Bloomington because there is a way of getting to the bus. It may be a mile, but I'll take it. If this bus service is eliminated there'll be a lot of people hurting getting to their jobs just to go to Southdale.

**Arnie Entzel** I represent the drivers and the mechanics for the MTC that operate and fix the buses. We're concerned also about keeping the quality of service for you people as well. I can see from the crowd here tonight that many of you depend on transit as your means of transportation. We're concerned about this also and the quality of the services what you're

concerned about. Not just having the bus service out here, but the bus service is available when you need it. I think the MTC is the most reliable agency to provide this service for you. But what they're concerned about is the cost of this service and this is an area where you people can play a major role in keeping this service in this area, because the MTC relies on money from the Legislature to provide that service. The Legislature allocates the money to the RTB and the RTB in turn allocates the money to the MTC. The most important thing I feel you people can do is to contact your state senator or state representative and make them aware of what is taking place here and the fact that you need to keep this service going. If each senator or representatives would receive 3 or 4 calls from people in their district talking about the same issue, I don't have any doubts that they won't pay attention to this issue. That's the bottom line for this whole thing - is cost. They are the ones that will be allocating the money. So if you're really interested in keeping this service, one of the best things you can do to keep this service out here is to make those people aware of your concern and they will carry the ball as far as allocating the money that it will take. I have got a slip here with the name and phone number of the senators or representatives for these districts 40, 41, 42. I will leave copies of this slip by the door if I can make copies here at the copy machine.

**Phil Rivness** I would just like to say, having been in the State House of Representatives, Arnie Entzel is right. Clearly there has to be support for mass transit in the State Legislature. My concern is that if you have a transit system with only north/south lines, you don't have a system. In 1970 I was an MTC bus driver. At that time the only east/west lines that I remember were Franklin Avenue, Lake Street and 66th Street. We've come some distance to integrate this community and at the same time more people want to go from east to west. We have 494 during the rush hour almost comes to a stop. There's never been a time when we need more transit; not fewer buses. More reliable routes, more connecting routes so I think rather than contemplating the cessation of these important lines you have to be looking at a strategy for promoting transit in these communities, a strategy for increasing lines at times when people want to go shopping, go to work, want to go to college, Hennepin Vo-Tech Institute in Eden Prairie. So I would urge you and I know the MTC has a tough job to do and you need to be cost-conscious - you're called upon to be that way, but I think we have a unique opportunity out here to promote transit and not take away the few lines that we have that we're now relying on. Many of you know that the Mall of America is scheduled to be completed by the fall of 1992. That's not very far away and there will be more people that want to go east/west. So let's promote transit out here. I challenge you to involve the Chambers of Commerce, companies like Dayton's, Normandale College and others on a one year promotion activity to increase ridership and not look at where we've been, but where we could be. So I challenge you with that tonight and I will help in any way that I can.

**Ron Corey** I use a combination of two routes - the 15A and 78A to get to my place of employment at the Brandon Square. I would hate to think what it would be like in the middle of winter having to get off at Southdale and walk across the parking lot through snowdrifts that hadn't been plowed out yet. When you write to your legislators please remind them that the infrastructure for the highways and freeways is breaking down and they're going to have to spend lots of money to repair that. So it wouldn't hurt if we had a slight raise in the bus fare I would be willing to pay that.

Judy Sanders (Representing the National Federation for the Blind of Minnesota.) We have learned long ago that as blind people have had the right kind of training and the opportunity to use that training we can compete on an equal basis with sighted people. One of the opportunities that we need is the ability to get from point A to point B. We can do that but we need your cooperation if we can go wherever we want. We can walk but we prefer to take the bus. You have a problem - we are all here to say that we want to use the bus, but yet ridership is down. So we have to be realistic enough to realize that and you have to be creative enough to find a public transportation that we need. You can find a way to not cut buses, especially with your ads right now that are encouraging us to use the bus. Maybe one of the ways you can do that would be in thinking in terms of a different definition of a bus. Maybe the problem is your sending large capacity buses to pick up the few people who are currently riding. You may want to consider running vans on a fixed route. The National Federation for the Blind will be at the Legislature to help you get an increase in your appropriation. We would want from you a guarantee that if you get an increase in your appropriation, buses will not be cut, and those that have been cut recently will be reinstated.

John Mehrkens I am here representing Gideon Ponds Center a senior citizen complex at 9901 Penn Avenue South. My main concern for my residents is that they will not have daily access to medical and shopping facilities in the Southdale area. I think one of the responses we might hear is that it's possible to go to Southtown and transfer, but the average age in my building is 76 years old. This is not a reasonable request to have those people standing in shelters in the middle of winter to wait to make a transfer. I would like to reiterate my concerns that I would hope that we would continue the service to my residence as well as other seniors in the area.

UNIDENTIFIED I take the Route 89 every day of the week. I also work at night. Presently I take the bus at 1:00 P.M. in the afternoon and there are no other buses that I can take during that hour of the day. Then I take cab back to Southdale at night. This costs me \$80.00 per month. If you were to cut the Route 88 and Route 89 I would have to take a cab to work; an additional \$80.00 per month. That would be \$160.00 per month just to get to work. Plus I have to get from Southdale to Uptown which is a \$30.00 bus pass so that would be about \$190.00 a month for transportation and that's almost a car payment. If I could make that kind of car payment I would do so. That's not realistic for me right now. This speaks to the point of affordable transportation. When I first looked at this proposal, I thought I can't believe that they're doing this. In the last year there has been so much development between Southdale and 494 in the last 6 months 4 blocks have gone up. Not only apartment buildings but a concentration of businesses, shopping, movie theatres etc. This is an enormously expanding and developing area. To eliminate transportation to it at this point in time all it does is push away a problem that is not going to go away. Possibly the route as it is currently designed, going all the way over to the airport, maybe that's not the best design for that route. Maybe this route should be redesigned in a way that it will be efficient. I would hope that you would possibly consider that. Maybe you need to take a more creative look. My other point is that in the France/494 area there are 4 or 5 major employers. I work at one that employs about 800 to 1000 people at the Minnesota Centennial Building at France and 494. There is also National Car Rental, so there is a concentration of employers and these employers employ processing, clerical mid-level administrative type people who take the bus or public transportation and need

public transportation. So there is definitely a need in the area to go at least as far as 494 or at least as far as Normandale College. Certainly there is ridership in that area. My own needs are that I travel in the middle of the day and the 28 is being put up as an alternative to Route 88 and Route 89. However, it is not a viable alternative. First of all, it only goes to 76th Street and although that does not sound very far, in the winter time it's a very long walk and there are no sidewalks and very heavy traffic and it's very hard to walk in the snow and ice 6 or 7 blocks under those kinds of conditions and they are limited to the time of day that they run. My other point is the cost of other transportation. I would be looking at \$200.00 a month to get to work without buses. So I guess my point is I would like you to take a more creative approach to this and really look at the route and buses you've got now needs to be rethought in some way that will address your problem that you're not operating within your subsidy limits and therefore the routes as they currently run they do not run efficient.

**DelRae Gunderson** I spent the last couple of years in Washington, D.C. using a transportation system that is very very viable. I came here in January and accepted a job at 50th & France for the first month I was temporary and I never got home until 7:00 or 8:00 o'clock because the transportation was that bad. I left work at 5:00 P.M. and I wouldn't get home until 8:00 P.M. When I accepted this job permanently, I changed my hours so that I could specifically catch a 5:10 bus from Southdale. I am talking about the Route 89 bus. A little while ago they discontinued it and I didn't even know it. They leave the 4:30 on and the 5:10 is gone and then the next bus comes at 6:50 and the same thing happens in the morning; people were talking about it earlier how come people weren't at meetings? But I never even knew. I saw a posting once about this meeting today. I don't have a car and I find it despicable that I have to spend 3 buses to get 57 blocks. I know France Avenue is a main drag. Why isn't there a bus that goes straight out France Avenue to Old Shakopee past Normandale. I used to live on the East Coast and for what it's worth I've noticed car to car nobody is carpooling. But if the bus system is an indication of what people have an alternative to, it's no wonder there not carpooling and driving their cars.

**Renee Brugman** The Route 78 is my way out to work. I would have to take 3 buses to work otherwise. If I have to take 3 buses to get home it would take an hour and a half. I get off at 5:00 and the last bus picks me up at 6:15 and I still have to walk 5 blocks. Like the gentleman says you have to promote it. One afternoon I got sick and I had no way of getting home. There are 4 people that, because of a changed route, are no longer on this bus anymore. This bus is my only alternative because I don't drive. I've tried to drive but I can't - I'm scared of it.

**H. Loewe** I haven't taken the bus that you're talking about lately, but I did take it once in awhile to work. I don't drive right now I can't afford it. I am unemployed right now I am looking for work. I'm out of a job and I can't take it because there isn't a bus there. One of the things that I am very disappointed about and I think a lot of other people will back me up is this hearing was called and I expected to hear some alternatives as to what was going to happen with the buses. Now I hear this is gonna go back to a study and then the buses will be cut and then we'll tell you what's going to happen.

UNIDENTIFIED They said I've been riding the bus for many years and I have seen the 48 bus changed into the 88 and 89. I think you'd have a lot more ridership. I thought this was very sad that specifically that you're going to cut a direct route to Southtown. One thing you people have underestimated, I don't know who is taking care of making those schedules, specifically in the winter time when you make connections with other buses and leave only 2 minutes in between or no time in between and you say, well the buses are supposed to wait for the other bus. But people are human and the bus driver is not able to meet the schedule there because of traffic or he's just plain human and he doesn't feel like it. You used to be able to supposedly make a connection with the bus coming from the airport, but I don't gamble on a 2 minute or a 0 minute connection, because I'm not going to stand there for an hour and freeze. I think you need some good advertising and get somebody who has been making those schedules to stand out on the street like we have. I don't think people would mind waiting for 7 minutes in between buses to ensure a transfer. I have been riding this bus for 13 years believe it or not. It takes me 2 hours to get from Southdale to 98th Street and Lyndale. I leave Southdale at 9:00 o'clock if you take the service out now people will get more discouraged when they see the Mega-Mall is there. Keep what you have and try to make it better.

**Jeanne Guendel** I'm representing the Southwest Human Services Council a planning, and coordinating agency of human services by a joint powers agreement of 4 cities, so I represent those 4 cities and residents of South Hennepin. On August 9th we held a regional forum and the results of that forum the purpose of which make that one of the purposes of which was to discuss transportation and transit. There were over 100 residents of these cities that participated in the forum. The forum clearly indicated a need for increased transportation in these cities and not a decrease.

**Melanie Benson** I am an MTC bus driver and I have also been a transit user for the last 18 years. I want to share with you some important things for you to understand. The reason this is happening in the first place because the \$2.45 subsidy level was set by the RTB and MTC in 1986. The Regional Transit Board itself did not exist until 1984 when it was established by the Minnesota State Legislature. One of the mandates it had at the time was to improve service in suburban areas. Now 6 years later the RTB is making the MTC have these public hearings because certain routes are above and arbitrary limit of \$2.45 subsidy per passenger. A number of us who work at MTC are very concerned about these developments. We're concerned because you don't want to lose us and we don't want to lose you. Our jobs depend on public transportation. One of the points I want to make is that the subsidy levels for each route are determined every quarter three times a year. A profile of the route is put to show that most of the routes a majority of the routes operate below \$2.45 per passenger subsidy. Routes like the 16 almost make money instead of being subsidized. If you average out all the routes weekday, weekend in terms of a system as a whole or a unified transportation system, the overall subsidy is well below \$2.45. Even if you acknowledge the RTB, who has been in existence for 6 years, has the authority to establish at that level. If you look at the system as a whole the subsidy as a whole is way below that limit. So why not let some of the routes that have very low subsidies or almost make money compensate for the routes that are over \$2.45. This is an integrated system and I've got some facts and figures that are part of the public record and I have some of the route profiles here. But these are the important things that we as users and providers of public

transportation and its important for the policymakers that we have these facts and figures, too. Now one of the other figures that I would also like to mention is the Regional Transit Board has grown considerably. First of all, the \$2.45 subsidy has not been adjusted for inflation for the past 4 years, so that figure is way off and it doesn't also take into consideration that ridership on crosstown suburban routes is generally lower than it is on inter-city heavily traveled roads. So those factors are not considered. Another factor that we should all be aware of is that the Regional Transit Board itself has grown massively in size; they have 30 employees, three fancy offices and an annual budget of 2.7 million dollars a year just for their operations.

**Tim Gannon.** I take Route 47H and take Route 4 and then I have to transfer to another 4 so to get to work I have to take 3 buses. I have to get a ride from my mom to get to my sister's because Route 88 does not run the hours that the Route 5 Chicago bus. If I miss the 88 route I have to take 3 buses. The Route 47H also doesn't run at the hours that I need as it is 2 hour service which is very bad service. I would like Route 47H to run every hour. I would like to see the Route 88 continued and the Route 47H service improved.

Leona Boggner- I can relate to many of the things that have been said by these people. The main thing that bothers me is that we need our buses for our doctors and dental appointments. It used to be that when the 7:00 o'clock bus on the Route 78 was running, I would go on that bus early in the morning for an appointment at 1:00 P.M. in the afternoon. The doctor's time is valuable and mine wasn't. And that worked out. Now the 78 bus is no longer there in the morning. I have to transfer from Route 78 to Route 36 at the station. I have had nasal surgery and my doctor says that it would be worse in the winter. Now we have to go from Southdale to Centennial where many of the doctors have moved. I request that Route 78 and 36 be retained.

UNIDENTIFIED I was at 1st Avenue and 69th Street tonight I left there at 6:30 and it took me one hour to get over here. I think the schedule on 66th Street is so terrible. The other night I left Southtown at 6:30 and I got home at 8:30. It took me 2 hours to go from Southtown to my home which I think is atrocious. I think the schedules need to be improved. And I think the bus drivers could be more courteous. I have observed them to be very rude at times. I think these things could be improved.

Helen Bartels. I depend on Route 88 and Route 28 to get to the doctor and the dentist or to get any place. I would be happy to pay the regular fare to keep the buses running.

UNIDENTIFIED I take the Route 89 bus to work at National Car Rental. If you take the bus off I would have no way of getting to work.

UNIDENTIFIED. I think it's unfair for all of us here tonight to have these buses discontinued. Like many of you here I have been riding the bus for over 15 years and I just recently moved from Richfield to Bloomington. So I am able to take the Route 88 and Route 89 bus for work and shopping and I am not able to drive a car because I have a disability. A person that I work with was unable to come to this meeting tonight because this person also does not drive and could not come because of no bus service. I was able to come tonight because I rode my bike. This is one of the ways I get around by taking my bike when I don't have bus service. So I end up riding my bike in the dark a lot or else I have to call friends or relatives to pick me up.

Tom Richards. - Gale Anderson Sylisky, Director of Student Life at Normandale College, wanted me to deliver this letter to you which expresses the same sentiments as Mr. Olson has already described to you.

UNIDENTIFIED. There is no bus service to my address after 6:00 in the evening. If you don't get home before 6:00 P.M. you're not gonna get home. It happened to me last night. I had to call somebody to come and pick me up or pay \$4.00 for a taxi and I think that's wrong. We used to have buses years ago that ran until 7:00 or 7:30. Sundays is the same way, there's nothing on Sundays. So if the churches around here didn't have a van we wouldn't be able to get to church either. I think there should be service between Southdale and Southtown until a little bit later at night. If you work in downtown Minneapolis until 6:00 P.M there is no way that you can get past Southdale.

Darla Lidke. I just recently moved from Bloomington to Richfield. I do not drive a car because of a disability. I work at 494 & France and I depend on the 88 and 89 or the 78 to get me to work. I use Route 36 to get to my doctor's. Without those buses I am stranded.

**UNIDENTIFIED.** Why can't the bus company raise fares? \$10¢ is very cheap. You can't make much money on that, but it would be a lot easier if prices on the bus were increased so that we don't have to take a cab.

Jayne Gerlach. Recently I was a member of a committee that worked on a survey with the South Hennepin Human Services Council and that was done in August of 1989. I just wanted to point out a couple of things from that survey. The two general needs from this survey were: Need for east/west movement and travel between suburbs. Under specific needs there was a need shown on the survey by students that need to get to and from Normandale College all times during the day. A number of students cannot drive to Normandale College. The survey showed the needs of single parents who are going to Normandale College who cannot afford a car. There are social agencies at Creekside Center. These are used by a number of low income people who do not drive cars. There are surplus food programs at Creekside Center and senior program services also over there. There are a number of services provided at this center. There is a true need for a crosstown bus and 88 and 89 are Bloomington's crosstown buses. It's good that you have that connection between the airport and Oxboro Center, which is becoming more and more the downtown center of Bloomington. The Creekside Center and Normandale College need connections to Southdale. It bothers me that Bloomington is the third largest city in the state and I really think that we need good crosstown bus service. I am glad to see that a representative from Dayton's to speak for the needs of Southdale. Also, speaking as a parent for a young person who has a disability and is unable to drive a car this would really create a problem in his life if you were to discontinue Route 88 and Route 89. Greg would need to quit his job that he has had for over 5 years. He works along the north frontage road of 494 west of France Avenue. He needs to get to Creekside Center for the programs and services that are offered there. He also has a need for bus service to see friends that live in the West Bloomington area. So he really has needs or a need for a crosstown bus service. I would just ask that you be real creative in trying to figure out the needs and be concerned for the people who depend on public transit.

Joe Schettler. I am speaking for me and my co-workers. Route 88 is the only way that we can get to work; for a lot of people the only way to get to and from work is by the bus. Without that they'd have no way of getting around. Seniors don't have any other way of getting around except taking a taxi. I have noticed that some people who for some reason are unable to have a license or car. If the buses weren't going I'd be paying at least \$15.00 a day to get to and from work. I also go to Normandale College and that would be an extra charge, so without the bus I'd have to quit my work and school or buy a car which I can't afford to do right now. I also work with a number of people who would really appreciate it if you did not take the bus off.

Kim Cook. I don't drive at all so the bus really helps me out. I use the bus to get to and from everywhere. I go to St. Paul from the France Avenue bus and that's the only way I can get to work.

David Sweeney. I hate to ride the bus. However, my wife and children ride the bus twice a week. We rely heavily on the Route 36 bus from Southdale to St. Louis Park. I don't think the MTC has done an adequate job in publicizing the routes and getting information out. Before you eliminate the service I would like to see you get the word out especially to the people in West Bloomington.

Tom McClellan. I have used the 88 and the 15 on a regular basis for several years to get back and forth from work. One reason you may have lost ridership on some of these routes is because of the little shoebox size buses. They're not only unpleasant to ride in but are very unsafe for the passenger. I know people personally who have quit using your bus because of those unsafe buses.

Bev Wernick. I take the 36. I am a student and I work part-time. I need to ride the bus in the midday. I don't want to see the Route 36 cancelled because I need to get to work. I don't have the money for a car. I have also noticed a number of elderly people who ride Route 36 - there are a lot of senior citizen complexes and medical facilities along the route. I therefore don't want to see Route 36 discontinued.

Delores Chupka. My son lives in a group home in Minnetonka and he depends on Route 36.

Audrey Groff. I take Route 88 to work. I start at 7:30, so I make good connections with the 18. If the Route 88 is taken off, I'd have to walk all the way from Nicollet to Knox.

UNIDENTIFIED - I take the 88 bus I am also disabled I would hope that the 88 would not be discontinued because I really need that bus.

Cecelia Maluskey. I live at Cedar Avenue in Bloomington. I take the Route 89 bus every day to Portland Avenue to get to work at Abbott-Northwestern Hospital. I hope you do not discontinue the Route 89 bus otherwise I would have to quit my job.

Lois Bendickson. I take the Route 78 bus. I have limited mobility but frequently use the bus. It's true ridership is down and your costs accounting says that if it's not profitable discontinue it. But that's an unfeeling way to deal with those who depend on the bus to get to work. Many of those people are probably not here tonight because they couldn't come because the bus doesn't run at this time of night. There are many transit-disabled people those of us will never be able to drive. Good dependable transportation should not be a privilege. It's as much a right for the disabled young or aging population as for those who are able to drive. I chose to live where I do based on my ability or the ability of transportation on a bus line. I got here tonight by Metro Mobility, but I use mainline buses when I am able. Metro Mobility is an expensive system and this will put just that much more burden on an expensive system because that many more will need to apply for it.

UNIDENTIFIED - I would just like to make one more comment - I hope you show compassion towards your customers. If you're driving a car just think about the people who cannot drive.. They have

a right to life just as much as you people.. I think you need to live in somebody else's shoes to understand so please have compassion for the people who cannot drive and need this transportation to get to and from work. So that we have the opportunity to prosper; we're no less humans because we cannot drive.

**Manley Olson.** To what degree the MTC or the Regional Transit Board have a regular procedure of getting input from the citizens and so forth. The last time I was at one of these meetings was 5 or 6 years ago. One of the questions that was asked of all the officials that came to the meeting how many came by public transportation. There was one person who indicated that they regularly rode the bus. So to what degree is the input system representative of the users of the system. Or does this only come up in crisis situations like this?

**Dennis Tollefsbol.** We're on the phone on a daily basis with our customers. We also have a very busy customer relations department. We listen to bus drivers, and they have multiple ways of informing us. You are correct a meeting like this is a crisis situation. However, we have an ongoing dialog with the public. We rarely do any major changes without informing the public.

**UNIDENTIFIED.** Just one observation, I know the MTC loses money hand over fist; all government agencies seem to. Looking at it in perspective am I right you lose about \$70 million a year which is less than the cost of the new interchange at the Mega-Mall. The highway driver is being subsidized so I can see the rationale for bus riders to be subsidized.

**UNIDENTIFIED.** I think the MTC should do all it can to help its existing riders. Because someday people may not be able to drive as they do today. I think MTC should get together and help the people that are riding it now and promote a little bit better.

**Commissioner Bruce Nawrocki.** We have heard a lot of good comments here tonight. I first want to say no member of the Commission or the Regional Transit Board is for the process where you must consider eliminating service. That's not what were there for; we're there to build service. The facts of life are that employees of the Commission must be paid, suppliers of equipment of materials and so forth must be paid when they provide those goods and services. However, financial responsibility has to be a part of running the system.

The question was asked about input and I am happy that we've gotten the kind of input that we've gotten here tonight. As I mentioned at the beginning of the public hearing, we've had more people here tonight than any of the previous public hearings that I can remember. This is not the only input process, as Dennis mentioned there is an input through the Customer Relations Department, all meetings of the Commission are open meetings. There is a place on every agenda that allows people to take whatever it is they want to the Commission. We have an advisory committee made up of transit users, transit-dependent individuals and so forth where we try to get input. Individual commissioners get input frequently. I even get questions from people on the street who know that I am involved with the MTC. Mr. Entzel talked about talking to your legislator and that's very important. Not only the legislators, but also the congressional delegation. Historically the Legislature

in Minnesota and Congress has been rather good to transit in providing money so we can provide improved services. Both the state and federal government are having their financial problems. They look for ways to cut back. In that process people that speak the loudest or for their particular interests you've heard the least when these cutbacks come. So that's why it's important for we as individuals to talk to our legislators, talking to our congressional delegation. Try to stress the importance of transit. It makes the most impact if the call comes from one of their constituents; somebody from their respective district talking to them and telling them how important public transit is. When we the MTC talk to the Legislature or congressional delegation they are courteous. However, it does not have the same impact as the individual talking to the elected official. This is election time; candidates in this particular election, all of the state representatives, all of the state senators, all of Minnesota's congressional delegation, except one of Minnesota's senators, is up for election. So this a good time to talk to all of them and express your views and ask for their support for transit.

Another item that was brought up regards the \$2.45 subsidy. This is an item that is being reviewed by the RTB. This commission the MTC has made a recommendation to the RTB that the subsidy be looked at and the maximum subsidy level be increased because of inflation. The Regional Transit Board is actively considering this issue at this time. A comment was made about the Regional Transit Board maybe they should be abolished. To be fair, I think we should point out that when the Regional Transit Board was created the Legislature specifically mandated that the personnel level at MTC be reduced accordingly to the authorized staff of the Regional Transit Board. Whether that relationship still exists I do not know. The idea was that principally the planning function would go from the MTC to the Regional Transit Board. Part of the reason for that was whereas the MTC provides most of the public transportation service in the metro area the MTC is not the only provider. They felt that for the MTC to be the regulator of people that one might consider to be their competitors had some inequity in it.

There were comments describing maybe the MTC should use a smaller bus. There are pros and cons to the use of big buses and small buses. Historically, the smaller buses have not been as heavy duty as the larger buses that is built to run several hundred thousand miles before you have to replace it. When you compare that to 70 or 80 thousand on a smaller van you can see there are some life cycle costs differences. Furthermore, 85% of the cost of keeping a bus on the street is the labor cost and that's going to be the same whether it's a big vehicle or a small vehicle. So there is a rationale for primarily using a bigger vehicle. There are some places where because of street restrictions smaller buses make sense.

There are other things that are being looked at. Light rail transit is being studied very thoroughly by the counties, MTC, the Regional Transit Board, as an alternative to providing service in corridors where bus service now operates. It's being looked at as a possibly a more cost-effective service. But whether or not we get light rail transit will depend on the Legislature; whether they provide funding to build the system, but it is one of the alternatives that's being looked at.

Fares have been mentioned here tonight. The MTC has made recommendations for fare increases. Politically our Legislature, who historically has been kind financially to the MTC in terms of providing subsidy money, does not like to see fare increases. People in general don't like to see fare increases or tax increases or as whatever you want to call, if they don't want to the costs go up. The MTC proposal would have the \$.10 senior fare go to \$.25. That recommendation is at the Regional Transit Board at this time. If there are any further comments we would certainly like to hear them; that's part of this input process.

**UNIDENTIFIED.** We have discussed tonight the issue of routes that are operating over the \$2.45 subsidy limit however there are routes in the system that are clearly running well below that. Why can't the money from the higher used routes be used to subsidized the lower used routes?

**Bruce Nawrocki.** The MTC has no route in its system that makes money. The best route we have in the system needs a subsidy of about a nickel. Every route in the system loses a little or at very best breaks even. Also, when we're talking about subsidy we're talking only about operating costs - we're not talking about the capital cost - the local cost to replace the buses or build garages - that's a whole separate issue. The money for operating a route that breaks even or the route that has a \$2.45 subsidy all stays in the system - it all comes out of the same general revenue pot that we provide service with.

**UNIDENTIFIED.** My question is what is the decision-making process with each specific route? When a specific route hits \$2.45 and you have to think about discontinuing the route. There are some routes in the system that perform well and some that do not. How can that money be spread throughout the whole system.

**Bruce Nawrocki.** We've talked about the \$2.45 subsidy as being the point. However, the routes we're talking about here their least subsidy is on Route 88 and it was \$4.53 in January of this year. The subsidies on some of the routes are running \$8.00 - \$10.00 per passenger and even the best performing route is at \$4.53, which is well above the \$2.45 limit. So this situation has gone on for some time. I want to emphasize that there isn't anybody on this commission and there isn't anybody on the Regional Transit Board who wants to cut service. But somewhere the dollars and cents have to be considered.

**Bruce Nawrocki.** Again thank you to everybody attending this public hearing.

DISK #14-A

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 78 WEEKDAY (Richfield, Edina, and Bloomington)

Service Type: Local Crosstown

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 78 is one of three suburban local crosstown routes MTC created in 1984. The original ridership goals were never realized, subsequently in 1986 MTC held public hearings on Routes 78, 88, 89, and proposed to RTB that service be eliminated. In 1986, RTB directed MTC to make service reductions on non-productive segments but continue operating service with the anticipation that ridership would increase upon completion of the Mall of America, which at the time was expected to open in 1990-1991.

Daily Boardings	48
Subsidy/Boarding	\$9.59
Regional Standard (subsidy/boarding) for Local Crosstown Routes	\$4.00
Annual Service Miles	34,243

### MARKETING PROMOTIONAL EFFORTS

- Simultaneous with the start of service in 1984, MTC did route specific marketing and promotional efforts including on-site visits to churches, schools, high-rise and apartment complexes, opening of additional schedule outlets in the communities served by the new routes, and extensive involvement/participation by the communities in service development and start up. Route and schedules were also advertised on local community cable TV channels. Currently 39 different schedule outlets distribute free bus schedule information about Route 78.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Minneapolis Routes 4, 5, 18, 28 and 47 provide north-south radial oriented local bus service through Richfield enabling local crosstown movement to occur but only via a series of transfers and a lengthy bus ride into south Minneapolis and back out to Richfield or Edina.

**PUBLIC HEARING SUMMARY** The public hearing regarding Route 78 was held simultaneously with hearings on Routes 36 weekday, 88 and 89 weekday and Saturday (hearing minutes attached)

Time	-	7:00 p.m.
Date	-	August 30, 1990
Location	-	Hennepin County Public Library (Southdale Branch), Edina
Number of People Attending	-	150
Number of Letters Mailed to MTC Regarding Routes 36, 78, 88, 89	-	136

Issues/Concerns raised include: dependency on service; lack of good alternatives; need for bus service to go to work, school, shopping; ideas on service restructuring, marketing and promotion; opinions voiced on ways to continue routes, funding sources and lobbying support. Cities of Bloomington, Edina, and Richfield mailed city resolutions supporting continued operation of Routes 36, 78, 88 and 89.

#### **MTC RECOMMENDATION**

Eliminate Route 78 weekday service.

#### **RTB RECOMMENDATION**

Direct MTC to eliminate Route 78 weekday service upon ample notification to all existing riders.

# ROUTE 78

## CURRENT SCHEDULE

Monday thru Friday

### Westbound

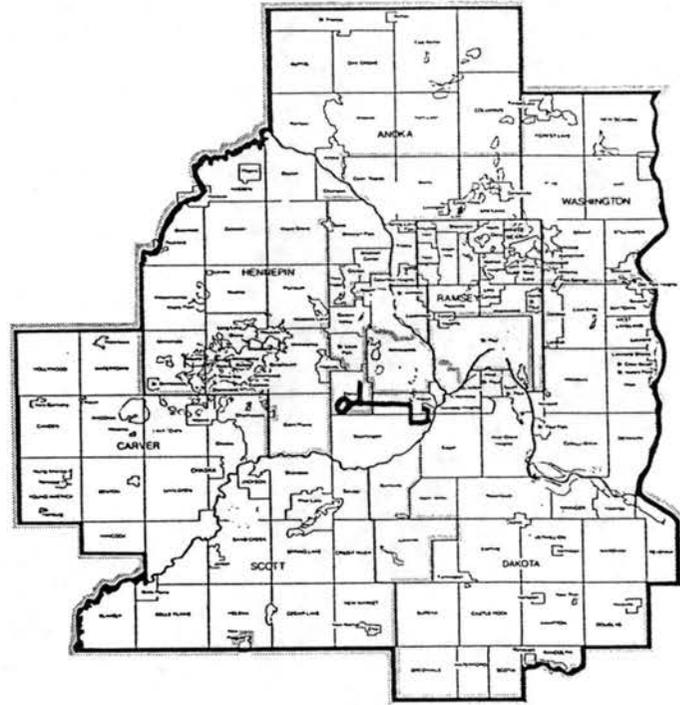
	Con- trol Term. Data AM	77th and 12th AM	76th St. & Port. AM	76th St. & Nic. AM	76th St. & Lyn. AM	76th St. & Penn. AM	7300 South -dale Blvd. AM	Metro Blvd. AM
78A		620	622	624	626	629	---	640
78A		650	652	654	656	659	---	710
78B		1101	1103	1105	1107	1110	---	1117
78B		1131	1133	1135	1137	1140	---	1147
	PM	PM	PM	PM	PM	PM	PM	PM
78B		1206	1208	1210	1212	1215	---	1222
78B		203	205	207	209	212	---	219
78B		353	355	357	359	402	---	410

### Eastbound

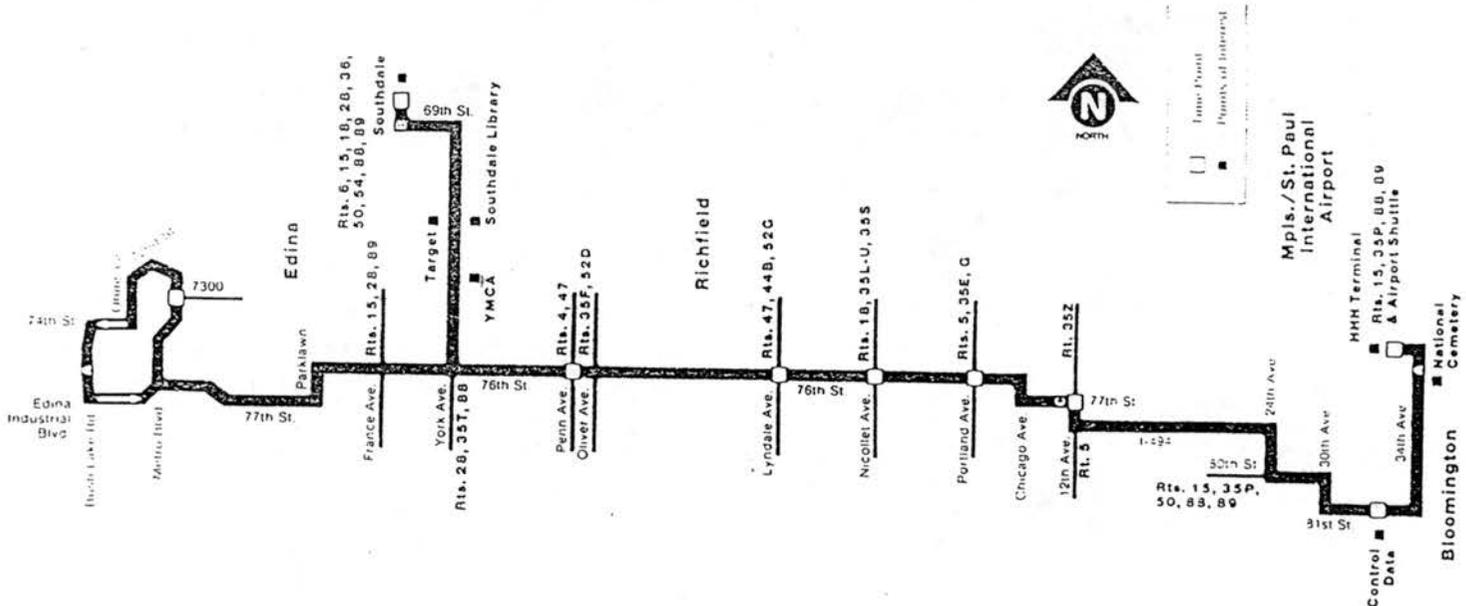
	7300 Metro Blvd. AM	South -dale AM	76th St. & Penn. AM	76th St. & Lyn. AM	76th St. & Nic. AM	76th St. & Port. AM	77th and 12th AM	Con- trol Data AM	HHH Term. AM
78A	810	817	820	822	824	826	832	837	
78C	1010	1017	1020	1022	1024	1026			
78C	1155	1202	1205	1207	1209	1211			
	PM	PM	PM	PM	PM	PM	PM	PM	PM
78C	1230	1237	1240	1242	1244	1246			
78C	222	229	232	234	236	238			
78C	420	427	430	432	434	436			
78C	510	517	520	522	524	526			

SERVICE OPERATES MONDAY THRU FRIDAY EXCEPT ON THE FOLLOWING HOLIDAYS: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

## ROUTE LOCATION



## ROUTE MAP



## ROUTE DESCRIPTION

- Minneapolis 78 is a local crosstown route serving the communities of Richfield, Bloomington, and Edina. Specific destinations include the HHH Terminal, Control Data, the Airport South, Southdale, Pentagon Park, and Edina Industrial Blvd.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 78</u>	<u>SYSTEM *</u>
Average Daily Boardings	48	240,000
Subsidy Per Pass.	\$11.14	\$1.01
Farebox Recovery	6%	31.3%
Passengers/Mile	.30	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	14.5%	6.2%
Percentage of under 18 riders	2%	6.3%
Patronage Objective	170	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	2	
Annual Service Miles	34243	27,672,561
Annual Cost	\$180,263	\$104,029,673
Route Length	6.5 miles	
Span of Service	6:20am - 5:26pm	
# of Daily Trips	7	
Service Frequency	30 minutes (peak) 120 minutes (off peak)	

\*1989 Actual Data

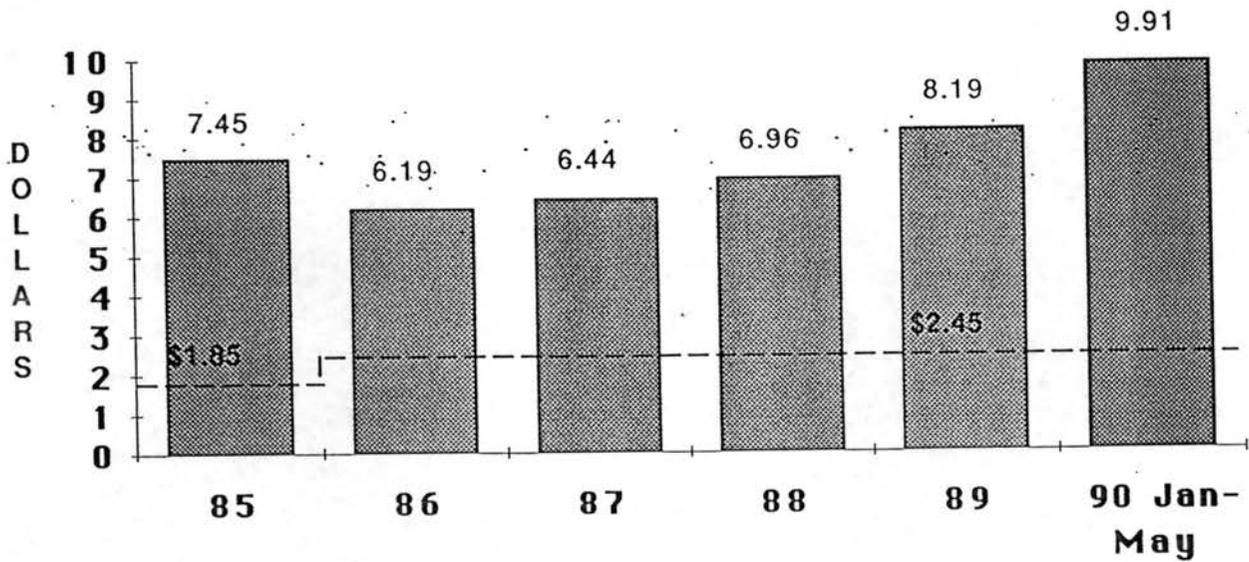
## ROUTE HISTORY

- **START OF SERVICE** FALL 1984

### SERVICE LEVEL CHANGES

<u>DATE</u>	<u># OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
3-25-85	21	30 minutes	60 minutes	Saturday
6-16-86	9	30 minutes	120 minutes	No service
10-5-87	10	30 minutes	120 minutes	No service
6-18-90	7	30 minutes	120 minutes	No service

2-FACTOR COST MODEL METHOD : SUBSIDY PER PASSENGER



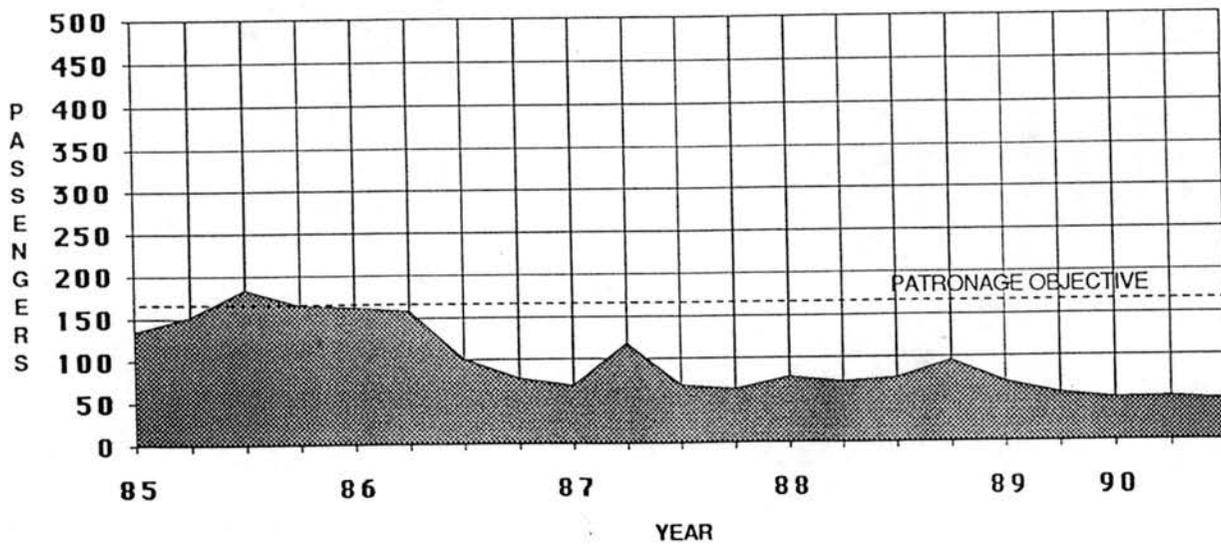
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$9.59

DAILY RIDERSHIP HISTORY



**City of Richfield** • 6700 Portland Avenue • Minnesota 55423-2599

City Manager  
James D. Prosser

Mayor  
Steve Quam

Council  
Edwina Garcia  
Martin Kirsch  
Ivan Ludeman  
Michael Sandahl

August 27, 1990

Mr. John Dillery  
Metropolitan Transit Commission  
Service Planning & Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Dear Mr. Dillery:

The City of Richfield strongly objects to the proposal to discontinue Routes 78 & 88 serving Richfield. Both of these routes supply extremely important east to west traffic connections for residents within our community. We understand that both of these routes have experienced low ridership. It is our recommendation that the MTC initiate a targeted marketing program to make more people aware of the availability of these routes.

One of the fundamental factors underlying the inability of the MTC to generate greater ridership is the unreliability of their routes. People are unwilling to make the commitment to use mass transit as an alternative transit source because they are uncertain that the route will continue. Discontinuance of these routes at this time would further that reality. Again we urge you to maintain these routes and to develop a targeted marketing effort.

Sincerely,



James D. Prosser  
City Manager

JDP:tlm

cc: Mayor Quam  
City Council

Telephone 861-9700 (612)  
Fax 861-9749

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 city of  
bloomington, minnesota

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Neil W. Peterson  
Mayor

John G. Pidgeon  
Manager

August 20, 1990

Carole Faricy, Chair  
Metropolitan Transit Commission  
560 - 6th Avenue North  
Minneapolis, Minnesota 55411

Re: Discontinuance of Bus Routes 78, 88 and 89

Dear Chair Faricy:

The Bloomington City Council is opposed to the proposed discontinuance of routes 78, 88 and 89 and has the following comments:

- Routes 78, 88 and 89 provide the only east-west transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local bus service and would eliminate transfers to the remaining north-south routes.
- The routes provide an important transit service for hundreds of people daily between the Normandale College, Southdale, Southtown, the Oxboro area, Mall of America, and MSP Airport. When the Mall Of America opens in 1992 it will create tremendous demand for transit services. The Mall is estimated to have over 12,000 employees and 140,000 visitors per day. Eliminating service to the Mall and between the airport and the Mall ignores future demand. The Metropolitan Transit Commission should explore methods to strengthen this service and build upon these future service needs.
- Elimination of these routes is contrary to the Regional Transit Board's Five Year Transit Plan which calls for: utilizing major transit hubs (such as Southdale and Mall of America), increasing transit services in suburban locations with transit dependent populations (such as Bloomington) and in congested corridors (such as I-494).
- While the routes require high subsidies, they provide an essential service for hundreds of transit dependent riders. Elimination of all of these routes would leave hundreds of people who rely on the MTC for transit to jobs, home and shopping with no other mode of transportation. Additionally, many group homes and residential treatment facilities chose to locate near these bus routes and discontinuance would negatively affect their residents.
- The subsidies required to build and operate light rail transit would exceed the per rider subsidies for these routes. Bloomington is concerned further cuts in local bus service will occur as transit subsidies are shifted toward light rail transit construction and operation.

Chair Carole Faricy  
page 2 - 8/20/90

The City of Bloomington requests routes 78, 88 and 89 be retained and/or restructured or a transit alternative put in place (i.e. dial a ride or a circulator service) before any routes are discontinued. Additionally, new transit service should be implemented by Fall 1992, based upon the needs of employees of the Mall of America.

I appreciate the opportunity to comment on the transit service changes and look forward to working with the MTC to enhance public transit in Bloomington. If you have any questions regarding these comments contact Greg Ingraham, Senior Planner at 887-9635.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Neil Peterson', written in dark ink.

Mayor Neil Peterson

cc: Chairman Michael Ehrlichmann, Regional Transit Board  
Norbert Theis, Regional Transit Board, District G  
Chairman Steve Keefe, Metropolitan Council  
Dennis Tollefsbol, Metropolitan Transit Commission



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

August 22, 1990

Metropolitan Transit Commission  
Service Planning and Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Re: MTC routes 36, 78, 88, and 89

Dear Commissioners:

The Edina City Council, on August 20, 1990, adopted the attached resolution urging continued services on the referenced routes.

The City Council is aware that a high level of subsidy is required to maintain this service. However, they are also aware that for many of these transit users there is no reasonable alternative available.

The City of Edina is continuing its planning for the development of a transit circulator system in southeastern Edina. This system may provide an alternative to some existing service. The local system will not be operational for several years. The existing MTC service is necessary at least, for that interim period.

Sincerely,

A handwritten signature in cursive script that reads 'Craig Larsen'.

Craig Larsen  
City Planner

CL/jh



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

## RESOLUTION

WHEREAS, the Metropolitan Transit Commission (MTC) is considering discontinuing routes 36, 78, 88, and 89 which serve the City of Edina; and

WHEREAS, many people who live and work in Edina rely on the existing service provided by these MTC routes; and

WHEREAS, a large population of senior citizens living in southeast Edina rely on public transit for access to shopping and medical services, and

WHEREAS, there continues to be considerable new development in the I-494 corridor area which will add to the ridership on these routes; and

WHEREAS, routes 78, 88, and 89 provide alternatives to automobile trips on Interstate 494 during peak hours; and

WHEREAS, discontinuation of the existing service would prove to be a great hardship to transit riders who have no alternate means of transportation;

THEREFORE, BE IT RESOLVED that the City of Edina requests that the Metropolitan Transit Commission not discontinue service as proposed until such time as reasonable alternative transportation is available along MTC routes 36, 78, 88, and 89.

ADOPTED this 20th day of August, 1990.



HEARING SYNOPSIS

ROUTES 36, 78, 88, 89

On August 30, 1990 at the Edina Southdale Public Library. Bruce Nawrocki began the meeting by introducing himself as the Metropolitan Transit Commission Vice-Chairman. Mr. Nawrocki introduced the other MTC commissioners, Frank Snowden, Todd Paulson and Ray Waldron. Mr. Nawrocki then introduced MTC staff, Dennis Tollefsbol, Steve Mahowald and Steve Beseke. Randy Rosvold was introduced as staff member of the Regional Transit Board. Arnie Entzel was introduced as representative for the Amalgamated Transit Union. The public hearing was also recorded and transmitted on Channel 31 of the local cable network. Mr. Nawrocki then explained the purpose of the hearing to receive public comment and to answer questions on MTC's staff proposal to discontinue route 36, 78, 88, and 89. Mr. Nawrocki explained that the four routes exceed the current Regional Transit Board mandated maximum subsidy per passenger of \$2.45. Mr. Nawrocki described how property tax dollars are transferred from the Regional Transit Board to MTC, the operator of the service. He explained how when the cost of providing the service exceeds the \$2.45 guideline the MTC must look at alternatives; in the worst case, the discontinuation of this service. Mr. Nawrocki then invited comments and advised the attendees to provide their name and address when they speak for the record. He explained that the Metropolitan Transit Commissioners will make a decision and recommendation to the Regional Transit Board. They will review the recommendations and a final decision will be made in 2-3 months. Mr. Nawrocki then introduced Dennis Tollefsbol.

Dennis Tollefsbol then advised the attendees to identify themselves as they speak and to also sign in the register so the synopsis of this meeting can be mailed to them. Mr. Tollefsbol then opened the floor to comments.

Joanne Rasda- I take the 89 bus to work in the morning and afternoon. Without the bus I would be unable to get to work. I was thinking that maybe you could incorporate the Route 28 into the Route 89. Would that be possible?

Dennis Tollefsbol- In the last couple of weeks I have received about 150 letters. All of those individuals who have sent letters will also receive the synopsis of this public hearing.

Gregg Ingram,- (Senior Planner City of Bloomington.) Mr. Ingram explained that the comments that he was about to give were passed from the Bloomington City Council, on action that they took on August 20th, and would be submitted in writing to the MTC. The Bloomington City Council is opposed to the proposal to eliminate Routes 78, 88, and 89. These routes provide the only east-west public transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local service and would eliminate transfers from the remaining north-south routes. The routes provide an important transit service for hundreds of people daily between Normandale College, Southdale, Southtown, the Oxboro area, the future Mall of America and MSP Airport. Elimination of these routes is contrary to the RTB 5 year transit plan which calls for utilizing major transit hubs such as Southdale and the Mall of America. Increasing transit services in suburban locations with transit-dependent populations and in congested corridors. While these routes require high subsidies they provide an essential service for hundreds of transit riders. Elimination of all of these routes would leave hundreds of people who rely on MTC for transportation to and from homes, jobs and shopping with no

other mode of transportation. Many group homes and residential treatment facilities chose to locate near these bus routes. Discontinuance would negatively affect these residences. The City of Bloomington requests Routes 78, 88, and 89 be retained and/or restructured or a transit alternative be put in place before any routes are discontinued.

**John Pickering-** Mr. Pickering explained that there are 240 residents at the senior high-rise which he lives at. Of those 105 have cars. There are 34 couples which leaves transportation available to 139. There are 104 residents who do not have transportation. Mr. Pickering presented signatures from 130 residents.

**UNIDENTIFIED-** I take Route 89 to work and that's the only bus I have- I have no car and I take the bus to Normandale. I also use the bus on Saturdays. I live by a senior citizen high-rise, Gideon Pond. I take the 89 on Saturdays to get to Southdale to go to downtown. For some it's too far to take Route 47 which runs every 2 hours on weekends. Will you run the Route 47 through the Gideon Pond area like you do on weekdays if Route 89 is discontinued?

**Dennis Tollefsbol** - Nothing has been decided at this point.

**Carol Phillips** The bus system or cab are the only means of transportation. A cab to Southdale costs me \$3.00. Metro Mobility is not always dependable because it can only handle so many calls. I also need the bus because if I need to get to a weekend job or to get out to other places i.e. movie, shopping, go see a friend. I don't want to be paralyzed and be a prisoner in my home or have to worry about taking a \$3.00 cab ride because I can't afford it. I also speak for other people such as people in Edinboro, which is being built up. Without this service you're paralyzing the suburbs. And people in the suburbs pay \$.25 more to come out here every time. I pay \$1.25 in the rush hour and I pay \$.25 more than the people in the cities. I don't think it's fair that we are paying more yet our service is being reduced. I really need the services on weekdays, because if I miss a Route 28E bus coming home I want to have an alternative, so I don't have to wait downtown for an hour. I don't want to waste time; everybody's time is valuable. I am paying taxes and bus fare like everybody else and I believe cutting back the service will paralyze people making them prisoners in their home. People also need to get to work on weekends and we do not have service on Sundays. Don't cut back the service at all unless you do it to everybody.

**Toni Boren** (representing Dayton's.) Ms. Boren indicated she is very concerned for both Dayton's customers and employees being able to get to the store. How has the Middle East crisis affected ridership on these routes?

**Dennis Tollefsbol:** Since 1985 there has been a small increase in ridership.

**Ms. Boren:** We would like to see these routes continued; we're concerned about the students that take many of our weekday evenings and weekends jobs as sales consultants. They come from Normandale. I am an MTC rider and I could not keep my job to Southdale if I couldn't get there. However, I take a Route 28, but there are other people on my staff that take these routes and it's very necessary for them to remain with an income.

Stanley Olson. I work at Normandale College in Bloomington. I have a disability and cannot drive. For 20 years I have been commuting from Falcon Heights to Normandale. The Route 47 is my usual means of transportation. However, in terms of flexibility and other kinds of things I might want to do, I also rely on both Route 88 and Route 89. So from a personal standpoint, the elimination of service on those two lines would create major problems for me. As far as Normandale College is concerned, Normandale College has one of the largest populations of students with disabilities in Minnesota. We have a facility that is geared to students with disabilities. We have programs that are geared for students with disabilities. While a number of the students rely on Metro Mobility and other kinds of private transportation, we have a substantial number who are able to use public transportation. Many of those students would be severely limited in their ability to attend Normandale College. For many of them, if Normandale is not an option, many of the other colleges in the area do not have the facilities or the programs to deal with them. So there is a large number of students that would be severely affected. Normandale College board has mandated that the college become more diverse; to serve a more diverse population; not just the 18-20 year old suburban student. Many of our students are older; they're coming to Normandale from the central city and public transportation is very important to us in reaching these students. We have a sizable number of students, who for example are single mothers, and because of their income they rely on public transportation. So we've got a group of people currently, and we're trying to get more, who are dependent on public transportation. Finally, we have a parking problem on campus. We have an excess of 9000 students at Normandale College. We are very limited in terms of site as far as building parking ramps and have met with complete disapproval from the City of Bloomington. The neighborhood does not want a lot of additional parking facilities built in that area. So we're forced to look for other kinds of transportation. Our students, like many other people, use the bus only as a matter of last resort. The reason students do not make more use of mass transportation is due to the fact the existing service is limited. Any time I take the bus there are always a large number of Normandale students on board the bus. Personally, and as a representative of Normandale College, I would urge you to continue these routes.

**Kathryn Jeffries.** I currently ride the Route 50 bus that goes to Downtown St. Paul. I am concerned that these routes are not made rush hour only routes as I have a daughter in the 8th grade who attends the private school in Minneapolis. She is dependent on Route 78, or Route 88 to get to and from home. The only alternative for her would be Route 28 which she would have to wait 2 hours for trip home. So there are people who do need to ride this service outside of the rush hour.

**Mary Beeson.** I currently live near 84th and Normandale Boulevard. I am worried that if this bus is eliminated I'll have no way to get to work. That is the reason I moved to Bloomington because there is a way of getting to the bus. It may be a mile, but I'll take it. If this bus service is eliminated there'll be a lot of people, hurting getting to their jobs just to go to Southdale.

**Arnie Entzel** I represent the drivers and the mechanics for the MTC that operate and fix the buses. We're concerned also about keeping the quality of service for you people as well. I can see from the crowd here tonight that many of you depend on transit as your means of transportation. We're concerned about this also and the quality of the services what you're

concerned about. Not just having the bus service out here, but the bus service is available when you need it. I think the MTC is the most reliable agency to provide this service for you. But what they're concerned about is the cost of this service and this is an area where you people can play a major role in keeping this service in this area, because the MTC relies on money from the Legislature to provide that service. The Legislature allocates the money to the RTB and the RTB in turn allocates the money to the MTC. The most important thing I feel you people can do is to contact your state senator or state representative and make them aware of what is taking place here and the fact that you need to keep this service going. If each senator or representatives would receive 3 or 4 calls from people in their district talking about the same issue, I don't have any doubts that they won't pay attention to this issue. That's the bottom line for this whole thing - is cost. They are the ones that will be allocating the money. So if you're really interested in keeping this service, one of the best things you can do to keep this service out here is to make those people aware of your concern and they will carry the ball as far as allocating the money that it will take. I have got a slip here with the name and phone number of the senators or representatives for these districts 40, 41, 42. I will leave copies of this slip by the door if I can make copies here at the copy machine.

**Phil Rivness** I would just like to say, having been in the State House of Representatives, Arnie Entzel is right. Clearly there has to be support for mass transit in the State Legislature. My concern is that if you have a transit system with only north/south lines, you don't have a system. In 1970 I was an MTC bus driver. At that time the only east/west lines that I remember were Franklin Avenue, Lake Street and 66th Street. We've come some distance to integrate this community and at the same time more people want to go from east to west. We have 494 during the rush hour almost comes to a stop. There's never been a time when we need more transit; not fewer buses. More reliable routes, more connecting routes so I think rather than contemplating the cessation of these important lines you have to be looking at a strategy for promoting transit in these communities, a strategy for increasing lines at times when people want to go shopping, go to work, want to go to college, Hennepin Vo-Tech Institute in Eden Prairie. So I would urge you and I know the MTC has a tough job to do and you need to be cost-conscious - you're called upon to be that way, but I think we have a unique opportunity out here to promote transit and not take away the few lines that we have that we're now relying on. Many of you know that the Mall of America is scheduled to be completed by the fall of 1992. That's not very far away and there will be more people that want to go east/west. So let's promote transit out here. I challenge you to involve the Chambers of Commerce, companies like Dayton's, Normandale College and others on a one year promotion activity to increase ridership and not look at where we've been, but where we could be. So I challenge you with that tonight and I will help in any way that I can.

**Ron Corey** I use a combination of two routes - the 15A and 78A to get to my place of employment at the Brandon Square. I would hate to think what it would be like in the middle of winter having to get off at Southdale and walk across the parking lot through snowdrifts that hadn't been plowed out yet. When you write to your legislators please remind them that the infrastructure for the highways and freeways is breaking down and they're going to have to spend lots of money to repair that. So it wouldn't hurt if we had a slight raise in the bus fare I would be willing to pay that.

**Judy Sanders** (Representing the National Federation for the Blind of Minnesota.) We have learned long ago that as blind people have had the right kind of training and the opportunity to use that training we can compete on an equal basis with sighted people. One of the opportunities that we need is the ability to get from point A to point B. We can do that but we need your cooperation if we can go wherever we want. We can walk but we prefer to take the bus. You have a problem - we are all here to say that we want to use the bus, but yet ridership is down. So we have to be realistic enough to realize that and you have to be creative enough to find a public transportation that we need. You can find a way to not cut buses, especially with your ads right now that are encouraging us to use the bus. Maybe one of the ways you can do that would be in thinking in terms of a different definition of a bus. Maybe the problem is your sending large capacity buses to pick up the few people who are currently riding. You may want to consider running vans on a fixed route. The National Federation for the Blind will be at the Legislature to help you get an increase in your appropriation. We would want from you a guarantee that if you get an increase in your appropriation, buses will not be cut, and those that have been cut recently will be reinstated.

**John Mehrkens** I am here representing Gideon Ponds Center a senior citizen complex at 9901 Penn Avenue South. My main concern for my residents is that they will not have daily access to medical and shopping facilities in the Southdale area. I think one of the responses we might hear is that it's possible to go to Southtown and transfer, but the average age in my building is 76 years old. This is not a reasonable request to have those people standing in shelters in the middle of winter to wait to make a transfer. I would like to reiterate my concerns that I would hope that we would continue the service to my residence as well as other seniors in the area.

**UNIDENTIFIED** I take the Route 89 every day of the week. I also work at night. Presently I take the bus at 1:00 P.M. in the afternoon and there are no other buses that I can take during that hour of the day. Then I take cab back to Southdale at night. This costs me \$80.00 per month. If you were to cut the Route 88 and Route 89 I would have to take a cab to work; an additional \$80.00 per month. That would be \$160.00 per month just to get to work. Plus I have to get from Southdale to Uptown which is a \$30.00 bus pass so that would be about \$190.00 a month for transportation and that's almost a car payment. If I could make that kind of car payment I would do so. That's not realistic for me right now. This speaks to the point of affordable transportation. When I first looked at this proposal, I thought I can't believe that they're doing this. In the last year there has been so much development between Southdale and 494 in the last 6 months 4 blocks have gone up. Not only apartment buildings but a concentration of businesses, shopping, movie theatres etc. This is an enormously expanding and developing area. To eliminate transportation to it at this point in time all it does is push away a problem that is not going to go away. Possibly the route as it is currently designed, going all the way over to the airport, maybe that's not the best design for that route. Maybe this route should be redesigned in a way that it will be efficient. I would hope that you would possibly consider that. Maybe you need to take a more creative look. My other point is that in the France/494 area there are 4 or 5 major employers. I work at one that employs about 800 to 1000 people at the Minnesota Centennial Building at France and 494. There is also National Car Rental, so there is a concentration of employers and these employers employ processing, clerical mid-level administrative type people who take the bus or public transportation and need

public transportation. So there is definitely a need in the area to go at least as far as 494 or at least as far as Normandale College. Certainly there is ridership in that area. My own needs are that I travel in the middle of the day and the 28 is being put up as an alternative to Route 88 and Route 89. However, it is not a viable alternative. First of all, it only goes to 76th Street and although that does not sound very far, in the winter time it's a very long walk and there are no sidewalks and very heavy traffic and it's very hard to walk in the snow and ice 6 or 7 blocks under those kinds of conditions and they are limited to the time of day that they run. My other point is the cost of other transportation. I would be looking at \$200.00 a month to get to work without buses. So I guess my point is I would like you to take a more creative approach to this and really look at the route and buses you've got now needs to be rethought in some way that will address your problem that you're not operating within your subsidy limits and therefore the routes as they currently run they do not run efficient.

**DelRae Gunderson** I spent the last couple of years in Washington, D.C. using a transportation system that is very very viable. I came here in January and accepted a job at 50th & France for the first month I was temporary and I never got home until 7:00 or 8:00 o'clock because the transportation was that bad. I left work at 5:00 P.M. and I wouldn't get home until 8:00 P.M. When I accepted this job permanently, I changed my hours so that I could specifically catch a 5:10 bus from Southdale. I am talking about the Route 89 bus. A little while ago they discontinued it and I didn't even know it. They leave the 4:30 on and the 5:10 is gone and then the next bus comes at 6:50 and the same thing happens in the morning; people were talking about it earlier how come people weren't at meetings? But I never even knew. I saw a posting once about this meeting today. I don't have a car and I find it despicable that I have to spend 3 buses to get 57 blocks. I know France Avenue is a main drag. Why isn't there a bus that goes straight out France Avenue to Old Shakopee past Normandale. I used to live on the East Coast and for what it's worth I've noticed car to car nobody is carpooling. But if the bus system is an indication of what people have an alternative to, it's no wonder there not carpooling and driving their cars.

**Renee Brugman** The Route 78 is my way out to work. I would have to take 3 buses to work otherwise. If I have to take 3 buses to get home it would take an hour and a half. I get off at 5:00 and the last bus picks me up at 6:15 and I still have to walk 5 blocks. Like the gentleman says you have to promote it. One afternoon I got sick and I had no way of getting home. There are 4 people that, because of a changed route, are no longer on this bus anymore. This bus is my only alternative because I don't drive. I've tried to drive but I can't - I'm scared of it.

**H. Loewe** I haven't taken the bus that you're talking about lately, but I did take it once in awhile to work. I don't drive right now I can't afford it. I am unemployed right now I am looking for work. I'm out of a job and I can't take it because there isn't a bus there. One of the things that I am very disappointed about and I think a lot of other people will back me up is this hearing was called and I expected to hear some alternatives as to what was going to happen with the buses. Now I hear this is gonna go back to a study and then the buses will be cut and then we'll tell you what's going to happen.

UNIDENTIFIED They said I've been riding the bus for many years and I have seen the 48 bus changed into the 88 and 89. I think you'd have a lot more ridership. I thought this was very sad that specifically that you're going to cut a direct route to Southtown. One thing you people have underestimated, I don't know who is taking care of making those schedules, specifically in the winter time when you make connections with other buses and leave only 2 minutes in between or no time in between and you say, well the buses are supposed to wait for the other bus. But people are human and the bus driver is not able to meet the schedule there because of traffic or he's just plain human and he doesn't feel like it. You used to be able to supposedly make a connection with the bus coming from the airport, but I don't gamble on a 2 minute or a 0 minute connection, because I'm not going to stand there for an hour and freeze. I think you need some good advertising and get somebody who has been making those schedules to stand out on the street like we have. I don't think people would mind waiting for 7 minutes in between buses to ensure a transfer. I have been riding this bus for 13 years believe it or not. It takes me 2 hours to get from Southdale to 98th Street and Lyndale. I leave Southdale at 9:00 o'clock if you take the service out now people will get more discouraged when they see the Mega-Mall is there. Keep what you have and try to make it better.

**Jeanne Guendel** I'm representing the Southwest Human Services Council a planning, and coordinating agency of human services by a joint powers agreement of 4 cities, so I represent those 4 cities and residents of South Hennepin. On August 9th we held a regional forum and the results of that forum the purpose of which make that one of the purposes of which was to discuss transportation and transit. There were over 100 residents of these cities that participated in the forum. The forum clearly indicated a need for increased transportation in these cities and not a decrease.

**Melanie Benson** I am an MTC bus driver and I have also been a transit user for the last 18 years. I want to share with you some important things for you to understand. The reason this is happening in the first place because the \$2.45 subsidy level was set by the RTB and MTC in 1986. The Regional Transit Board itself did not exist until 1984 when it was established by the Minnesota State Legislature. One of the mandates it had at the time was to improve service in suburban areas. Now 6 years later the RTB is making the MTC have these public hearings because certain routes are above and arbitrary limit of \$2.45 subsidy per passenger. A number of us who work at MTC are very concerned about these developments. We're concerned because you don't want to lose us and we don't want to lose you. Our jobs depend on public transportation. One of the points I want to make is that the subsidy levels for each route are determined every quarter three times a year. A profile of the route is put to show that most of the routes a majority of the routes operate below \$2.45 per passenger subsidy. Routes like the 16 almost make money instead of being subsidized. If you average out all the routes weekday, weekend in terms of a system as a whole or a unified transportation system, the overall subsidy is well below \$2.45. Even if you acknowledge the RTB, who has been in existence for 6 years, has the authority to establish at that level. If you look at the system as a whole the subsidy as a whole is way below that limit. So why not let some of the routes that have very low subsidies or almost make money compensate for the routes that are over \$2.45. This is an integrated system and I've got some facts and figures that are part of the public record and I have some of the route profiles here. But these are the important things that we as users and providers of public

transportation and its important for the policymakers that we have these facts and figures, too. Now one of the other figures that I would also like to mention is the Regional Transit Board has grown considerably. First of all, the \$2.45 subsidy has not been adjusted for inflation for the past 4 years, so that figure is way off and it doesn't also take into consideration that ridership on crosstown suburban routes is generally lower than it is on inter-city heavily traveled roads. So those factors are not considered. Another factor that we should all be aware of is that the Regional Transit Board itself has grown massively in size; they have 30 employees, three fancy offices and an annual budget of 2.7 million dollars a year just for their operations.

**Tim Gannon.** I take Route 47H and take Route 4 and then I have to transfer to another 4 so to get to work I have to take 3 buses. I have to get a ride from my mom to get to my sister's because Route 88 does not run the hours that the Route 5 Chicago bus. If I miss the 88 route I have to take 3 buses. The Route 47H also doesn't run at the hours that I need as it is 2 hour service which is very bad service. I would like Route 47H to run every hour. I would like to see the Route 88 continued and the Route 47H service improved.

Leona Boggner- I can relate to many of the things that have been said by these people. The main thing that bothers me is that we need our buses for our doctors and dental appointments. It used to be that when the 7:00 o'clock bus on the Route 78 was running, I would go on that bus early in the morning for an appointment at 1:00 P.M. in the afternoon. The doctor's time is valuable and mine wasn't. And that worked out. Now the 78 bus is no longer there in the morning. I have to transfer from Route 78 to Route 36 at the station. I have had nasal surgery and my doctor says that it would be worse in the winter. Now we have to go from Southdale to Centennial where many of the doctors have moved. I request that Route 78 and 36 be retained.

UNIDENTIFIED I was at 1st Avenue and 69th Street tonight I left there at 6:30 and it took me one hour to get over here. I think the schedule on 66th Street is so terrible. The other night I left Southtown at 6:30 and I got home at 8:30. It took me 2 hours to go from Southtown to my home which I think is atrocious. I think the schedules need to be improved. And I think the bus drivers could be more courteous. I have observed them to be very rude at times. I think these things could be improved.

Helen Bartels. I depend on Route 88 and Route 28 to get to the doctor and the dentist or to get any place. I would be happy to pay the regular fare to keep the buses running.

UNIDENTIFIED I take the Route 89 bus to work at National Car Rental. If you take the bus off I would have no way of getting to work.

UNIDENTIFIED. I think it's unfair for all of us here tonight to have these buses discontinued. Like many of you here I have been riding the bus for over 15 years and I just recently moved from Richfield to Bloomington. So I am able to take the Route 88 and Route 89 bus for work and shopping and I am not able to drive a car because I have a disability. A person that I work with was unable to come to this meeting tonight because this person also does not drive and could not come because of no bus service. I was able to come tonight because I rode my bike. This is one of the ways I get around by taking my bike when I don't have bus service. So I end up riding my bike in the dark a lot or else I have to call friends or relatives to pick me up.

Tom Richards. - Gale Anderson Sylisky, Director of Student Life at Normandale College, wanted me to deliver this letter to you which expresses the same sentiments as Mr. Olson has already described to you.

UNIDENTIFIED. There is no bus service to my address after 6:00 in the evening. If you don't get home before 6:00 P.M. you're not gonna get home. It happened to me last night. I had to call somebody to come and pick me up or pay \$4.00 for a taxi and I think that's wrong. We used to have buses years ago that ran until 7:00 or 7:30. Sundays is the same way, there's nothing on Sundays. So if the churches around here didn't have a van we wouldn't be able to get to church either. I think there should be service between Southdale and Southtown until a little bit later at night. If you work in downtown Minneapolis until 6:00 P.M there is no way that you can get past Southdale.

**Darla Lidke.** I just recently moved from Bloomington to Richfield. I do not drive a car because of a disability. I work at 494 & France and I depend on the 88 and 89 or the 78 to get me to work. I use Route 36 to get to my doctor's. Without those buses I am stranded.

**UNIDENTIFIED.** Why can't the bus company raise fares? \$10¢ is very cheap. You can't make much money on that, but it would be a lot easier if prices on the bus were increased so that we don't have to take a cab.

**Jayne Gerlach.** Recently I was a member of a committee that worked on a survey with the South Hennepin Human Services Council and that was done in August of 1989. I just wanted to point out a couple of things from that survey. The two general needs from this survey were: Need for east/west movement and travel between suburbs. Under specific needs there was a need shown on the survey by students that need to get to and from Normandale College all times during the day. A number of students cannot drive to Normandale College. The survey showed the needs of single parents who are going to Normandale College who cannot afford a car. There are social agencies at Creekside Center. These are used by a number of low income people who do not drive cars. There are surplus food programs at Creekside Center and senior program services also over there. There are a number of services provided at this center. There is a true need for a crosstown bus and 88 and 89 are Bloomington's crosstown buses. It's good that you have that connection between the airport and Oxboro Center, which is becoming more and more the downtown center of Bloomington. The Creekside Center and Normandale College need connections to Southdale. It bothers me that Bloomington is the third largest city in the state and I really think that we need good crosstown bus service. I am glad to see that a representative from Dayton's to speak for the needs of Southdale. Also, speaking as a parent for a young person who has a disability and is unable to drive a car this would really create a problem in his life if you were to discontinue Route 88 and Route 89. Greg would need to quit his job that he has had for over 5 years. He works along the north frontage road of 494 west of France Avenue. He needs to get to Creekside Center for the programs and services that are offered there. He also has a need for bus service to see friends that live in the West Bloomington area. So he really has needs or a need for a crosstown bus service. I would just ask that you be real creative in trying to figure out the needs and be concerned for the people who depend on public transit.

**Joe Schettler.** I am speaking for me and my co-workers. Route 88 is the only way that we can get to work; for a lot of people the only way to get to and from work is by the bus. Without that they'd have no way of getting around. Seniors don't have any other way of getting around except taking a taxi. I have noticed that some people who for some reason are unable to have a license or car. If the buses weren't going I'd be paying at least \$15.00 a day to get to and from work. I also go to Normandale College and that would be an extra charge, so without the bus I'd have to quit my work and school or buy a car which I can't afford to do right now. I also work with a number of people who would really appreciate it if you did not take the bus off.

**Kim Cook.** I don't drive at all so the bus really helps me out. I use the bus to get to and from everywhere. I go to St. Paul from the France Avenue bus and that's the only way I can get to work.

David Sweeney. I hate to ride the bus. However, my wife and children ride the bus twice a week. We rely heavily on the Route 36 bus from Southdale to St. Louis Park. I don't think the MTC has done an adequate job in publicizing the routes and getting information out. Before you eliminate the service I would like to see you get the word out especially to the people in West Bloomington.

Tom McClellan. I have used the 88 and the 15 on a regular basis for several years to get back and forth from work. One reason you may have lost ridership on some of these routes is because of the little shoebox size buses. They're not only unpleasant to ride in but are very unsafe for the passenger. I know people personally who have quit using your bus because of those unsafe buses.

Bev Wernick. I take the 36. I am a student and I work part-time. I need to ride the bus in the midday. I don't want to see the Route 36 cancelled because I need to get to work. I don't have the money for a car. I have also noticed a number of elderly people who ride Route 36 - there are a lot of senior citizen complexes and medical facilities along the route. I therefore don't want to see Route 36 discontinued.

Delores Chupka. My son lives in a group home in Minnetonka and he depends on Route 36.

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Cecelia Maluskey. I live at Cedar Avenue in Bloomington. I take the Route 89 bus every day to Portland Avenue to get to work at Abbott-Northwestern Hospital. I hope you do not discontinue the Route 89 bus otherwise I would have to quit my job.

Lois Bendickson. I take the Route 78 bus. I have limited mobility but frequently use the bus. It's true ridership is down and your costs accounting says that if it's not profitable discontinue it. But that's an unfeeling way to deal with those who depend on the bus to get to work. Many of those people are probably not here tonight because they couldn't come because the bus doesn't run at this time of night. There are many transit-disabled people those of us will never be able to drive. Good dependable transportation should not be a privilege. It's as much a right for the disabled young or aging population as for those who are able to drive. I chose to live where I do based on my ability or the ability of transportation on a bus line. I got here tonight by Metro Mobility, but I use mainline buses when I am able. Metro Mobility is an expensive system and this will put just that much more burden on an expensive system because that many more will need to apply for it.

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a right to life just as much as you people.. I think you need to live in somebody else's shoes to understand so please have compassion for the people who cannot drive and need this transportation to get to and from work. So that we have the opportunity to prosper; we're no less humans because we cannot drive.

**Manley Olson.** To what degree the MTC or the Regional Transit Board have a regular procedure of getting input from the citizens and so forth. The last time I was at one of these meetings was 5 or 6 years ago. One of the questions that was asked of all the officials that came to the meeting how many came by public transportation. There was one person who indicated that they regularly rode the bus. So to what degree is the input system representative of the users of the system. Or does this only come up in crisis situations like this?

**Dennis Tollefsbol.** We're on the phone on a daily basis with our customers. We also have a very busy customer relations department. We listen to bus drivers, and they have multiple ways of informing us. You are correct a meeting like this is a crisis situation. However, we have an ongoing dialog with the public. We rarely do any major changes without informing the public.

**UNIDENTIFIED.** Just one observation, I know the MTC loses money hand over fist; all government agencies seem to. Looking at it in perspective am I right you lose about \$70 million a year which is less than the cost of the new interchange at the Mega-Mall. The highway driver is being subsidized so I can see the rationale for bus riders to be subsidized.

**UNIDENTIFIED.** I think the MTC should do all it can to help its existing riders. Because someday people may not be able to drive as they do today. I think MTC should get together and help the people that are riding it now and promote a little bit better.

**Commissioner Bruce Nawrocki.** We have heard a lot of good comments here tonight. I first want to say no member of the Commission or the Regional Transit Board is for the process where you must consider eliminating service. That's not what were there for; we're there to build service. The facts of life are that employees of the Commission must be paid, suppliers of equipment of materials and so forth must be paid when they provide those goods and services. However, financial responsibility has to be a part of running the system.

The question was asked about input and I am happy that we've gotten the kind of input that we've gotten here tonight. As I mentioned at the beginning of the public hearing, we've had more people here tonight than any of the previous public hearings that I can remember. This is not the only input process, as Dennis mentioned there is an input through the Customer Relations Department, all meetings of the Commission are open meetings. There is a place on every agenda that allows people to take whatever it is they want to the Commission. We have an advisory committee made up of transit users, transit-dependent individuals and so forth where we try to get input. Individual commissioners get input frequently. I even get questions from people on the street who know that I am involved with the MTC. Mr. Entzel talked about talking to your legislator and that's very important. Not only the legislators, but also the congressional delegation. Historically the Legislature

in Minnesota and Congress has been rather good to transit in providing money so we can provide improved services. Both the state and federal government are having their financial problems. They look for ways to cut back. In that process people that speak the loudest or for their particular interests you've heard the least when these cutbacks come. So that's why it's important for we as individuals to talk to our legislators, talking to our congressional delegation. Try to stress the importance of transit. It makes the most impact if the call comes from one of their constituents; somebody from their respective district talking to them and telling them how important public transit is. When we the MTC talk to the Legislature or congressional delegation they are courteous. However, it does not have the same impact as the individual talking to the elected official. This is election time; candidates in this particular election, all of the state representatives, all of the state senators, all of Minnesota's congressional delegation, except one of Minnesota's senators, is up for election. So this a good time to talk to all of them and express your views and ask for their support for transit.

Another item that was brought up regards the \$2.45 subsidy. This is an item that is being reviewed by the RTB. This commission the MTC has made a recommendation to the RTB that the subsidy be looked at and the maximum subsidy level be increased because of inflation. The Regional Transit Board is actively considering this issue at this time. A comment was made about the Regional Transit Board maybe they should be abolished. To be fair, I think we should point out that when the Regional Transit Board was created the Legislature specifically mandated that the personnel level at MTC be reduced accordingly to the authorized staff of the Regional Transit Board. Whether that relationship still exists I do not know. The idea was that principally the planning function would go from the MTC to the Regional Transit Board. Part of the reason for that was whereas the MTC provides most of the public transportation service in the metro area the MTC is not the only provider. They felt that for the MTC to be the regulator of people that one might consider to be their competitors had some inequity in it.

There were comments describing maybe the MTC should use a smaller bus. There are pros and cons to the use of big buses and small buses. Historically, the smaller buses have not been as heavy duty as the larger buses that is built to run several hundred thousand miles before you have to replace it. When you compare that to 70 or 80 thousand on a smaller van you can see there are some life cycle costs differences. Furthermore, 85% of the cost of keeping a bus on the street is the labor cost and that's going to be the same whether it's a big vehicle or a small vehicle. So there is a rationale for primarily using a bigger vehicle. There are some places where because of street restrictions smaller buses make sense.

There are other things that are being looked at. Light rail transit is being studied very thoroughly by the counties, MTC, the Regional Transit Board, as an alternative to providing service in corridors where bus service now operates. It's being looked at as a possibly a more cost-effective service. But whether or not we get light rail transit will depend on the Legislature; whether they provide funding to build the system, but it is one of the alternatives that's being looked at.

Fares have been mentioned here tonight. The MTC has made recommendations for fare increases. Politically our Legislature, who historically has been kind financially to the MTC in terms of providing subsidy money, does not like to see fare increases. People in general don't like to see fare increases or tax increases or as whatever you want to call, it they don't want to the costs go up. The MTC proposal would have the \$.10 senior fare go to \$.25. That recommendation is at the Regional Transit Board at this time. If there are any further comments we would certainly like to hear them; that's part of this input process.

**UNIDENTIFIED.** We have discussed tonight the issue of routes that are operating over the \$2.45 subsidy limit however there are routes in the system that are clearly running well below that. Why can't the money from the higher used routes be used to subsidized the lower used routes?

**Bruce Nawrocki.** The MTC has no route in its system that makes money. The best route we have in the system needs a subsidy of about a nickel. Every route in the system loses a little or at very best breaks even. Also, when we're talking about subsidy we're talking only about operating costs - we're not talking about the capital cost - the local cost to replace the buses or build garages - that's a whole separate issue. The money for operating a route that breaks even or the route that has a \$2.45 subsidy all stays in the system - it all comes out of the same general revenue pot that we provide service with.

**UNIDENTIFIED.** My question is what is the decision-making process with each specific route? When a specific route hits \$2.45 and you have to think about discontinuing the route. There are some routes in the system that perform well and some that do not. How can that money be spread throughout the whole system.

**Bruce Nawrocki.** We've talked about the \$2.45 subsidy as being the point. However, the routes we're talking about here their least subsidy is on Route 88 and it was \$4.53 in January of this year. The subsidies on some of the routes are running \$8.00 - \$10.00 per passenger and even the best performing route is at \$4.53, which is well above the \$2.45 limit. So this situation has gone on for some time. I want to emphasize that there isn't anybody on this commission and there isn't anybody on the Regional Transit Board who wants to cut service. But somewhere the dollars and cents have to be considered.

**Bruce Nawrocki.** Again thank you to everybody attending this public hearing.

DISK #14-A

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 88 WEEKDAY AND SATURDAY (Bloomington and Edina)

Service Type: Local Crosstown

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 88 is one of three suburban local crosstown routes MTC created in 1984. Prior to 1984, Route 88 and 89 operated as a Bloomington circulator route (Route 48), which started in the mid-1970s. The original ridership goals were never realized; subsequently, in 1986 MTC held public hearings on Routes 78, 88, 89 and proposed to RTB that service be eliminated. In 1986, RTB directed MTC to make service reductions on non-productive segments but continue limited service with anticipation that ridership increases would occur upon completion of the Mall of America, which at the time was expected to open in 1990-1991.

	<u>Weekdays</u>	<u>Saturdays</u>
Daily Boardings	281	90
Subsidy/Boarding	\$6.37	\$5.65
Regional Standard (subsidy/boarding) for Local Radial Routes	\$4.00	\$4.00
Annual Service Miles	66,302	6,589

### MARKETING PROMOTIONAL EFFORTS

- In 1984, MTC did route specific marketing and promotional activities simultaneously with the restructuring of old Route 48 into Route 88 and 89. Bus riders and the Cities of Bloomington and Edina were involved in the service restructuring process prior to the start of service. Currently 40 different outlets provide free bus schedule information.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Routes 4, 5, 18 and 47 provide north-south radial oriented local bus service through Bloomington enabling local crosstown movement to occur but only via a series of transfers and a lengthy bus ride into Richfield or South Minneapolis and back out into Bloomington or Edina.

**PUBLIC HEARING SUMMARY** The public hearing on Route 88 was held simultaneously with hearings on Routes 36, 78 and 89 (hearing minutes attached)

Time	-	7:00 p.m.
Date	-	August 30, 1990
Location	-	Hennepin County Public Library Southdale Branch, Edina
Number of People Attending	-	150
Number of Letters Mailed to MTC Regarding Routes 36, 78, 88 and 89	-	136

Issues/Concerns raised include: dependency on service, lack of good alternatives, need for bus service to get to work, school, shopping, ideas on service restructuring, marketing and promotion, opinions voiced on ways to continue routes, funding sources and lobbying support.

Cities of Bloomington, Edina and Richfield mailed city resolutions supporting continued operations of Routes 36, 78, 88, and 89.

#### **MTC RECOMMENDATION**

Eliminate Route 88 weekday and Saturday service.

#### **RTB RECOMMENDATION**

Direct MTC to eliminate Route 88 weekday and Saturday service upon ample notification to all existing riders.

# ROUTE 88

## CURRENT SCHEDULE

Monday thru Friday

Westbound										
HHH Term.	Con-trol Data	86th St & 22nd Av	85th St & Lvn	84th St & South York	76th St & York	South St & York	76th St & South York	86th St & South York	Norman St & France	Heri-tage Coll. Hills
88A	631	637	642	649	655	700	705			
88A	740	746	751	759	804	809	814			
88A	757	803	808	815	821	826	831			
88C						940	946	952	954	
88C					1022	1027	1040	1046	1052	1054
88C					1122	1127	1140	1146	1152	1154
88C		PM	PM	PM	PM	PM	PM	PM	PM	PM
88C					1222	1227	1240	1246	1252	1254
88C					122	127	140	146	152	154
88C					222	227	240	246	252	254
88A		318	325	331	336	341				
88A	410	416	421	428	434	439	444			
88A	438	444	449	456	462	467	474			
88A	508	514	519	526	531	536	541			

Monday thru Friday

Eastbound										
Heri-tage Hills	Norman Coll.	76th St & France	South St & York	76th St & York	South St & York	86th St & York	86th St & South York	Can-trol Data	HHH Term.	
88B			640	645	650	656	702	707	712	
88B			713	718	723	729	735	740	745	
88A			851	856	901	907	915			
88G	956	959	1005	1011	1016	1021				
88G	1056	1059	1105	1111	1116	1121				
88G	1156	1159	1205	1211	1216	1221				
88G		PM	PM	PM	PM	PM	PM	PM	PM	
88G	1256	1259	105	111	116	121				
88G	156	159	205	211	216	221				
88B	256	259	305	311	316	321	327	334	339	344
88B				351	357	401	407	414	419	424
88B				418	424	429	435	440	445	450
88B				451	457	502	508	513	518	523
88A								514	519	
88A				518	524	529	535	540		
88A								547	552	
88B				547	553	558	604	609	614	619

\*From 86th Street & Nicollet.

## ROUTE LOCATION



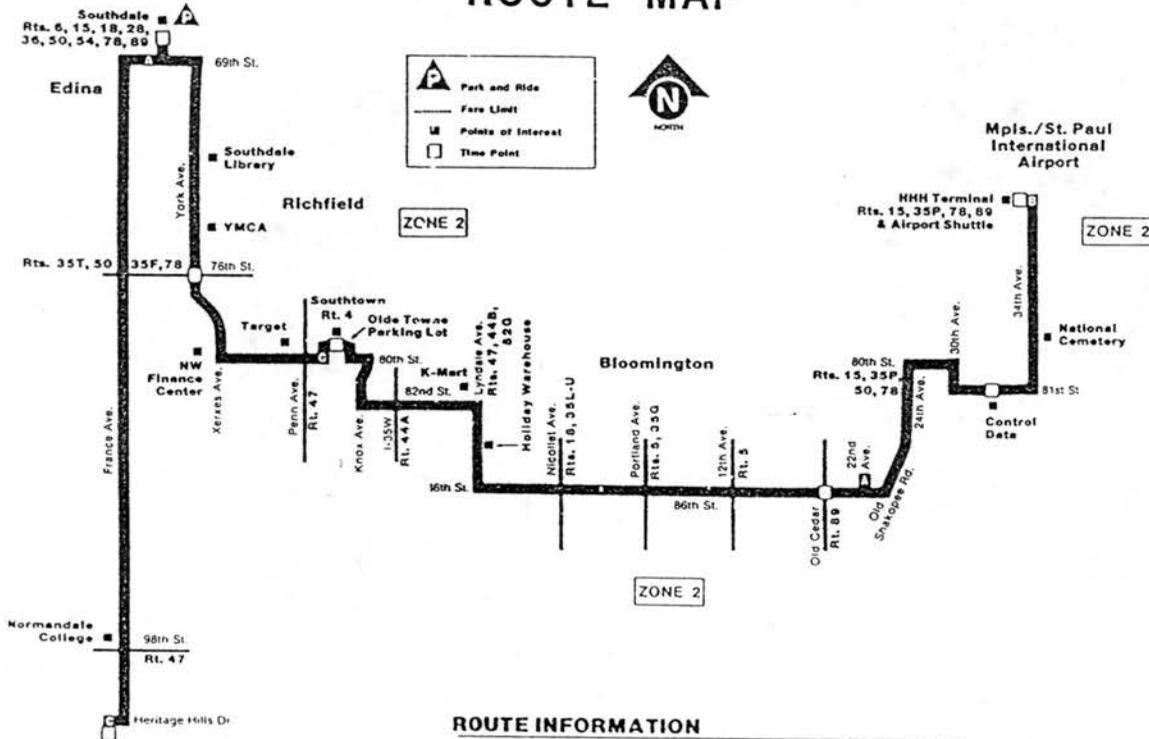
Saturday

West: To Southdale										
86th St & 22nd Av	86th St & Lvn	85th St & South York	76th St & York	South St & York	86th St & South York	Norman St & France	Heri-tage Coll. Hills			
88A	804	810	816	821	827					
88A	904	910	916	921	927					
88A	1004	1010	1016	1021	1027					
88A	1104	1110	1116	1121	1127					
88A	1204	1210	1216	1221	1227					
88A	104	110	116	121	127					
88A	204	210	216	221	227					
88A	339	345	351	356	402					
88A	439	445	451	456	502					
88A	539	545	551	556	602					

Saturday

East: From Southdale										
76th St & York	South St & York	86th St & York	86th St & South York	Can-trol Data	HHH Term.					
88A	839	844	849	854	902					
88A	939	944	949	954	1002					
88A	1039	1044	1049	1054	1102					
88A	1139	1144	1149	1154	1202					
88A	1239	1244	1249	1254	102					
88A	139	144	149	154	202					
88A	239	244	249	254	302					
88A	314	319	324	329	337					
88A	414	419	424	429	437					
88A	514	519	524	529	537					
88A	614	619	624	629	637					

## ROUTE MAP



### ROUTE INFORMATION

**Edina**  
**Southdale Shopping Center** - overflow lot along 66th Street east of Firestone

### Park & Ride Location

## WEEKDAY ROUTE DESCRIPTION

• Minneapolis 88 is a local crosstown route serving the communities of Bloomington, Richfield, and Edina. Specific destinations include the HHH Terminal, the Airport South, Control Data, the Southtown Commercial area, Southdale, and Normandale Community College.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 88 WKDY</u>	<u>SYSTEM *</u>
Average Daily Boardings	218	240,000
Subsidy Per Pass.	\$4.50	\$1.01
Farebox Recovery	12%	31.3%
Passengers/Mile	.75	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	12.8%	6.2%
Percentage of under 18 riders	.009%	6.3%
Patronage Objective	307	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	66302	27,672,561
Annual Cost	\$332,409	\$104,029,673
Route Length	9 miles	
Span of Service	6:31am - 6:19pm	
# of Daily Trips	14	
Service Frequency	30 minutes (peak) 120 minutes (off peak)	

\*1989 Actual Data

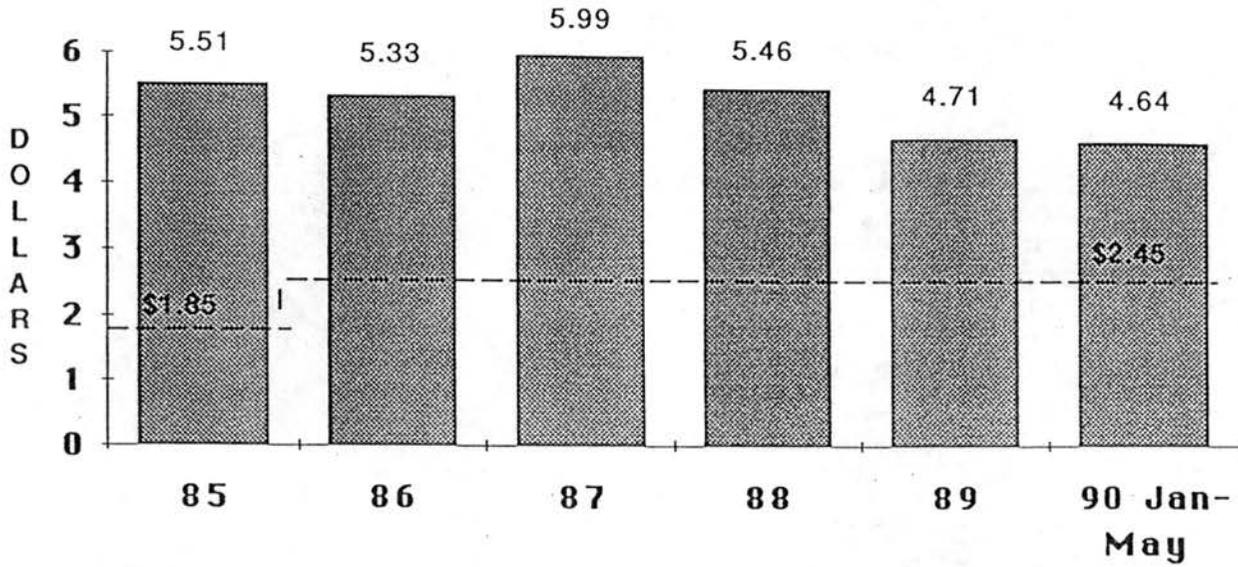
## ROUTE HISTORY

• START OF SERVICE 1984

### SERVICE LEVEL CHANGES

<u>DATE</u>	<u>#OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
6-29-85	17	30 minutes	60 minutes	Saturday
6-16-86	14	30 minutes	60 minutes	Saturday
6-18-90	14	30 minutes	60 minutes	Saturday

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



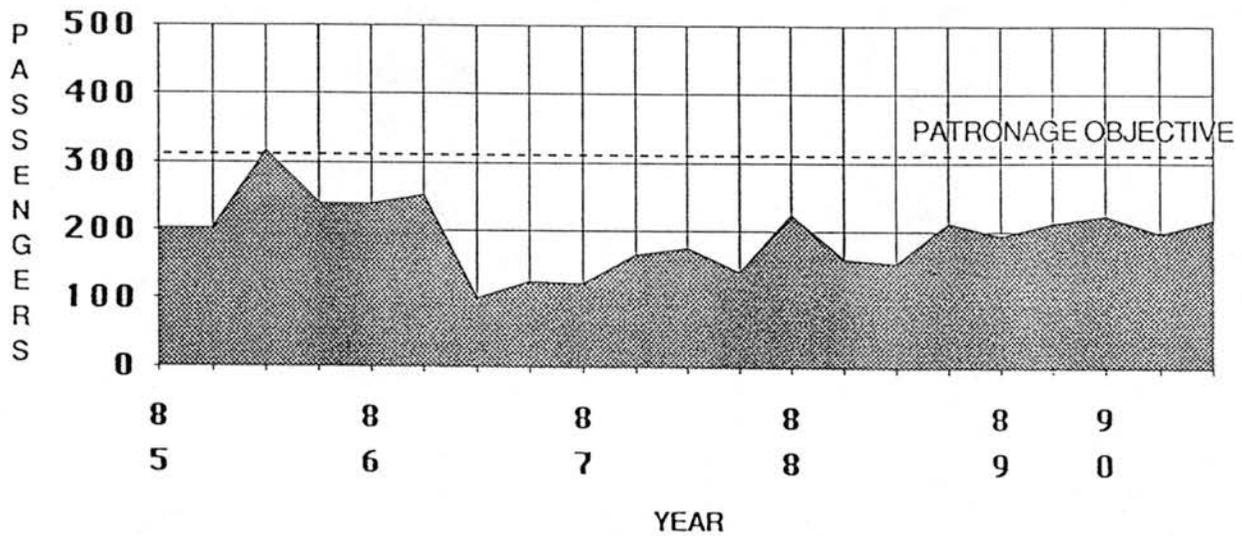
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$6.37

DAILY RIDERSHIP HISTORY



## SATURDAY ROUTE DESCRIPTION

- 88 Saturday service follows a similar but shorter route as the weekday service, it does not serve Normandale College, Control Data, the National Cemetery, or the HHH Terminal.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 88 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	90	100,000
Subsidy Per Pass.	\$5.87	\$1.01
Farebox Recovery	8%	31.3%
Passengers/Mile	.61	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	28.9%	6.2%
Percentage of under 18 riders	.1%	6.3%
Patronage Objective	126	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	6589	27,672,561
Annual Cost	\$27,739	\$104,029,673
Route Length	5 miles	
Span of Service	8:39am - 6:37pm	
# of Daily Trips	11	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

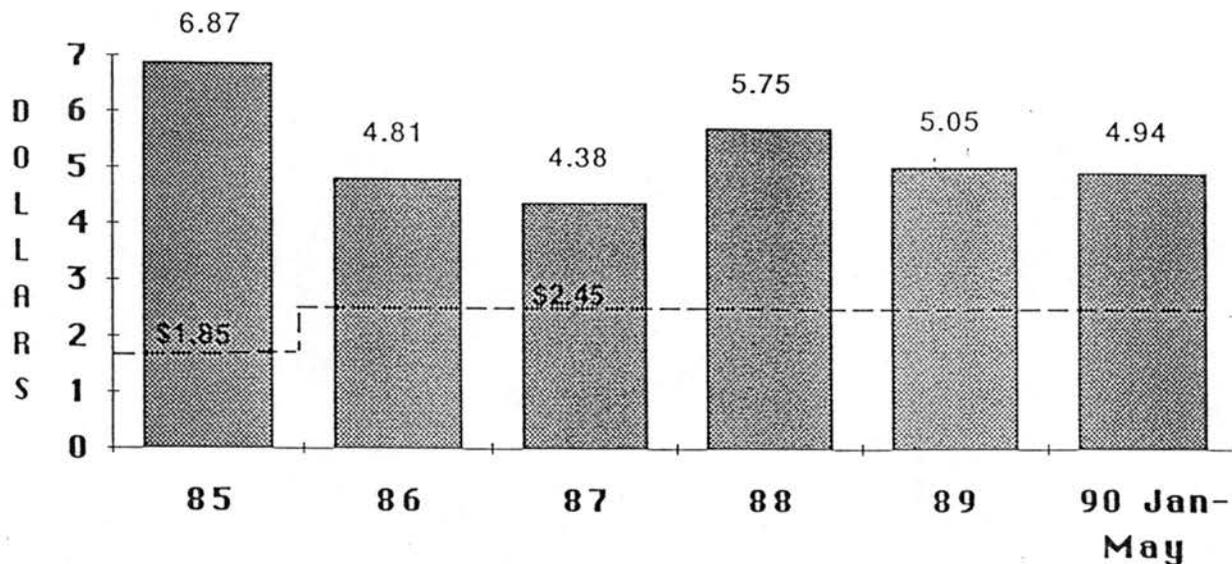
- START OF SERVICE 1984

### SERVICE LEVEL CHANGES

<u>DATE</u>	<u>#OF TRIPS</u>	<u>SAT PEAK FREQ.</u>
6-16-86	10	60 minutes

88 SATURDAY

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



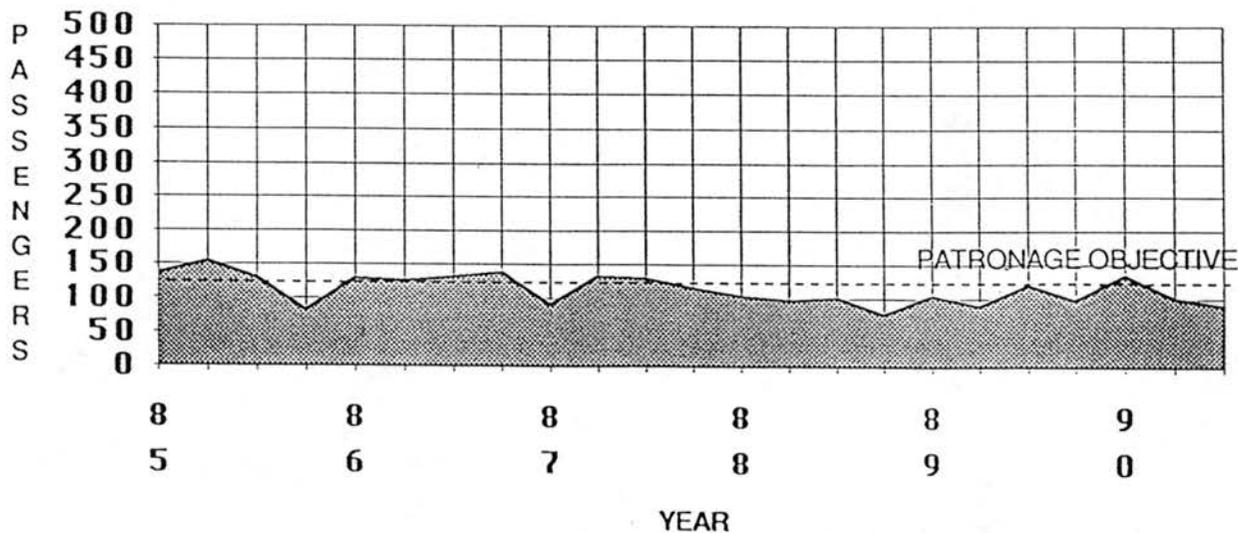
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$5.65

DAILY RIDERSHIP HISTORY



**City of Richfield** • 6700 Portland Avenue • Minnesota 55423-2599

City Manager  
James D. Prosser

Mayor  
Steve Quam

Council  
Edwina Garcia  
Martin Kirsch  
Ivan Ludeman  
Michael Sandahl

August 27, 1990

Mr. John Dillery  
Metropolitan Transit Commission  
Service Planning & Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Dear Mr. Dillery:

The City of Richfield strongly objects to the proposal to discontinue Routes 78 & 88 serving Richfield. Both of these routes supply extremely important east to west traffic connections for residents within our community. We understand that both of these routes have experienced low ridership. It is our recommendation that the MTC initiate a targeted marketing program to make more people aware of the availability of these routes.

One of the fundamental factors underlying the inability of the MTC to generate greater ridership is the unreliability of their routes. People are unwilling to make the commitment to use mass transit as an alternative transit source because they are uncertain that the route will continue. Discontinuance of these routes at this time would further that reality. Again we urge you to maintain these routes and to develop a targeted marketing effort.

Sincerely,



James D. Prosser  
City Manager

JDP:tlm

cc: Mayor Quam  
City Council

Telephone 861-9700 (612)  
Fax 861-9749

An Equal Opportunity Employer

Neil W. Peterson  
Mayor

John G. Pidgeon  
Manager

August 20, 1990

Carole Faricy, Chair  
Metropolitan Transit Commission  
560 - 6th Avenue North  
Minneapolis, Minnesota 55411

Re: Discontinuance of Bus Routes 78, 88 and 89

Dear Chair Faricy:

The Bloomington City Council is opposed to the proposed discontinuance of routes 78, 88 and 89 and has the following comments:

- Routes 78, 88 and 89 provide the only east-west transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local bus service and would eliminate transfers to the remaining north-south routes.
- The routes provide an important transit service for hundreds of people daily between the Normandale College, Southdale, Southtown, the Oxboro area, Mall of America, and MSP Airport. When the Mall Of America opens in 1992 it will create tremendous demand for transit services. The Mall is estimated to have over 12,000 employees and 140,000 visitors per day. Eliminating service to the Mall and between the airport and the Mall ignores future demand. The Metropolitan Transit Commission should explore methods to strengthen this service and build upon these future service needs.
- Elimination of these routes is contrary to the Regional Transit Board's Five Year Transit Plan which calls for: utilizing major transit hubs (such as Southdale and Mall of America), increasing transit services in suburban locations with transit dependent populations (such as Bloomington) and in congested corridors (such as I-494).
- While the routes require high subsidies, they provide an essential service for hundreds of transit dependent riders. Elimination of all of these routes would leave hundreds of people who rely on the MTC for transit to jobs, home and shopping with no other mode of transportation. Additionally, many group homes and residential treatment facilities chose to locate near these bus routes and discontinuance would negatively affect their residents.
- The subsidies required to build and operate light rail transit would exceed the per rider subsidies for these routes. Bloomington is concerned further cuts in local bus service will occur as transit subsidies are shifted toward light rail transit construction and operation.

Chair Carole Faricy  
page 2 - 8/20/90

The City of Bloomington requests routes 78, 88 and 89 be retained and/or restructured or a transit alternative put in place (i.e. dial a ride or a circulator service) before any routes are discontinued. Additionally, new transit service should be implemented by Fall 1992, based upon the needs of employees of the Mall of America.

I appreciate the opportunity to comment on the transit service changes and look forward to working with the MTC to enhance public transit in Bloomington. If you have any questions regarding these comments contact Greg Ingraham, Senior Planner at 887-9635.

Sincerely,

A handwritten signature in black ink, appearing to read "Neil Peterson", written over a horizontal line.

Mayor Neil Peterson

cc: Chairman Michael Ehrlichmann, Regional Transit Board  
Norbert Theis, Regional Transit Board, District G  
Chairman Steve Keefe, Metropolitan Council  
Dennis Tollefsbol, Metropolitan Transit Commission



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

August 22, 1990

Metropolitan Transit Commission  
Service Planning and Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Re: MTC routes 36, 78, 88, and 89

Dear Commissioners:

The Edina City Council, on August 20, 1990, adopted the attached resolution urging continued services on the referenced routes.

The City Council is aware that a high level of subsidy is required to maintain this service. However, they are also aware that for many of these transit users there is no reasonable alternative available.

The City of Edina is continuing its planning for the development of a transit circulator system in southeastern Edina. This system may provide an alternative to some existing service. The local system will not be operational for several years. The existing MTC service is necessary at least, for that interim period.

Sincerely,

A handwritten signature in cursive script that reads 'Craig Larsen'.

Craig Larsen  
City Planner

CL/jh



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

## RESOLUTION

WHEREAS, the Metropolitan Transit Commission (MTC) is considering discontinuing routes 36, 78, 88, and 89 which serve the City of Edina; and

WHEREAS, many people who live and work in Edina rely on the existing service provided by these MTC routes; and

WHEREAS, a large population of senior citizens living in southeast Edina rely on public transit for access to shopping and medical services, and

WHEREAS, there continues to be considerable new development in the I-494 corridor area which will add to the ridership on these routes; and

WHEREAS, routes 78, 88, and 89 provide alternatives to automobile trips on Interstate 494 during peak hours; and

WHEREAS, discontinuation of the existing service would prove to be a great hardship to transit riders who have no alternate means of transportation;

THEREFORE, BE IT RESOLVED that the City of Edina requests that the Metropolitan Transit Commission not discontinue service as proposed until such time as reasonable alternative transportation is available along MTC routes 36, 78, 88, and 89.

ADOPTED this 20th day of August, 1990.



HEARING SYNOPSIS

ROUTES 36, 78, 88, 89

On August 30, 1990 at the Edina Southdale Public Library. Bruce Nawrocki began the meeting by introducing himself as the Metropolitan Transit Commission Vice-Chairman. Mr. Nawrocki introduced the other MTC commissioners, Frank Snowden, Todd Paulson and Ray Waldron. Mr. Nawrocki then introduced MTC staff, Dennis Tollefsbol, Steve Mahowald and Steve Beseke. Randy Rosvold was introduced as staff member of the Regional Transit Board. Arnie Entzel was introduced as representative for the Amalgamated Transit Union. The public hearing was also recorded and transmitted on Channel 31 of the local cable network. Mr. Nawrocki then explained the purpose of the hearing to receive public comment and to answer questions on MTC's staff proposal to discontinue route 36, 78, 88, and 89. Mr. Nawrocki explained that the four routes exceed the current Regional Transit Board mandated maximum subsidy per passenger of \$2.45. Mr. Nawrocki described how property tax dollars are transferred from the Regional Transit Board to MTC, the operator of the service. He explained how when the cost of providing the service exceeds the \$2.45 guideline the MTC must look at alternatives; in the worst case, the discontinuation of this service. Mr. Nawrocki then invited comments and advised the attendees to provide their name and address when they speak for the record. He explained that the Metropolitan Transit Commissioners will make a decision and recommendation to the Regional Transit Board. They will review the recommendations and a final decision will be made in 2-3 months. Mr. Nawrocki then introduced Dennis Tollefsbol.

Dennis Tollefsbol then advised the attendees to identify themselves as they speak and to also sign in the register so the synopsis of this meeting can be mailed to them. Mr. Tollefsbol then opened the floor to comments.

Joanne Rasda- I take the 89 bus to work in the morning and afternoon. Without the bus I would be unable to get to work. I was thinking that maybe you could incorporate the Route 28 into the Route 89. Would that be possible?

Dennis Tollefsbol- In the last couple of weeks I have received about 150 letters. All of those individuals who have sent letters will also receive the synopsis of this public hearing.

Gregg Ingram,- (Senior Planner City of Bloomington.) Mr. Ingram explained that the comments that he was about to give were passed from the Bloomington City Council, on action that they took on August 20th, and would be submitted in writing to the MTC. The Bloomington City Council is opposed to the proposal to eliminate Routes 78, 88, and 89. These routes provide the only east-west public transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local service and would eliminate transfers from the remaining north-south routes. The routes provide an important transit service for hundreds of people daily between Normandale College, Southdale, Southtown, the Oxboro area, the future Mall of America and MSP Airport. Elimination of these routes is contrary to the RTB 5 year transit plan which calls for utilizing major transit hubs such as Southdale and the Mall of America. Increasing transit services in suburban locations with transit-dependent populations and in congested corridors. While these routes require high subsidies they provide an essential service for hundreds of transit riders. Elimination of all of these routes would leave hundreds of people who rely on MTC for transportation to and from homes, jobs and shopping with no

other mode of transportation. Many group homes and residential treatment facilities chose to locate near these bus routes. Discontinuance would negatively affect these residences. The City of Bloomington requests Routes 78, 88, and 89 be retained and/or restructured or a transit alternative be put in place before any routes are discontinued.

**John Pickering-** Mr. Pickering explained that there are 240 residents at the senior high-rise which he lives at. Of those 105 have cars. There are 34 couples which leaves transportation available to 139. There are 104 residents who do not have transportation. Mr. Pickering presented signatures from 130 residents.

**UNIDENTIFIED-** I take Route 89 to work and that's the only bus I have- I have no car and I take the bus to Normandale. I also use the bus on Saturdays. I live by a senior citizen high-rise, Gideon Pond. I take the 89 on Saturdays to get to Southdale to go to downtown. For some it's too far to take Route 47 which runs every 2 hours on weekends. Will you run the Route 47 through the Gideon Pond area like you do on weekdays if Route 89 is discontinued?

**Dennis Tollefsbol** - Nothing has been decided at this point.

**Carol Phillips** The bus system or cab are the only means of transportation. A cab to Southdale costs me \$3.00. Metro Mobility is not always dependable because it can only handle so many calls. I also need the bus because if I need to get to a weekend job or to get out to other places i.e. movie, shopping, go see a friend. I don't want to be paralyzed and be a prisoner in my home or have to worry about taking a \$3.00 cab ride because I can't afford it. I also speak for other people such as people in Edinboro, which is being built up. Without this service you're paralyzing the suburbs. And people in the suburbs pay \$.25 more to come out here every time. I pay \$1.25 in the rush hour and I pay \$.25 more than the people in the cities. I don't think it's fair that we are paying more yet our service is being reduced. I really need the services on weekdays, because if I miss a Route 28E bus coming home I want to have an alternative, so I don't have to wait downtown for an hour. I don't want to waste time; everybody's time is valuable. I am paying taxes and bus fare like everybody else and I believe cutting back the service will paralyze people making them prisoners in their home. People also need to get to work on weekends and we do not have service on Sundays. Don't cut back the service at all unless you do it to everybody.

**Toni Boren** (representing Dayton's.) Ms. Boren indicated she is very concerned for both Dayton's customers and employees being able to get to the store. How has the Middle East crisis affected ridership on these routes?

**Dennis Tollefsbol:** Since 1985 there has been a small increase in ridership.

**Ms. Boren:** We would like to see these routes continued; we're concerned about the students that take many of our weekday evenings and weekends jobs as sales consultants. They come from Normandale. I am an MTC rider and I could not keep my job to Southdale if I couldn't get there. However, I take a Route 28, but there are other people on my staff that take these routes and it's very necessary for them to remain with an income.

**Stanley Olson.** I work at Normandale College in Bloomington. I have a disability and cannot drive. For 20 years I have been commuting from Falcon Heights to Normandale. The Route 47 is my usual means of transportation. However, in terms of flexibility and other kinds of things I might want to do, I also rely on both Route 88 and Route 89. So from a personal standpoint, the elimination of service on those two lines would create major problems for me. As far as Normandale College is concerned, Normandale College has one of the largest populations of students with disabilities in Minnesota. We have a facility that is geared to students with disabilities. We have programs that are geared for students with disabilities. While a number of the students rely on Metro Mobility and other kinds of private transportation, we have a substantial number who are able to use public transportation. Many of those students would be severely limited in their ability to attend Normandale College. For many of them, if Normandale is not an option, many of the other colleges in the area do not have the facilities or the programs to deal with them. So there is a large number of students that would be severely affected. Normandale College board has mandated that the college become more diverse; to serve a more diverse population; not just the 18-20 year old suburban student. Many of our students are older; they're coming to Normandale from the central city and public transportation is very important to us in reaching these students. We have a sizable number of students, who for example are single mothers, and because of their income they rely on public transportation. So we've got a group of people currently, and we're trying to get more, who are dependent on public transportation. Finally, we have a parking problem on campus. We have an excess of 9000 students at Normandale College. We are very limited in terms of site as far as building parking ramps and have met with complete disapproval from the City of Bloomington. The neighborhood does not want a lot of additional parking facilities built in that area. So we're forced to look for other kinds of transportation. Our students, like many other people, use the bus only as a matter of last resort. The reason students do not make more use of mass transportation is due to the fact the existing service is limited. Any time I take the bus there are always a large number of Normandale students on board the bus. Personally, and as a representative of Normandale College, I would urge you to continue these routes.

**Kathryn Jeffries.** I currently ride the Route 50 bus that goes to Downtown St. Paul. I am concerned that these routes are not made rush hour only routes as I have a daughter in the 8th grade who attends the private school in Minneapolis. She is dependent on Route 78, or Route 88 to get to and from home. The only alternative for her would be Route 28 which she would have to wait 2 hours for trip home. So there are people who do need to ride this service outside of the rush hour.

**Mary Beeson.** I currently live near 84th and Normandale Boulevard. I am worried that if this bus is eliminated I'll have no way to get to work. That is the reason I moved to Bloomington because there is a way of getting to the bus. It may be a mile, but I'll take it. If this bus service is eliminated there'll be a lot of people hurting getting to their jobs just to go to Southdale.

**Arnie Entzel** I represent the drivers and the mechanics for the MTC that operate and fix the buses. We're concerned also about keeping the quality of service for you people as well. I can see from the crowd here tonight that many of you depend on transit as your means of transportation. We're concerned about this also and the quality of the services what you're

concerned about. Not just having the bus service out here, but the bus service is available when you need it. I think the MTC is the most reliable agency to provide this service for you. But what they're concerned about is the cost of this service and this is an area where you people can play a major role in keeping this service in this area, because the MTC relies on money from the Legislature to provide that service. The Legislature allocates the money to the RTB and the RTB in turn allocates the money to the MTC. The most important thing I feel you people can do is to contact your state senator or state representative and make them aware of what is taking place here and the fact that you need to keep this service going. If each senator or representatives would receive 3 or 4 calls from people in their district talking about the same issue, I don't have any doubts that they won't pay attention to this issue. That's the bottom line for this whole thing - is cost. They are the ones that will be allocating the money. So if you're really interested in keeping this service, one of the best things you can do to keep this service out here is to make those people aware of your concern and they will carry the ball as far as allocating the money that it will take. I have got a slip here with the name and phone number of the senators or representatives for these districts 40, 41, 42. I will leave copies of this slip by the door if I can make copies here at the copy machine.

**Phil Rivness** I would just like to say, having been in the State House of Representatives, Arnie Entzel is right. Clearly there has to be support for mass transit in the State Legislature. My concern is that if you have a transit system with only north/south lines, you don't have a system. In 1970 I was an MTC bus driver. At that time the only east/west lines that I remember were Franklin Avenue, Lake Street and 66th Street. We've come some distance to integrate this community and at the same time more people want to go from east to west. We have 494 during the rush hour almost comes to a stop. There's never been a time when we need more transit; not fewer buses. More reliable routes, more connecting routes so I think rather than contemplating the cessation of these important lines you have to be looking at a strategy for promoting transit in these communities, a strategy for increasing lines at times when people want to go shopping, go to work, want to go to college, Hennepin Vo-Tech Institute in Eden Prairie. So I would urge you and I know the MTC has a tough job to do and you need to be cost-conscious - you're called upon to be that way, but I think we have a unique opportunity out here to promote transit and not take away the few lines that we have that we're now relying on. Many of you know that the Mall of America is scheduled to be completed by the fall of 1992. That's not very far away and there will be more people that want to go east/west. So let's promote transit out here. I challenge you to involve the Chambers of Commerce, companies like Dayton's, Normandale College and others on a one year promotion activity to increase ridership and not look at where we've been, but where we could be. So I challenge you with that tonight and I will help in any way that I can.

**Ron Corey** I use a combination of two routes - the 15A and 78A to get to my place of employment at the Brandon Square. I would hate to think what it would be like in the middle of winter having to get off at Southdale and walk across the parking lot through snowdrifts that hadn't been plowed out yet. When you write to your legislators please remind them that the infrastructure for the highways and freeways is breaking down and they're going to have to spend lots of money to repair that. So it wouldn't hurt if we had a slight raise in the bus fare I would be willing to pay that.

Judy Sanders (Representing the National Federation for the Blind of Minnesota.) We have learned long ago that as blind people have had the right kind of training and the opportunity to use that training we can compete on an equal basis with sighted people. One of the opportunities that we need is the ability to get from point A to point B. We can do that but we need your cooperation if we can go wherever we want. We can walk but we prefer to take the bus. You have a problem - we are all here to say that we want to use the bus, but yet ridership is down. So we have to be realistic enough to realize that and you have to be creative enough to find a public transportation that we need. You can find a way to not cut buses, especially with your ads right now that are encouraging us to use the bus. Maybe one of the ways you can do that would be in thinking in terms of a different definition of a bus. Maybe the problem is your sending large capacity buses to pick up the few people who are currently riding. You may want to consider running vans on a fixed route. The National Federation for the Blind will be at the Legislature to help you get an increase in your appropriation. We would want from you a guarantee that if you get an increase in your appropriation, buses will not be cut, and those that have been cut recently will be reinstated.

John Mehrkens I am here representing Gideon Ponds Center a senior citizen complex at 9901 Penn Avenue South. My main concern for my residents is that they will not have daily access to medical and shopping facilities in the Southdale area. I think one of the responses we might hear is that it's possible to go to Southtown and transfer, but the average age in my building is 76 years old. This is not a reasonable request to have those people standing in shelters in the middle of winter to wait to make a transfer. I would like to reiterate my concerns that I would hope that we would continue the service to my residence as well as other seniors in the area.

UNIDENTIFIED I take the Route 89 every day of the week. I also work at night. Presently I take the bus at 1:00 P.M. in the afternoon and there are no other buses that I can take during that hour of the day. Then I take cab back to Southdale at night. This costs me \$80.00 per month. If you were to cut the Route 88 and Route 89 I would have to take a cab to work; an additional \$80.00 per month. That would be \$160.00 per month just to get to work. Plus I have to get from Southdale to Uptown which is a \$30.00 bus pass so that would be about \$190.00 a month for transportation and that's almost a car payment. If I could make that kind of car payment I would do so. That's not realistic for me right now. This speaks to the point of affordable transportation. When I first looked at this proposal, I thought I can't believe that they're doing this. In the last year there has been so much development between Southdale and 494 in the last 6 months 4 blocks have gone up. Not only apartment buildings but a concentration of businesses, shopping, movie theatres etc. This is an enormously expanding and developing area. To eliminate transportation to it at this point in time all it does is push away a problem that is not going to go away. Possibly the route as it is currently designed, going all the way over to the airport, maybe that's not the best design for that route. Maybe this route should be redesigned in a way that it will be efficient. I would hope that you would possibly consider that. Maybe you need to take a more creative look. My other point is that in the France/494 area there are 4 or 5 major employers. I work at one that employs about 800 to 1000 people at the Minnesota Centennial Building at France and 494. There is also National Car Rental, so there is a concentration of employers and these employers employ processing, clerical mid-level administrative type people who take the bus or public transportation and need

public transportation. So there is definitely a need in the area to go at least as far as 494 or at least as far as Normandale College. Certainly there is ridership in that area. My own needs are that I travel in the middle of the day and the 28 is being put up as an alternative to Route 88 and Route 89. However, it is not a viable alternative. First of all, it only goes to 76th Street and although that does not sound very far, in the winter time it's a very long walk and there are no sidewalks and very heavy traffic and it's very hard to walk in the snow and ice 6 or 7 blocks under those kinds of conditions and they are limited to the time of day that they run. My other point is the cost of other transportation. I would be looking at \$200.00 a month to get to work without buses. So I guess my point is I would like you to take a more creative approach to this and really look at the route and buses you've got now needs to be rethought in some way that will address your problem that you're not operating within your subsidy limits and therefore the routes as they currently run they do not run efficient.

**DeIRae Gunderson** I spent the last couple of years in Washington, D.C. using a transportation system that is very very viable. I came here in January and accepted a job at 50th & France for the first month I was temporary and I never got home until 7:00 or 8:00 o'clock because the transportation was that bad. I left work at 5:00 P.M. and I wouldn't get home until 8:00 P.M. When I accepted this job permanently, I changed my hours so that I could specifically catch a 5:10 bus from Southdale. I am talking about the Route 89 bus. A little while ago they discontinued it and I didn't even know it. They leave the 4:30 on and the 5:10 is gone and then the next bus comes at 6:50 and the same thing happens in the morning; people were talking about it earlier how come people weren't at meetings? But I never even knew. I saw a posting once about this meeting today. I don't have a car and I find it despicable that I have to spend 3 buses to get 57 blocks. I know France Avenue is a main drag. Why isn't there a bus that goes straight out France Avenue to Old Shakopee past Normandale. I used to live on the East Coast and for what it's worth I've noticed car to car nobody is carpooling. But if the bus system is an indication of what people have an alternative to, it's no wonder there not carpooling and driving their cars.

**Renee Brugman** The Route 78 is my way out to work. I would have to take 3 buses to work otherwise. If I have to take 3 buses to get home it would take an hour and a half. I get off at 5:00 and the last bus picks me up at 6:15 and I still have to walk 5 blocks. Like the gentleman says you have to promote it. One afternoon I got sick and I had no way of getting home. There are 4 people that, because of a changed route, are no longer on this bus anymore. This bus is my only alternative because I don't drive. I've tried to drive but I can't - I'm scared of it.

**H. Loewe** I haven't taken the bus that you're talking about lately, but I did take it once in awhile to work. I don't drive right now I can't afford it. I am unemployed right now I am looking for work. I'm out of a job and I can't take it because there isn't a bus there. One of the things that I am very disappointed about and I think a lot of other people will back me up is this hearing was called and I expected to hear some alternatives as to what was going to happen with the buses. Now I hear this is gonna go back to a study and then the buses will be cut and then we'll tell you what's going to happen.

**UNIDENTIFIED** They said I've been riding the bus for many years and I have seen the 48 bus changed into the 88 and 89. I think you'd have a lot more ridership. I thought this was very sad that specifically that you're going to cut a direct route to Southtown. One thing you people have underestimated, I don't know who is taking care of making those schedules, specifically in the winter time when you make connections with other buses and leave only 2 minutes in between or no time in between and you say, well the buses are supposed to wait for the other bus. But people are human and the bus driver is not able to meet the schedule there because of traffic or he's just plain human and he doesn't feel like it. You used to be able to supposedly make a connection with the bus coming from the airport, but I don't gamble on a 2 minute or a 0 minute connection, because I'm not going to stand there for an hour and freeze. I think you need some good advertising and get somebody who has been making those schedules to stand out on the street like we have. I don't think people would mind waiting for 7 minutes in between buses to ensure a transfer. I have been riding this bus for 13 years believe it or not. It takes me 2 hours to get from Southdale to 98th Street and Lyndale. I leave Southdale at 9:00 o'clock if you take the service out now people will get more discouraged when they see the Mega-Mall is there. Keep what you have and try to make it better.

**Jeanne Guendel** I'm representing the Southwest Human Services Council a planning, and coordinating agency of human services by a joint powers agreement of 4 cities, so I represent those 4 cities and residents of South Hennepin. On August 9th we held a regional forum and the results of that forum the purpose of which make that one of the purposes of which was to discuss transportation and transit. There were over 100 residents of these cities that participated in the forum. The forum clearly indicated a need for increased transportation in these cities and not a decrease.

**Melanie Benson** I am an MTC bus driver and I have also been a transit user for the last 18 years. I want to share with you some important things for you to understand. The reason this is happening in the first place because the \$2.45 subsidy level was set by the RTB and MTC in 1986. The Regional Transit Board itself did not exist until 1984 when it was established by the Minnesota State Legislature. One of the mandates it had at the time was to improve service in suburban areas. Now 6 years later the RTB is making the MTC have these public hearings because certain routes are above and arbitrary limit of \$2.45 subsidy per passenger. A number of us who work at MTC are very concerned about these developments. We're concerned because you don't want to lose us and we don't want to lose you. Our jobs depend on public transportation. One of the points I want to make is that the subsidy levels for each route are determined every quarter three times a year. A profile of the route is put to show that most of the routes a majority of the routes operate below \$2.45 per passenger subsidy. Routes like the 16 almost make money instead of being subsidized. If you average out all the routes weekday, weekend in terms of a system as a whole or a unified transportation system, the overall subsidy is well below \$2.45. Even if you acknowledge the RTB, who has been in existence for 6 years, has the authority to establish at that level. If you look at the system as a whole the subsidy as a whole is way below that limit. So why not let some of the routes that have very low subsidies or almost make money compensate for the routes that are over \$2.45. This is an integrated system and I've got some facts and figures that are part of the public record and I have some of the route profiles here. But these are the important things that we as users and providers of public

transportation and its important for the policymakers that we have these facts and figures, too. Now one of the other figures that I would also like to mention is the Regional Transit Board has grown considerably. First of all, the \$2.45 subsidy has not been adjusted for inflation for the past 4 years, so that figure is way off and it doesn't also take into consideration that ridership on crosstown suburban routes is generally lower than it is on inter-city heavily traveled roads. So those factors are not considered. Another factor that we should all be aware of is that the Regional Transit Board itself has grown massively in size; they have 30 employees, three fancy offices and an annual budget of 2.7 million dollars a year just for their operations.

**Tim Gannon.** I take Route 47H and take Route 4 and then I have to transfer to another 4 so to get to work I have to take 3 buses. I have to get a ride from my mom to get to my sister's because Route 88 does not run the hours that the Route 5 Chicago bus. If I miss the 88 route I have to take 3 buses. The Route 47H also doesn't run at the hours that I need as it is 2 hour service which is very bad service. I would like Route 47H to run every hour. I would like to see the Route 88 continued and the Route 47H service improved.

Leona Boggner- I can relate to many of the things that have been said by these people. The main thing that bothers me is that we need our buses for our doctors and dental appointments. It used to be that when the 7:00 o'clock bus on the Route 78 was running, I would go on that bus early in the morning for an appointment at 1:00 P.M. in the afternoon. The doctor's time is valuable and mine wasn't. And that worked out. Now the 78 bus is no longer there in the morning. I have to transfer from Route 78 to Route 36 at the station. I have had nasal surgery and my doctor says that it would be worse in the winter. Now we have to go from Southdale to Centennial where many of the doctors have moved. I request that Route 78 and 36 be retained.

UNIDENTIFIED I was at 1st Avenue and 69th Street tonight I left there at 6:30 and it took me one hour to get over here. I think the schedule on 66th Street is so terrible. The other night I left Southtown at 6:30 and I got home at 8:30. It took me 2 hours to go from Southtown to my home which I think is atrocious. I think the schedules need to be improved. And I think the bus drivers could be more courteous. I have observed them to be very rude at times. I think these things could be improved.

Helen Bartels. I depend on Route 88 and Route 28 to get to the doctor and the dentist or to get any place. I would be happy to pay the regular fare to keep the buses running.

UNIDENTIFIED I take the Route 89 bus to work at National Car Rental. If you take the bus off I would have no way of getting to work.

UNIDENTIFIED. I think it's unfair for all of us here tonight to have these buses discontinued. Like many of you here I have been riding the bus for over 15 years and I just recently moved from Richfield to Bloomington. So I am able to take the Route 88 and Route 89 bus for work and shopping and I am not able to drive a car because I have a disability. A person that I work with was unable to come to this meeting tonight because this person also does not drive and could not come because of no bus service. I was able to come tonight because I rode my bike. This is one of the ways I get around by taking my bike when I don't have bus service. So I end up riding my bike in the dark a lot or else I have to call friends or relatives to pick me up.

Tom Richards. - Gale Anderson Sylisky, Director of Student Life at Normandale College, wanted me to deliver this letter to you which expresses the same sentiments as Mr. Olson has already described to you.

UNIDENTIFIED. There is no bus service to my address after 6:00 in the evening. If you don't get home before 6:00 P.M. you're not gonna get home. It happened to me last night. I had to call somebody to come and pick me up or pay \$4.00 for a taxi and I think that's wrong. We used to have buses years ago that ran until 7:00 or 7:30. Sundays is the same way, there's nothing on Sundays. So if the churches around here didn't have a van we wouldn't be able to get to church either. I think there should be service between Southdale and Southtown until a little bit later at night. If you work in downtown Minneapolis until 6:00 P.M there is no way that you can get past Southdale.

**Darla Lidke.** I just recently moved from Bloomington to Richfield. I do not drive a car because of a disability. I work at 494 & France and I depend on the 88 and 89 or the 78 to get me to work. I use Route 36 to get to my doctor's. Without those buses I am stranded.

**UNIDENTIFIED.** Why can't the bus company raise fares? \$10¢ is very cheap. You can't make much money on that, but it would be a lot easier if prices on the bus were increased so that we don't have to take a cab.

**Jayne Gerlach.** Recently I was a member of a committee that worked on a survey with the South Hennepin Human Services Council and that was done in August of 1989. I just wanted to point out a couple of things from that survey. The two general needs from this survey were: Need for east/west movement and travel between suburbs. Under specific needs there was a need shown on the survey by students that need to get to and from Normandale College all times during the day. A number of students cannot drive to Normandale College. The survey showed the needs of single parents who are going to Normandale College who cannot afford a car. There are social agencies at Creekside Center. These are used by a number of low income people who do not drive cars. There are surplus food programs at Creekside Center and senior program services also over there. There are a number of services provided at this center. There is a true need for a crosstown bus and 88 and 89 are Bloomington's crosstown buses. It's good that you have that connection between the airport and Oxboro Center, which is becoming more and more the downtown center of Bloomington. The Creekside Center and Normandale College need connections to Southdale. It bothers me that Bloomington is the third largest city in the state and I really think that we need good crosstown bus service. I am glad to see that a representative from Dayton's to speak for the needs of Southdale. Also, speaking as a parent for a young person who has a disability and is unable to drive a car this would really create a problem in his life if you were to discontinue Route 88 and Route 89. Greg would need to quit his job that he has had for over 5 years. He works along the north frontage road of 494 west of France Avenue. He needs to get to Creekside Center for the programs and services that are offered there. He also has a need for bus service to see friends that live in the West Bloomington area. So he really has needs or a need for a crosstown bus service. I would just ask that you be real creative in trying to figure out the needs and be concerned for the people who depend on public transit.

**Joe Schettler.** I am speaking for me and my co-workers. Route 88 is the only way that we can get to work; for a lot of people the only way to get to and from work is by the bus. Without that they'd have no way of getting around. Seniors don't have any other way of getting around except taking a taxi. I have noticed that some people who for some reason are unable to have a license or car. If the buses weren't going I'd be paying at least \$15.00 a day to get to and from work. I also go to Normandale College and that would be an extra charge, so without the bus I'd have to quit my work and school or buy a car which I can't afford to do right now. I also work with a number of people who would really appreciate it if you did not take the bus off.

**Kim Cook.** I don't drive at all so the bus really helps me out. I use the bus to get to and from everywhere. I go to St. Paul from the France Avenue bus and that's the only way I can get to work.

David Sweeney. I hate to ride the bus. However, my wife and children ride the bus twice a week. We rely heavily on the Route 36 bus from Southdale to St. Louis Park. I don't think the MTC has done an adequate job in publicizing the routes and getting information out. Before you eliminate the service I would like to see you get the word out especially to the people in West Bloomington.

Tom McClellan. I have used the 88 and the 15 on a regular basis for several years to get back and forth from work. One reason you may have lost ridership on some of these routes is because of the little shoebox size buses. They're not only unpleasant to ride in but are very unsafe for the passenger. I know people personally who have quit using your bus because of those unsafe buses.

Bev Wernick. I take the 36. I am a student and I work part-time. I need to ride the bus in the midday. I don't want to see the Route 36 cancelled because I need to get to work. I don't have the money for a car. I have also noticed a number of elderly people who ride Route 36 - there are a lot of senior citizen complexes and medical facilities along the route. I therefore don't want to see Route 36 discontinued.

Delores Chupka. My son lives in a group home in Minnetonka and he depends on Route 36.

Audrey Groff. I take Route 88 to work. I start at 7:30, so I make good connections with the 18. If the Route 88 is taken off, I'd have to walk all the way from Nicollet to Knox.

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Cecelia Maluskey. I live at Cedar Avenue in Bloomington. I take the Route 89 bus every day to Portland Avenue to get to work at Abbott-Northwestern Hospital. I hope you do not discontinue the Route 89 bus otherwise I would have to quit my job.

Lois Bendickson. I take the Route 78 bus. I have limited mobility but frequently use the bus. It's true ridership is down and your costs accounting says that if it's not profitable discontinue it. But that's an unfeeling way to deal with those who depend on the bus to get to work. Many of those people are probably not here tonight because they couldn't come because the bus doesn't run at this time of night. There are many transit-disabled people those of us will never be able to drive. Good dependable transportation should not be a privilege. It's as much a right for the disabled young or aging population as for those who are able to drive. I chose to live where I do based on my ability or the ability of transportation on a bus line. I got here tonight by Metro Mobility, but I use mainline buses when I am able. Metro Mobility is an expensive system and this will put just that much more burden on an expensive system because that many more will need to apply for it.

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a right to life just as much as you people.. I think you need to live in somebody else's shoes to understand so please have compassion for the people who cannot drive and need this transportation to get to and from work. So that we have the opportunity to prosper; we're no less humans because we cannot drive.

**Manley Olson.** To what degree the MTC or the Regional Transit Board have a regular procedure of getting input from the citizens and so forth. The last time I was at one of these meetings was 5 or 6 years ago. One of the questions that was asked of all the officials that came to the meeting how many came by public transportation. There was one person who indicated that they regularly rode the bus. So to what degree is the input system representative of the users of the system. Or does this only come up in crisis situations like this?

**Dennis Tollefsohl.** We're on the phone on a daily basis with our customers. We also have a very busy customer relations department. We listen to bus drivers, and they have multiple ways of informing us. You are correct a meeting like this is a crisis situation. However, we have an ongoing dialog with the public. We rarely do any major changes without informing the public.

**UNIDENTIFIED.** Just one observation, I know the MTC loses money hand over fist; all government agencies seem to. Looking at it in perspective am I right you lose about \$70 million a year which is less than the cost of the new interchange at the Mega-Mall. The highway driver is being subsidized so I can see the rationale for bus riders to be subsidized.

**UNIDENTIFIED.** I think the MTC should do all it can to help its existing riders. Because someday people may not be able to drive as they do today. I think MTC should get together and help the people that are riding it now and promote a little bit better.

**Commissioner Bruce Nawrocki.** We have heard a lot of good comments here tonight. I first want to say no member of the Commission or the Regional Transit Board is for the process where you must consider eliminating service. That's not what we're there for; we're there to build service. The facts of life are that employees of the Commission must be paid, suppliers of equipment of materials and so forth must be paid when they provide those goods and services. However, financial responsibility has to be a part of running the system.

The question was asked about input and I am happy that we've gotten the kind of input that we've gotten here tonight. As I mentioned at the beginning of the public hearing, we've had more people here tonight than any of the previous public hearings that I can remember. This is not the only input process, as Dennis mentioned there is an input through the Customer Relations Department, all meetings of the Commission are open meetings. There is a place on every agenda that allows people to take whatever it is they want to the Commission. We have an advisory committee made up of transit users, transit-dependent individuals and so forth where we try to get input. Individual commissioners get input frequently. I even get questions from people on the street who know that I am involved with the MTC. Mr. Entzel talked about talking to your legislator and that's very important. Not only the legislators, but also the congressional delegation. Historically the Legislature

in Minnesota and Congress has been rather good to transit in providing money so we can provide improved services. Both the state and federal government are having their financial problems. They look for ways to cut back. In that process people that speak the loudest or for their particular interests you've heard the least when these cutbacks come. So that's why it's important for we as individuals to talk to our legislators, talking to our congressional delegation. Try to stress the importance of transit. It makes the most impact if the call comes from one of their constituents; somebody from their respective district talking to them and telling them how important public transit is. When we the MTC talk to the Legislature or congressional delegation they are courteous. However, it does not have the same impact as the individual talking to the elected official. This is election time; candidates in this particular election, all of the state representatives, all of the state senators, all of Minnesota's congressional delegation, except one of Minnesota's senators, is up for election. So this a good time to talk to all of them and express your views and ask for their support for transit.

Another item that was brought up regards the \$2.45 subsidy. This is an item that is being reviewed by the RTB. This commission the MTC has made a recommendation to the RTB that the subsidy be looked at and the maximum subsidy level be increased because of inflation. The Regional Transit Board is actively considering this issue at this time. A comment was made about the Regional Transit Board maybe they should be abolished. To be fair, I think we should point out that when the Regional Transit Board was created the Legislature specifically mandated that the personnel level at MTC be reduced accordingly to the authorized staff of the Regional Transit Board. Whether that relationship still exists I do not know. The idea was that principally the planning function would go from the MTC to the Regional Transit Board. Part of the reason for that was whereas the MTC provides most of the public transportation service in the metro area the MTC is not the only provider. They felt that for the MTC to be the regulator of people that one might consider to be their competitors had some inequity in it.

There were comments describing maybe the MTC should use a smaller bus. There are pros and cons to the use of big buses and small buses. Historically, the smaller buses have not been as heavy duty as the larger buses that is built to run several hundred thousand miles before you have to replace it. When you compare that to 70 or 80 thousand on a smaller van you can see there are some life cycle costs differences. Furthermore, 85% of the cost of keeping a bus on the street is the labor cost and that's going to be the same whether it's a big vehicle or a small vehicle. So there is a rationale for primarily using a bigger vehicle. There are some places where because of street restrictions smaller buses make sense.

There are other things that are being looked at. Light rail transit is being studied very thoroughly by the counties, MTC, the Regional Transit Board, as an alternative to providing service in corridors where bus service now operates. It's being looked at as a possibly a more cost-effective service. But whether or not we get light rail transit will depend on the Legislature; whether they provide funding to build the system, but it is one of the alternatives that's being looked at.

Fares have been mentioned here tonight. The MTC has made recommendations for fare increases. Politically our Legislature, who historically has been kind financially to the MTC in terms of providing subsidy money, does not like to see fare increases. People in general don't like to see fare increases or tax increases or as whatever you want to call, it they don't want to the costs go up. The MTC proposal would have the \$.10 senior fare go to \$.25. That recommendation is at the Regional Transit Board at this time. If there are any further comments we would certainly like to hear them; that's part of this input process.

**UNIDENTIFIED.** We have discussed tonight the issue of routes that are operating over the \$2.45 subsidy limit however there are routes in the system that are clearly running well below that. Why can't the money from the higher used routes be used to subsidized the lower used routes?

**Bruce Nawrocki.** The MTC has no route in its system that makes money. The best route we have in the system needs a subsidy of about a nickel. Every route in the system loses a little or at very best breaks even. Also, when we're talking about subsidy we're talking only about operating costs - we're not talking about the capital cost - the local cost to replace the buses or build garages - that's a whole separate issue. The money for operating a route that breaks even or the route that has a \$2.45 subsidy all stays in the system - it all comes out of the same general revenue pot that we provide service with.

**UNIDENTIFIED.** My question is what is the decision-making process with each specific route? When a specific route hits \$2.45 and you have to think about discontinuing the route. There are some routes in the system that perform well and some that do not. How can that money be spread throughout the whole system.

**Bruce Nawrocki.** We've talked about the \$2.45 subsidy as being the point. However, the routes we're talking about here their least subsidy is on Route 88 and it was \$4.53 in January of this year. The subsidies on some of the routes are running \$8.00 - \$10.00 per passenger and even the best performing route is at \$4.53, which is well above the \$2.45 limit. So this situation has gone on for some time. I want to emphasize that there isn't anybody on this commission and there isn't anybody on the Regional Transit Board who wants to cut service. But somewhere the dollars and cents have to be considered.

**Bruce Nawrocki.** Again thank you to everybody attending this public hearing.

DISK #14-A

1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes the need for transparency and accountability in financial reporting.

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 89 WEEKDAY AND SATURDAY (Bloomington and Edina)

Service Type: Local Crosstown

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 89 is one of three suburban local crosstown routes MTC created in 1984. Prior to 1984 Routes 88 and 89 operated as a Bloomington circulator route (Route 48) which started in the mid-1970s. The original ridership goals for Route 89 were never realized. Subsequently in 1986, MTC held public hearings on Routes 78, 88 and 89 and proposed to RTB elimination of these routes. In 1986 RTB directed MTC to make service reductions on non-productive segments but continue limited service with anticipation that ridership increases would occur upon completion of the Mall of America, which at the time was expected to open in 1990-1991.

	<u>Weekdays</u>	<u>Saturdays</u>
Daily Boardings	159	77
Subsidy/Boarding	\$6.70	\$7.20
Regional Standard (subsidy/boarding) for Local Crosstown Routes	\$4.00	\$4.00
Annual Service Miles	57,190	7,301

### MARKETING PROMOTIONAL EFFORTS

- In 1984, MTC did route specific marketing and promotion activities simultaneously with the restructuring of old Route 48 into Routes 88 and 89. Local and community involvement occurred during the service development process. Currently 45 different outlets provide free bus schedule information.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

MTC Routes 4, 5, 18 and 47 provide north-south radial oriented local bus service in Bloomington enabling local crosstown movement to occur but only via a series of transfers and a lengthy bus ride into Richfield or South Minneapolis and back out into Bloomington or Edina.

**PUBLIC HEARING SUMMARY** The public hearing on Route 89 was held simultaneously with hearings on Routes 36, 78, 88 and 89 (hearing minutes attached)

Time	-	7:00 p.m.
Date	-	August 30, 1990
Location	-	Hennepin County Public Library Southdale Branch, Edina
Number of People Attending	-	150
Number of Letters Mailed to MTC Regarding Routes 36, 78, 88 and 89	-	136

Issues/Concerns raised included: dependency on service, lack of good alternatives, need for bus service to get to work, school, shopping; ideas on service restructuring, marketing and promotion. Opinions voiced on ways to continue routes, funding sources and lobbying support.

Cities of Bloomington, Edina and Richfield mailed city resolutions supporting continued operations of Routes 36, 78, 88 and 89.

#### **MTC RECOMMENDATION**

Subcontract Route 89 weekday and Saturday service.

#### **RTB RECOMMENDATION**

Direct MTC to eliminate Route 89 weekday and Saturday service upon ample notification to all existing riders.



## ROUTE DESCRIPTION

- Minneapolis 89 is a local crosstown route serving the communities of Bloomington, and Edina. Specific destinations include the HHH Terminal, the National Cemetary, Control Data, Southdale, the Valley West Center, and Normandale Community College.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 89 WKDY</u>	<u>SYSTEM *</u>
Average Daily Boardings	159	240,000
Subsidy Per Pass.	\$5.53	\$1.01
Farebox Recovery	12%	31.3%
Passengers/Mile	.55	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	0%	6.2%
Percentage of under 18 riders	0%	6.3%
Patronage Objective	251	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	57,189	27,672,561
Annual Cost	\$270,985	\$104,029,673
Route Length	13.5 miles	
Span of Service	5:55am - 7:35pm	
# of Daily Trips	8	
Service Frequency	30 minutes (peak)	

\*1989 Actual Data

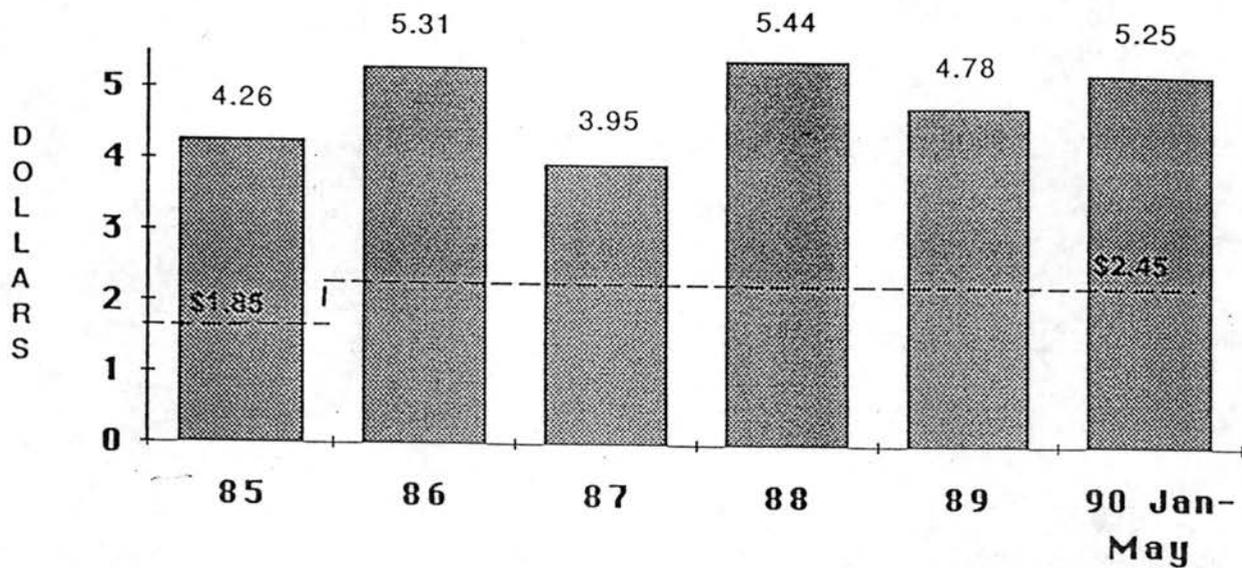
## ROUTE HISTORY

- **START OF SERVICE** 1984

### SERVICE LEVEL CHANGES

<u>DATE</u>	<u>#OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
6-14-86	15	30 minutes	60 minutes	Saturday
12-14-87	9	30 minutes	no service	Saturday
6-18-90	8	30 minutes	no service	Saturday

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



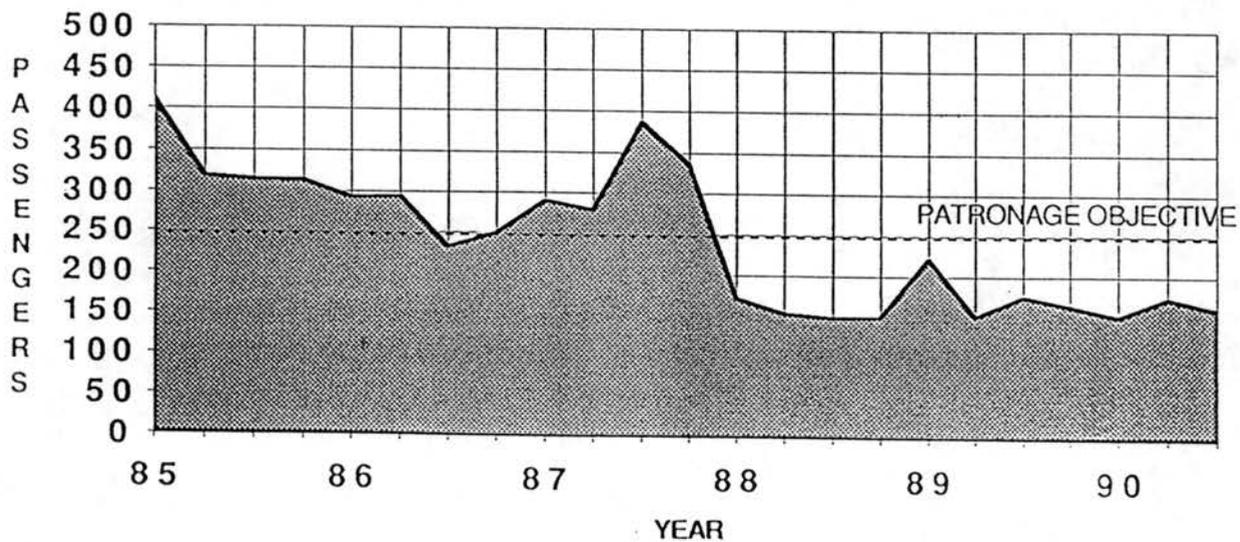
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$6.70

DAILY RIDERSHIP HISTORY



## SATURDAY ROUTE DESCRIPTION

- 89 Saturday service follows a similar but shorter route as the weekday service, it does not serve Control Data, the National Cemetery, or the HHH Terminal.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 89 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	77	100,000
Subsidy Per Pass.	\$7.20	\$1.01
Farebox Recovery	6%	31.3%
Passengers/Mile	.48	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	12.9%	6.2%
Percentage of under 18 riders	15.7%	6.3%
Patronage Objective	123	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	7,301	27,672,561
Annual Cost	\$27,639	\$104,029,673
Route Length	5 miles	
Span of Service	8:41am - 6:54pm	
# of Daily Trips	9	
Service Frequency	70 minutes	

\*1989 Actual Data

## ROUTE HISTORY

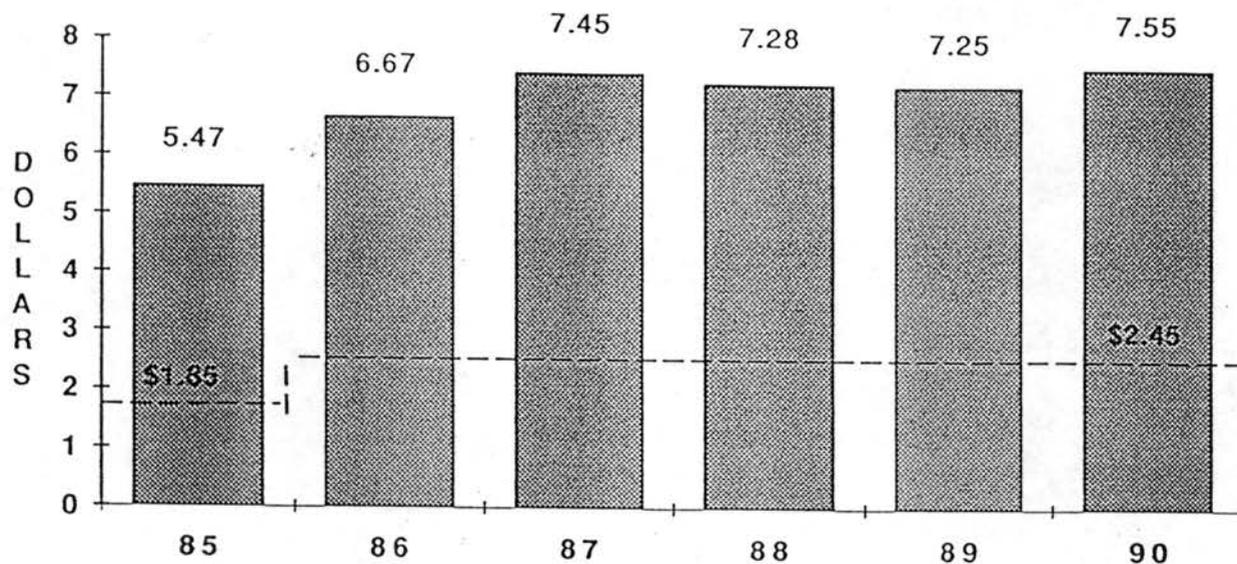
- START OF SERVICE 1984

### SERVICE LEVEL CHANGES

<u>DATE</u>	<u>#OF TRIPS</u>	<u>PEAK FREQ.</u>
12-14-87	9	60 minutes

## 89 SATURDAY

### 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



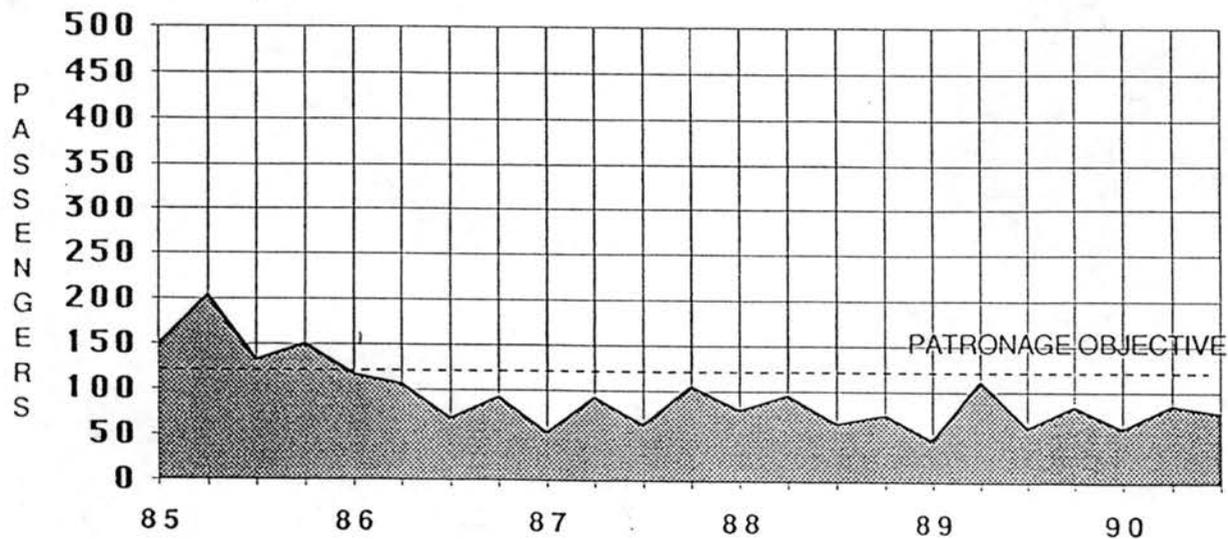
### 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$4.00

1989 SUBSIDY PER PASSENGER

\$4.45

### DAILY RIDERSHIP HISTORY



Neil W. Peterson  
Mayor

John G. Pidgeon  
Manager

August 20, 1990

Carole Faricy, Chair  
Metropolitan Transit Commission  
560 - 6th Avenue North  
Minneapolis, Minnesota 55411

Re: Discontinuance of Bus Routes 78, 88 and 89

Dear Chair Faricy:

The Bloomington City Council is opposed to the proposed discontinuance of routes 78, 88 and 89 and has the following comments:

- Routes 78, 88 and 89 provide the only east-west transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local bus service and would eliminate transfers to the remaining north-south routes.
- The routes provide an important transit service for hundreds of people daily between the Normandale College, Southdale, Southtown, the Oxboro area, Mall of America, and MSP Airport. When the Mall Of America opens in 1992 it will create tremendous demand for transit services. The Mall is estimated to have over 12,000 employees and 140,000 visitors per day. Eliminating service to the Mall and between the airport and the Mall ignores future demand. The Metropolitan Transit Commission should explore methods to strengthen this service and build upon these future service needs.
- Elimination of these routes is contrary to the Regional Transit Board's Five Year Transit Plan which calls for: utilizing major transit hubs (such as Southdale and Mall of America), increasing transit services in suburban locations with transit dependent populations (such as Bloomington) and in congested corridors (such as I-494).
- While the routes require high subsidies, they provide an essential service for hundreds of transit dependent riders. Elimination of all of these routes would leave hundreds of people who rely on the MTC for transit to jobs, home and shopping with no other mode of transportation. Additionally, many group homes and residential treatment facilities chose to locate near these bus routes and discontinuance would negatively affect their residents.
- The subsidies required to build and operate light rail transit would exceed the per rider subsidies for these routes. Bloomington is concerned further cuts in local bus service will occur as transit subsidies are shifted toward light rail transit construction and operation.

Chair Carole Faricy  
page 2 - 8/20/90

The City of Bloomington requests routes 78, 88 and 89 be retained and/or restructured or a transit alternative put in place (i.e. dial a ride or a circulator service) before any routes are discontinued. Additionally, new transit service should be implemented by Fall 1992, based upon the needs of employees of the Mall of America.

I appreciate the opportunity to comment on the transit service changes and look forward to working with the MTC to enhance public transit in Bloomington. If you have any questions regarding these comments contact Greg Ingraham, Senior Planner at 887-9635.

Sincerely,



Mayor Neil Peterson

cc: Chairman Michael Ehrlichmann, Regional Transit Board  
Norbert Theis, Regional Transit Board, District G  
Chairman Steve Keefe, Metropolitan Council  
Dennis Tollefsbol, Metropolitan Transit Commission



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

August 22, 1990

Metropolitan Transit Commission  
Service Planning and Scheduling  
560 6th Avenue North  
Minneapolis, MN 55411

Re: MTC routes 36, 78, 88, and 89

Dear Commissioners:

The Edina City Council, on August 20, 1990, adopted the attached resolution urging continued services on the referenced routes.

The City Council is aware that a high level of subsidy is required to maintain this service. However, they are also aware that for many of these transit users there is no reasonable alternative available.

The City of Edina is continuing its planning for the development of a transit circulator system in southeastern Edina. This system may provide an alternative to some existing service. The local system will not be operational for several years. The existing MTC service is necessary at least, for that interim period.

Sincerely,

A handwritten signature in cursive script that reads "Craig Larsen".

Craig Larsen  
City Planner

CL/jh



4801 WEST 50TH STREET, EDINA, MINNESOTA 55424  
612-927-8861

## RESOLUTION

WHEREAS, the Metropolitan Transit Commission (MTC) is considering discontinuing routes 36, 78, 88, and 89 which serve the City of Edina; and

WHEREAS, many people who live and work in Edina rely on the existing service provided by these MTC routes; and

WHEREAS, a large population of senior citizens living in southeast Edina rely on public transit for access to shopping and medical services, and

WHEREAS, there continues to be considerable new development in the I-494 corridor area which will add to the ridership on these routes; and

WHEREAS, routes 78, 88, and 89 provide alternatives to automobile trips on Interstate 494 during peak hours; and

WHEREAS, discontinuation of the existing service would prove to be a great hardship to transit riders who have no alternate means of transportation;

THEREFORE, BE IT RESOLVED that the City of Edina requests that the Metropolitan Transit Commission not discontinue service as proposed until such time as reasonable alternative transportation is available along MTC routes 36, 78, 88, and 89.

ADOPTED this 20th day of August, 1990.



HEARING SYNOPSIS

ROUTES 36, 78, 88, 89

On August 30, 1990 at the Edina Southdale Public Library. Bruce Nawrocki began the meeting by introducing himself as the Metropolitan Transit Commission Vice-Chairman. Mr. Nawrocki introduced the other MTC commissioners, Frank Snowden, Todd Paulson and Ray Waldron. Mr. Nawrocki then introduced MTC staff, Dennis Tollefsbol, Steve Mahowald and Steve Beseke. Randy Rosvold was introduced as staff member of the Regional Transit Board. Arnie Entzel was introduced as representative for the Amalgamated Transit Union. The public hearing was also recorded and transmitted on Channel 31 of the local cable network. Mr. Nawrocki then explained the purpose of the hearing to receive public comment and to answer questions on MTC's staff proposal to discontinue route 36, 78, 88, and 89. Mr. Nawrocki explained that the four routes exceed the current Regional Transit Board mandated maximum subsidy per passenger of \$2.45. Mr. Nawrocki described how property tax dollars are transferred from the Regional Transit Board to MTC, the operator of the service. He explained how when the cost of providing the service exceeds the \$2.45 guideline the MTC must look at alternatives; in the worst case, the discontinuation of this service. Mr. Nawrocki then invited comments and advised the attendees to provide their name and address when they speak for the record. He explained that the Metropolitan Transit Commissioners will make a decision and recommendation to the Regional Transit Board. They will review the recommendations and a final decision will be made in 2-3 months. Mr. Nawrocki then introduced Dennis Tollefsbol.

Dennis Tollefsbol then advised the attendees to identify themselves as they speak and to also sign in the register so the synopsis of this meeting can be mailed to them. Mr. Tollefsbol then opened the floor to comments.

**Joanne Rasda-** I take the 89 bus to work in the morning and afternoon. Without the bus I would be unable to get to work. I was thinking that maybe you could incorporate the Route 28 into the Route 89. Would that be possible?

**Dennis Tollefsbol-** In the last couple of weeks I have received about 150 letters. All of those individuals who have sent letters will also receive the synopsis of this public hearing.

**Gregg Ingram-** (Senior Planner City of Bloomington.) Mr. Ingram explained that the comments that he was about to give were passed from the Bloomington City Council, on action that they took on August 20th, and would be submitted in writing to the MTC. The Bloomington City Council is opposed to the proposal to eliminate Routes 78, 88, and 89. These routes provide the only east-west public transit service in Bloomington. Dropping these routes would eliminate much of Bloomington's local service and would eliminate transfers from the remaining north-south routes. The routes provide an important transit service for hundreds of people daily between Normandale College, Southdale, Southtown, the Oxboro area, the future Mall of America and MSP Airport. Elimination of these routes is contrary to the RTB 5 year transit plan which calls for utilizing major transit hubs such as Southdale and the Mall of America. Increasing transit services in suburban locations with transit-dependent populations and in congested corridors. While these routes require high subsidies they provide an essential service for hundreds of transit riders. Elimination of all of these routes would leave hundreds of people who rely on MTC for transportation to and from homes, jobs and shopping with no

other mode of transportation. Many group homes and residential treatment facilities chose to locate near these bus routes. Discontinuance would negatively affect these residences. The City of Bloomington requests Routes 78, 88, and 89 be retained and/or restructured or a transit alternative be put in place before any routes are discontinued.

**John Pickering-** Mr. Pickering explained that there are 240 residents at the senior high-rise which he lives at. Of those 105 have cars. There are 34 couples which leaves transportation available to 139. There are 104 residents who do not have transportation. Mr. Pickering presented signatures from 130 residents.

**UNIDENTIFIED-** I take Route 89 to work and that's the only bus I have- I have no car and I take the bus to Normandale. I also use the bus on Saturdays. I live by a senior citizen high-rise, Gideon Pond. I take the 89 on Saturdays to get to Southdale to go to downtown. For some it's too far to take Route 47 which runs every 2 hours on weekends. Will you run the Route 47 through the Gideon Pond area like you do on weekdays if Route 89 is discontinued?

**Dennis Tollefsbol** - Nothing has been decided at this point.

**Carol Phillips** The bus system or cab are the only means of transportation. A cab to Southdale costs me \$3.00. Metro Mobility is not always dependable because it can only handle so many calls. I also need the bus because if I need to get to a weekend job or to get out to other places i.e. movie, shopping, go see a friend. I don't want to be paralyzed and be a prisoner in my home or have to worry about taking a \$3.00 cab ride because I can't afford it. I also speak for other people such as people in Edinboro, which is being built up. Without this service you're paralyzing the suburbs. And people in the suburbs pay \$.25 more to come out here every time. I pay \$1.25 in the rush hour and I pay \$.25 more than the people in the cities. I don't think it's fair that we are paying more yet our service is being reduced. I really need the services on weekdays, because if I miss a Route 28E bus coming home I want to have an alternative, so I don't have to wait downtown for an hour. I don't want to waste time; everybody's time is valuable. I am paying taxes and bus fare like everybody else and I believe cutting back the service will paralyze people making them prisoners in their home. People also need to get to work on weekends and we do not have service on Sundays. Don't cut back the service at all unless you do it to everybody.

**Toni Boren** (representing Dayton's.) Ms. Boren indicated she is very concerned for both Dayton's customers and employees being able to get to the store. How has the Middle East crisis affected ridership on these routes?

**Dennis Tollefsbol:** Since 1985 there has been a small increase in ridership.

**Ms. Boren:** We would like to see these routes continued; we're concerned about the students that take many of our weekday evenings and weekends jobs as sales consultants. They come from Normandale. I am an MTC rider and I could not keep my job to Southdale if I couldn't get there. However, I take a Route 28, but there are other people on my staff that take these routes and it's very necessary for them to remain with an income.

**Stanley Olson.** I work at Normandale College in Bloomington. I have a disability and cannot drive. For 20 years I have been commuting from Falcon Heights to Normandale. The Route 47 is my usual means of transportation. However, in terms of flexibility and other kinds of things I might want to do, I also rely on both Route 88 and Route 89. So from a personal standpoint, the elimination of service on those two lines would create major problems for me. As far as Normandale College is concerned, Normandale College has one of the largest populations of students with disabilities in Minnesota. We have a facility that is geared to students with disabilities. We have programs that are geared for students with disabilities. While a number of the students rely on Metro Mobility and other kinds of private transportation, we have a substantial number who are able to use public transportation. Many of those students would be severely limited in their ability to attend Normandale College. For many of them, if Normandale is not an option, many of the other colleges in the area do not have the facilities or the programs to deal with them. So there is a large number of students that would be severely affected. Normandale College board has mandated that the college become more diverse; to serve a more diverse population; not just the 18-20 year old suburban student. Many of our students are older; they're coming to Normandale from the central city and public transportation is very important to us in reaching these students. We have a sizable number of students, who for example are single mothers, and because of their income they rely on public transportation. So we've got a group of people currently, and we're trying to get more, who are dependent on public transportation. Finally, we have a parking problem on campus. We have an excess of 9000 students at Normandale College. We are very limited in terms of site as far as building parking ramps and have met with complete disapproval from the City of Bloomington. The neighborhood does not want a lot of additional parking facilities built in that area. So we're forced to look for other kinds of transportation. Our students, like many other people, use the bus only as a matter of last resort. The reason students do not make more use of mass transportation is due to the fact the existing service is limited. Any time I take the bus there are always a large number of Normandale students on board the bus. Personally, and as a representative of Normandale College, I would urge you to continue these routes.

**Kathryn Jeffries.** I currently ride the Route 50 bus that goes to Downtown St. Paul. I am concerned that these routes are not made rush hour only routes as I have a daughter in the 8th grade who attends the private school in Minneapolis. She is dependent on Route 78, or Route 88 to get to and from home. The only alternative for her would be Route 28 which she would have to wait 2 hours for trip home. So there are people who do need to ride this service outside of the rush hour.

**Mary Beeson.** I currently live near 84th and Normandale Boulevard. I am worried that if this bus is eliminated I'll have no way to get to work. That is the reason I moved to Bloomington because there is a way of getting to the bus. It may be a mile, but I'll take it. If this bus service is eliminated there'll be a lot of people hurting getting to their jobs just to go to Southdale.

**Arnie Entzel** I represent the drivers and the mechanics for the MTC that operate and fix the buses. We're concerned also about keeping the quality of service for you people as well. I can see from the crowd here tonight that many of you depend on transit as your means of transportation. We're concerned about this also and the quality of the services what you're

concerned about. Not just having the bus service out here, but the bus service is available when you need it. I think the MTC is the most reliable agency to provide this service for you. But what they're concerned about is the cost of this service and this is an area where you people can play a major role in keeping this service in this area, because the MTC relies on money from the Legislature to provide that service. The Legislature allocates the money to the RTB and the RTB in turn allocates the money to the MTC. The most important thing I feel you people can do is to contact your state senator or state representative and make them aware of what is taking place here and the fact that you need to keep this service going. If each senator or representatives would receive 3 or 4 calls from people in their district talking about the same issue, I don't have any doubts that they won't pay attention to this issue. That's the bottom line for this whole thing - is cost. They are the ones that will be allocating the money. So if you're really interested in keeping this service, one of the best things you can do to keep this service out here is to make those people aware of your concern and they will carry the ball as far as allocating the money that it will take. I have got a slip here with the name and phone number of the senators or representatives for these districts 40, 41, 42. I will leave copies of this slip by the door if I can make copies here at the copy machine.

**Phil Rivness** I would just like to say, having been in the State House of Representatives, Arnie Entzel is right. Clearly there has to be support for mass transit in the State Legislature. My concern is that if you have a transit system with only north/south lines, you don't have a system. In 1970 I was an MTC bus driver. At that time the only east/west lines that I remember were Franklin Avenue, Lake Street and 66th Street. We've come some distance to integrate this community and at the same time more people want to go from east to west. We have 494 during the rush hour almost comes to a stop. There's never been a time when we need more transit; not fewer buses. More reliable routes, more connecting routes so I think rather than contemplating the cessation of these important lines you have to be looking at a strategy for promoting transit in these communities, a strategy for increasing lines at times when people want to go shopping, go to work, want to go to college, Hennepin Vo-Tech Institute in Eden Prairie. So I would urge you and I know the MTC has a tough job to do and you need to be cost-conscious - you're called upon to be that way, but I think we have a unique opportunity out here to promote transit and not take away the few lines that we have that we're now relying on. Many of you know that the Mall of America is scheduled to be completed by the fall of 1992. That's not very far away and there will be more people that want to go east/west. So let's promote transit out here. I challenge you to involve the Chambers of Commerce, companies like Dayton's, Normandale College and others on a one year promotion activity to increase ridership and not look at where we've been, but where we could be. So I challenge you with that tonight and I will help in any way that I can.

**Ron Corey** I use a combination of two routes - the 15A and 78A to get to my place of employment at the Brandon Square. I would hate to think what it would be like in the middle of winter having to get off at Southdale and walk across the parking lot through snowdrifts that hadn't been plowed out yet. When you write to your legislators please remind them that the infrastructure for the highways and freeways is breaking down and they're going to have to spend lots of money to repair that. So it wouldn't hurt if we had a slight raise in the bus fare I would be willing to pay that.

Judy Sanders (Representing the National Federation for the Blind of Minnesota.) We have learned long ago that as blind people have had the right kind of training and the opportunity to use that training we can compete on an equal basis with sighted people. One of the opportunities that we need is the ability to get from point A to point B. We can do that but we need your cooperation if we can go wherever we want. We can walk but we prefer to take the bus. You have a problem - we are all here to say that we want to use the bus, but yet ridership is down. So we have to be realistic enough to realize that and you have to be creative enough to find a public transportation that we need. You can find a way to not cut buses, especially with your ads right now that are encouraging us to use the bus. Maybe one of the ways you can do that would be in thinking in terms of a different definition of a bus. Maybe the problem is your sending large capacity buses to pick up the few people who are currently riding. You may want to consider running vans on a fixed route. The National Federation for the Blind will be at the Legislature to help you get an increase in your appropriation. We would want from you a guarantee that if you get an increase in your appropriation, buses will not be cut, and those that have been cut recently will be reinstated.

John Mehrkens I am here representing Gideon Ponds Center a senior citizen complex at 9901 Penn Avenue South. My main concern for my residents is that they will not have daily access to medical and shopping facilities in the Southdale area. I think one of the responses we might hear is that it's possible to go to Southtown and transfer, but the average age in my building is 76 years old. This is not a reasonable request to have those people standing in shelters in the middle of winter to wait to make a transfer. I would like to reiterate my concerns that I would hope that we would continue the service to my residence as well as other seniors in the area.

UNIDENTIFIED I take the Route 89 every day of the week. I also work at night. Presently I take the bus at 1:00 P.M. in the afternoon and there are no other buses that I can take during that hour of the day. Then I take cab back to Southdale at night. This costs me \$80.00 per month. If you were to cut the Route 88 and Route 89 I would have to take a cab to work; an additional \$80.00 per month. That would be \$160.00 per month just to get to work. Plus I have to get from Southdale to Uptown which is a \$30.00 bus pass so that would be about \$190.00 a month for transportation and that's almost a car payment. If I could make that kind of car payment I would do so. That's not realistic for me right now. This speaks to the point of affordable transportation. When I first looked at this proposal, I thought I can't believe that they're doing this. In the last year there has been so much development between Southdale and 494 in the last 6 months 4 blocks have gone up. Not only apartment buildings but a concentration of businesses, shopping, movie theatres etc. This is an enormously expanding and developing area. To eliminate transportation to it at this point in time all it does is push away a problem that is not going to go away. Possibly the route as it is currently designed, going all the way over to the airport, maybe that's not the best design for that route. Maybe this route should be redesigned in a way that it will be efficient. I would hope that you would possibly consider that. Maybe you need to take a more creative look. My other point is that in the France/494 area there are 4 or 5 major employers. I work at one that employs about 800 to 1000 people at the Minnesota Centennial Building at France and 494. There is also National Car Rental, so there is a concentration of employers and these employers employ processing, clerical mid-level administrative type people who take the bus or public transportation and need

public transportation. So there is definitely a need in the area to go at least as far as 494 or at least as far as Normandale College. Certainly there is ridership in that area. My own needs are that I travel in the middle of the day and the 28 is being put up as an alternative to Route 88 and Route 89. However, it is not a viable alternative. First of all, it only goes to 76th Street and although that does not sound very far, in the winter time it's a very long walk and there are no sidewalks and very heavy traffic and it's very hard to walk in the snow and ice 6 or 7 blocks under those kinds of conditions and they are limited to the time of day that they run. My other point is the cost of other transportation. I would be looking at \$200.00 a month to get to work without buses. So I guess my point is I would like you to take a more creative approach to this and really look at the route and buses you've got now needs to be rethought in some way that will address your problem that you're not operating within your subsidy limits and therefore the routes as they currently run they do not run efficient.

**DelRae Gunderson** I spent the last couple of years in Washington, D.C. using a transportation system that is very very viable. I came here in January and accepted a job at 50th & France for the first month I was temporary and I never got home until 7:00 or 8:00 o'clock because the transportation was that bad. I left work at 5:00 P.M. and I wouldn't get home until 8:00 P.M. When I accepted this job permanently, I changed my hours so that I could specifically catch a 5:10 bus from Southdale. I am talking about the Route 89 bus. A little while ago they discontinued it and I didn't even know it. They leave the 4:30 on and the 5:10 is gone and then the next bus comes at 6:50 and the same thing happens in the morning; people were talking about it earlier how come people weren't at meetings? But I never even knew. I saw a posting once about this meeting today. I don't have a car and I find it despicable that I have to spend 3 buses to get 57 blocks. I know France Avenue is a main drag. Why isn't there a bus that goes straight out France Avenue to Old Shakopee past Normandale. I used to live on the East Coast and for what it's worth I've noticed car to car nobody is carpooling. But if the bus system is an indication of what people have an alternative to, it's no wonder there not carpooling and driving their cars.

**Renee Brugman** The Route 78 is my way out to work. I would have to take 3 buses to work otherwise. If I have to take 3 buses to get home it would take an hour and a half. I get off at 5:00 and the last bus picks me up at 6:15 and I still have to walk 5 blocks. Like the gentleman says you have to promote it. One afternoon I got sick and I had no way of getting home. There are 4 people that, because of a changed route, are no longer on this bus anymore. This bus is my only alternative because I don't drive. I've tried to drive but I can't - I'm scared of it.

**H. Loewe** I haven't taken the bus that you're talking about lately, but I did take it once in awhile to work. I don't drive right now I can't afford it. I am unemployed right now I am looking for work. I'm out of a job and I can't take it because there isn't a bus there. One of the things that I am very disappointed about and I think a lot of other people will back me up is this hearing was called and I expected to hear some alternatives as to what was going to happen with the buses. Now I hear this is gonna go back to a study and then the buses will be cut and then we'll tell you what's going to happen.

**UNIDENTIFIED** They said I've been riding the bus for many years and I have seen the 48 bus changed into the 88 and 89. I think you'd have a lot more ridership. I thought this was very sad that specifically that you're going to cut a direct route to Southtown. One thing you people have underestimated, I don't know who is taking care of making those schedules, specifically in the winter time when you make connections with other buses and leave only 2 minutes in between or no time in between and you say, well the buses are supposed to wait for the other bus. But people are human and the bus driver is not able to meet the schedule there because of traffic or he's just plain human and he doesn't feel like it. You used to be able to supposedly make a connection with the bus coming from the airport, but I don't gamble on a 2 minute or a 0 minute connection, because I'm not going to stand there for an hour and freeze. I think you need some good advertising and get somebody who has been making those schedules to stand out on the street like we have. I don't think people would mind waiting for 7 minutes in between buses to ensure a transfer. I have been riding this bus for 13 years believe it or not. It takes me 2 hours to get from Southdale to 98th Street and Lyndale. I leave Southdale at 9:00 o'clock if you take the service out now people will get more discouraged when they see the Mega-Mall is there. Keep what you have and try to make it better.

**Jeanne Guendel** I'm representing the Southwest Human Services Council a planning, and coordinating agency of human services by a joint powers agreement of 4 cities, so I represent those 4 cities and residents of South Hennepin. On August 9th we held a regional forum and the results of that forum the purpose of which make that one of the purposes of which was to discuss transportation and transit. There were over 100 residents of these cities that participated in the forum. The forum clearly indicated a need for increased transportation in these cities and not a decrease.

**Melanie Benson** I am an MTC bus driver and I have also been a transit user for the last 18 years. I want to share with you some important things for you to understand. The reason this is happening in the first place because the \$2.45 subsidy level was set by the RTB and MTC in 1986. The Regional Transit Board itself did not exist until 1984 when it was established by the Minnesota State Legislature. One of the mandates it had at the time was to improve service in suburban areas. Now 6 years later the RTB is making the MTC have these public hearings because certain routes are above and arbitrary limit of \$2.45 subsidy per passenger. A number of us who work at MTC are very concerned about these developments. We're concerned because you don't want to lose us and we don't want to lose you. Our jobs depend on public transportation. One of the points I want to make is that the subsidy levels for each route are determined every quarter three times a year. A profile of the route is put to show that most of the routes a majority of the routes operate below \$2.45 per passenger subsidy. Routes like the 16 almost make money instead of being subsidized. If you average out all the routes weekday, weekend in terms of a system as a whole or a unified transportation system, the overall subsidy is well below \$2.45. Even if you acknowledge the RTB, who has been in existence for 6 years, has the authority to establish at that level. If you look at the system as a whole the subsidy as a whole is way below that limit. So why not let some of the routes that have very low subsidies or almost make money compensate for the routes that are over \$2.45. This is an integrated system and I've got some facts and figures that are part of the public record and I have some of the route profiles here. But these are the important things that we as users and providers of public

transportation and its important for the policymakers that we have these facts and figures, too. Now one of the other figures that I would also like to mention is the Regional Transit Board has grown considerably. First of all, the \$2.45 subsidy has not been adjusted for inflation for the past 4 years, so that figure is way off and it doesn't also take into consideration that ridership on crosstown suburban routes is generally lower than it is on inter-city heavily traveled roads. So those factors are not considered. Another factor that we should all be aware of is that the Regional Transit Board itself has grown massively in size; they have 30 employees, three fancy offices and an annual budget of 2.7 million dollars a year just for their operations.

**Tim Gannon.** I take Route 47H and take Route 4 and then I have to transfer to another 4 so to get to work I have to take 3 buses. I have to get a ride from my mom to get to my sister's because Route 88 does not run the hours that the Route 5 Chicago bus. If I miss the 88 route I have to take 3 buses. The Route 47H also doesn't run at the hours that I need as it is 2 hour service which is very bad service. I would like Route 47H to run every hour. I would like to see the Route 88 continued and the Route 47H service improved.

Leona Boggner- I can relate to many of the things that have been said by these people. The main thing that bothers me is that we need our buses for our doctors and dental appointments. It used to be that when the 7:00 o'clock bus on the Route 78 was running, I would go on that bus early in the morning for an appointment at 1:00 P.M. in the afternoon. The doctor's time is valuable and mine wasn't. And that worked out. Now the 78 bus is no longer there in the morning. I have to transfer from Route 78 to Route 36 at the station. I have had nasal surgery and my doctor says that it would be worse in the winter. Now we have to go from Southdale to Centennial where many of the doctors have moved. I request that Route 78 and 36 be retained.

UNIDENTIFIED I was at 1st Avenue and 69th Street tonight I left there at 6:30 and it took me one hour to get over here. I think the schedule on 66th Street is so terrible. The other night I left Southtown at 6:30 and I got home at 8:30. It took me 2 hours to go from Southtown to my home which I think is atrocious. I think the schedules need to be improved. And I think the bus drivers could be more courteous. I have observed them to be very rude at times. I think these things could be improved.

Helen Bartels. I depend on Route 88 and Route 28 to get to the doctor and the dentist or to get any place. I would be happy to pay the regular fare to keep the buses running.

UNIDENTIFIED I take the Route 89 bus to work at National Car Rental. If you take the bus off I would have no way of getting to work.

UNIDENTIFIED. I think it's unfair for all of us here tonight to have these buses discontinued. Like many of you here I have been riding the bus for over 15 years and I just recently moved from Richfield to Bloomington. So I am able to take the Route 88 and Route 89 bus for work and shopping and I am not able to drive a car because I have a disability. A person that I work with was unable to come to this meeting tonight because this person also does not drive and could not come because of no bus service. I was able to come tonight because I rode my bike. This is one of the ways I get around by taking my bike when I don't have bus service. So I end up riding my bike in the dark a lot or else I have to call friends or relatives to pick me up.

Tom Richards. - Gale Anderson Sylisky, Director of Student Life at Normandale College, wanted me to deliver this letter to you which expresses the same sentiments as Mr. Olson has already described to you.

UNIDENTIFIED. There is no bus service to my address after 6:00 in the evening. If you don't get home before 6:00 P.M. you're not gonna get home. It happened to me last night. I had to call somebody to come and pick me up or pay \$4.00 for a taxi and I think that's wrong. We used to have buses years ago that ran until 7:00 or 7:30. Sundays is the same way, there's nothing on Sundays. So if the churches around here didn't have a van we wouldn't be able to get to church either. I think there should be service between Southdale and Southtown until a little bit later at night. If you work in downtown Minneapolis until 6:00 P.M there is no way that you can get past Southdale.

**Darla Lidke.** I just recently moved from Bloomington to Richfield. I do not drive a car because of a disability. I work at 494 & France and I depend on the 88 and 89 or the 78 to get me to work. I use Route 36 to get to my doctor's. Without those buses I am stranded.

**UNIDENTIFIED.** Why can't the bus company raise fares? \$10¢ is very cheap. You can't make much money on that, but it would be a lot easier if prices on the bus were increased so that we don't have to take a cab.

**Jayne Gerlach.** Recently I was a member of a committee that worked on a survey with the South Hennepin Human Services Council and that was done in August of 1989. I just wanted to point out a couple of things from that survey. The two general needs from this survey were: Need for east/west movement and travel between suburbs. Under specific needs there was a need shown on the survey by students that need to get to and from Normandale College all times during the day. A number of students cannot drive to Normandale College. The survey showed the needs of single parents who are going to Normandale College who cannot afford a car. There are social agencies at Creekside Center. These are used by a number of low income people who do not drive cars. There are surplus food programs at Creekside Center and senior program services also over there. There are a number of services provided at this center. There is a true need for a crosstown bus and 88 and 89 are Bloomington's crosstown buses. It's good that you have that connection between the airport and Oxboro Center, which is becoming more and more the downtown center of Bloomington. The Creekside Center and Normandale College need connections to Southdale. It bothers me that Bloomington is the third largest city in the state and I really think that we need good crosstown bus service. I am glad to see that a representative from Dayton's to speak for the needs of Southdale. Also, speaking as a parent for a young person who has a disability and is unable to drive a car this would really create a problem in his life if you were to discontinue Route 88 and Route 89. Greg would need to quit his job that he has had for over 5 years. He works along the north frontage road of 494 west of France Avenue. He needs to get to Creekside Center for the programs and services that are offered there. He also has a need for bus service to see friends that live in the West Bloomington area. So he really has needs or a need for a crosstown bus service. I would just ask that you be real creative in trying to figure out the needs and be concerned for the people who depend on public transit.

**Joe Schettler.** I am speaking for me and my co-workers. Route 88 is the only way that we can get to work; for a lot of people the only way to get to and from work is by the bus. Without that they'd have no way of getting around. Seniors don't have any other way of getting around except taking a taxi. I have noticed that some people who for some reason are unable to have a license or car. If the buses weren't going I'd be paying at least \$15.00 a day to get to and from work. I also go to Normandale College and that would be an extra charge, so without the bus I'd have to quit my work and school or buy a car which I can't afford to do right now. I also work with a number of people who would really appreciate it if you did not take the bus off.

**Kim Cook.** I don't drive at all so the bus really helps me out. I use the bus to get to and from everywhere. I go to St. Paul from the France Avenue bus and that's the only way I can get to work.

David Sweeney. I hate to ride the bus. However, my wife and children ride the bus twice a week. We rely heavily on the Route 36 bus from Southdale to St. Louis Park. I don't think the MTC has done an adequate job in publicizing the routes and getting information out. Before you eliminate the service I would like to see you get the word out especially to the people in West Bloomington.

Tom McClellan. I have used the 88 and the 15 on a regular basis for several years to get back and forth from work. One reason you may have lost ridership on some of these routes is because of the little shoebox size buses. They're not only unpleasant to ride in but are very unsafe for the passenger. I know people personally who have quit using your bus because of those unsafe buses.

Bev Wernick. I take the 36. I am a student and I work part-time. I need to ride the bus in the midday. I don't want to see the Route 36 cancelled because I need to get to work. I don't have the money for a car. I have also noticed a number of elderly people who ride Route 36 - there are a lot of senior citizen complexes and medical facilities along the route. I therefore don't want to see Route 36 discontinued.

Delores Chupka. My son lives in a group home in Minnetonka and he depends on Route 36.

Audrey Groff. I take Route 88 to work. I start at 7:30, so I make good connections with the 18. If the Route 88 is taken off, I'd have to walk all the way from Nicollet to Knox.

UNIDENTIFIED - I take the 88 bus I am also disabled I would hope that the 88 would not be discontinued because I really need that bus.

Cecelia Maluskey. I live at Cedar Avenue in Bloomington. I take the Route 89 bus every day to Portland Avenue to get to work at Abbott-Northwestern Hospital. I hope you do not discontinue the Route 89 bus otherwise I would have to quit my job.

Lois Bendickson. I take the Route 78 bus. I have limited mobility but frequently use the bus. It's true ridership is down and your costs accounting says that if it's not profitable discontinue it. But that's an unfeeling way to deal with those who depend on the bus to get to work. Many of those people are probably not here tonight because they couldn't come because the bus doesn't run at this time of night. There are many transit-disabled people those of us will never be able to drive. Good dependable transportation should not be a privilege. It's as much a right for the disabled young or aging population as for those who are able to drive. I chose to live where I do based on my ability or the ability of transportation on a bus line. I got here tonight by Metro Mobility, but I use mainline buses when I am able. Metro Mobility is an expensive system and this will put just that much more burden on an expensive system because that many more will need to apply for it.

UNIDENTIFIED - I would just like to make one more comment - I hope you show compassion towards your customers. If you're driving a car just think about the people who cannot drive.. They have

a right to life just as much as you people.. I think you need to live in somebody else's shoes to understand so please have compassion for the people who cannot drive and need this transportation to get to and from work. So that we have the opportunity to prosper; we're no less humans because we cannot drive.

**Manley Olson.** To what degree the MTC or the Regional Transit Board have a regular procedure of getting input from the citizens and so forth. The last time I was at one of these meetings was 5 or 6 years ago. One of the questions that was asked of all the officials that came to the meeting how many came by public transportation. There was one person who indicated that they regularly rode the bus. So to what degree is the input system representative of the users of the system. Or does this only come up in crisis situations like this?

**Dennis Tollefsbol.** We're on the phone on a daily basis with our customers. We also have a very busy customer relations department. We listen to bus drivers, and they have multiple ways of informing us. You are correct a meeting like this is a crisis situation. However, we have an ongoing dialog with the public. We rarely do any major changes without informing the public.

**UNIDENTIFIED.** Just one observation, I know the MTC loses money hand over fist; all government agencies seem to. Looking at it in perspective am I right you lose about \$70 million a year which is less than the cost of the new interchange at the Mega-Mall. The highway driver is being subsidized so I can see the rationale for bus riders to be subsidized.

**UNIDENTIFIED.** I think the MTC should do all it can to help its existing riders. Because someday people may not be able to drive as they do today. I think MTC should get together and help the people that are riding it now and promote a little bit better.

**Commissioner Bruce Nawrocki.** We have heard a lot of good comments here tonight. I first want to say no member of the Commission or the Regional Transit Board is for the process where you must consider eliminating service. That's not what we're there for; we're there to build service. The facts of life are that employees of the Commission must be paid, suppliers of equipment of materials and so forth must be paid when they provide those goods and services. However, financial responsibility has to be a part of running the system.

The question was asked about input and I am happy that we've gotten the kind of input that we've gotten here tonight. As I mentioned at the beginning of the public hearing, we've had more people here tonight than any of the previous public hearings that I can remember. This is not the only input process, as Dennis mentioned there is an input through the Customer Relations Department, all meetings of the Commission are open meetings. There is a place on every agenda that allows people to take whatever it is they want to the Commission. We have an advisory committee made up of transit users, transit-dependent individuals and so forth where we try to get input. Individual commissioners get input frequently. I even get questions from people on the street who know that I am involved with the MTC. Mr. Entzel talked about talking to your legislator and that's very important. Not only the legislators, but also the congressional delegation. Historically the Legislature

in Minnesota and Congress has been rather good to transit in providing money so we can provide improved services. Both the state and federal government are having their financial problems. They look for ways to cut back. In that process people that speak the loudest or for their particular interests you've heard the least when these cutbacks come. So that's why it's important for we as individuals to talk to our legislators, talking to our congressional delegation. Try to stress the importance of transit. It makes the most impact if the call comes from one of their constituents; somebody from their respective district talking to them and telling them how important public transit is. When we the MTC talk to the Legislature or congressional delegation they are courteous. However, it does not have the same impact as the individual talking to the elected official. This is election time; candidates in this particular election, all of the state representatives, all of the state senators, all of Minnesota's congressional delegation, except one of Minnesota's senators, is up for election. So this a good time to talk to all of them and express your views and ask for their support for transit.

Another item that was brought up regards the \$2.45 subsidy. This is an item that is being reviewed by the RTB. This commission the MTC has made a recommendation to the RTB that the subsidy be looked at and the maximum subsidy level be increased because of inflation. The Regional Transit Board is actively considering this issue at this time. A comment was made about the Regional Transit Board maybe they should be abolished. To be fair, I think we should point out that when the Regional Transit Board was created the Legislature specifically mandated that the personnel level at MTC be reduced accordingly to the authorized staff of the Regional Transit Board. Whether that relationship still exists I do not know. The idea was that principally the planning function would go from the MTC to the Regional Transit Board. Part of the reason for that was whereas the MTC provides most of the public transportation service in the metro area the MTC is not the only provider. They felt that for the MTC to be the regulator of people that one might consider to be their competitors had some inequity in it.

There were comments describing maybe the MTC should use a smaller bus. There are pros and cons to the use of big buses and small buses. Historically, the smaller buses have not been as heavy duty as the larger buses that is built to run several hundred thousand miles before you have to replace it. When you compare that to 70 or 80 thousand on a smaller van you can see there are some life cycle costs differences. Furthermore, 85% of the cost of keeping a bus on the street is the labor cost and that's going to be the same whether it's a big vehicle or a small vehicle. So there is a rationale for primarily using a bigger vehicle. There are some places where because of street restrictions smaller buses make sense.

There are other things that are being looked at. Light rail transit is being studied very thoroughly by the counties, MTC, the Regional Transit Board, as an alternative to providing service in corridors where bus service now operates. It's being looked at as a possibly a more cost-effective service. But whether or not we get light rail transit will depend on the Legislature; whether they provide funding to build the system, but it is one of the alternatives that's being looked at.

Fares have been mentioned here tonight. The MTC has made recommendations for fare increases. Politically our Legislature, who historically has been kind financially to the MTC in terms of providing subsidy money, does not like to see fare increases. People in general don't like to see fare increases or tax increases or as whatever you want to call, it they don't want to the costs go up. The MTC proposal would have the \$.10 senior fare go to \$.25. That recommendation is at the Regional Transit Board at this time. If there are any further comments we would certainly like to hear them; that's part of this input process.

**UNIDENTIFIED.** We have discussed tonight the issue of routes that are operating over the \$2.45 subsidy limit however there are routes in the system that are clearly running well below that. Why can't the money from the higher used routes be used to subsidized the lower used routes?

**Bruce Nawrocki.** The MTC has no route in its system that makes money. The best route we have in the system needs a subsidy of about a nickel. Every route in the system loses a little or at very best breaks even. Also, when we're talking about subsidy we're talking only about operating costs - we're not talking about the capital cost - the local cost to replace the buses or build garages - that's a whole separate issue. The money for operating a route that breaks even or the route that has a \$2.45 subsidy all stays in the system - it all comes out of the same general revenue pot that we provide service with.

**UNIDENTIFIED.** My question is what is the decision-making process with each specific route? When a specific route hits \$2.45 and you have to think about discontinuing the route. There are some routes in the system that perform well and some that do not. How can that money be spread throughout the whole system.

**Bruce Nawrocki.** We've talked about the \$2.45 subsidy as being the point. However, the routes we're talking about here their least subsidy is on Route 88 and it was \$4.53 in January of this year. The subsidies on some of the routes are running \$8.00 - \$10.00 per passenger and even the best performing route is at \$4.53, which is well above the \$2.45 limit. So this situation has gone on for some time. I want to emphasize that there isn't anybody on this commission and there isn't anybody on the Regional Transit Board who wants to cut service. But somewhere the dollars and cents have to be considered.

**Bruce Nawrocki.** Again thank you to everybody attending this public hearing.

DISK #14-A

## EXECUTIVE SUMMARY

### MINNEAPOLIS ROUTE 51 SATURDAY AND SUNDAY (Mound, Wayzata, Minnetonka, St. Louis Park, Downtown Minneapolis)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 51 weekend services encompass a large area from the Lake Minnetonka communities through the Highway 12/I-394 corridor and downtown Minneapolis. The weekend patronage has been adversely impacted by I-394 construction activities creating traffic delays, route detours and impeded pedestrian accessibility to the route. Route 51 is programmed to become the trunk route in the I-394 timed-transfer bus service plan, which will be implemented in 1992 and will significantly restructure the existing bus service in the I-394 corridor including Route 51 weekend service.

	Saturday <u>Route 51</u>	Sunday <u>Route 51</u>
Daily Boardings	695	373
Subsidy/Boarding	\$2.77	\$5.01
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25	\$3.25
Annual Service Miles	49,641	29,439

### MARKETING PROMOTIONAL EFFORTS

- Mn/DOT, RTB and the MTC have actively marketed transit information in the I-394 corridor including direct mail marketing, newsletters, promotional campaigns for site specific transit and roadway elements of the I-394 project. Most of the emphasis is geared toward encouraging transit usage during weekday peak-hour commuting times and has proven to be effective. However, the effectiveness of sustaining off-peak weekend bus ridership appears to be hindered by construction-related route detours and schedule delays.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m., and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

Currently no other regular route bus service can be found during weekends in the Highway 12 corridor or Lake Minnetonka area.

**PUBLIC HEARING SUMMARY** (hearing minutes attached)

Time	-	7:30 p.m.
Date	-	July 25, 1990
Location	-	MTC Commission Chambers Minneapolis, Minnesota
Number of People Attending	-	14

Issues and concerns raised included need for weekend service in Mound and to Ridgedale, poor marketing efforts targeted to bus service, poor transfer connections from Route 51 to other routes.

**MTC RECOMMENDATION**

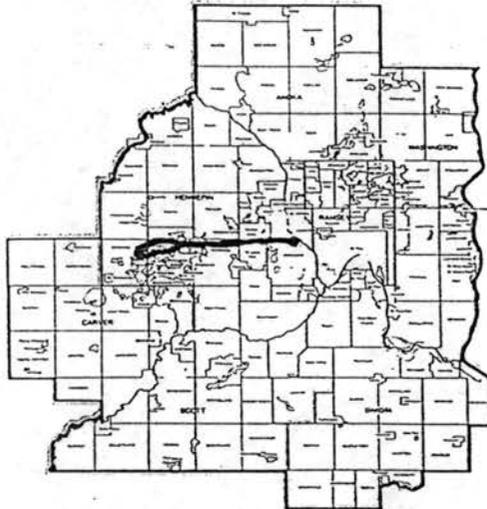
Continue Route 51 weekend service since the route is a primary element in the I-394 corridor. Once construction is done on I-394, ridership may increase.

**RTB RECOMMENDATION**

Direct MTC to restructure Route 51 Saturday and Sunday service and reduce level of service to meet actual passenger demand, inform RTB of the cost savings realized through service restructuring, and prepare to implement changes to Route 51 weekend service to reflect future I-394 timed-transfer bus service plans.

# ROUTE 51 Saturday

## ROUTE LOCATION



## CURRENT SCHEDULE

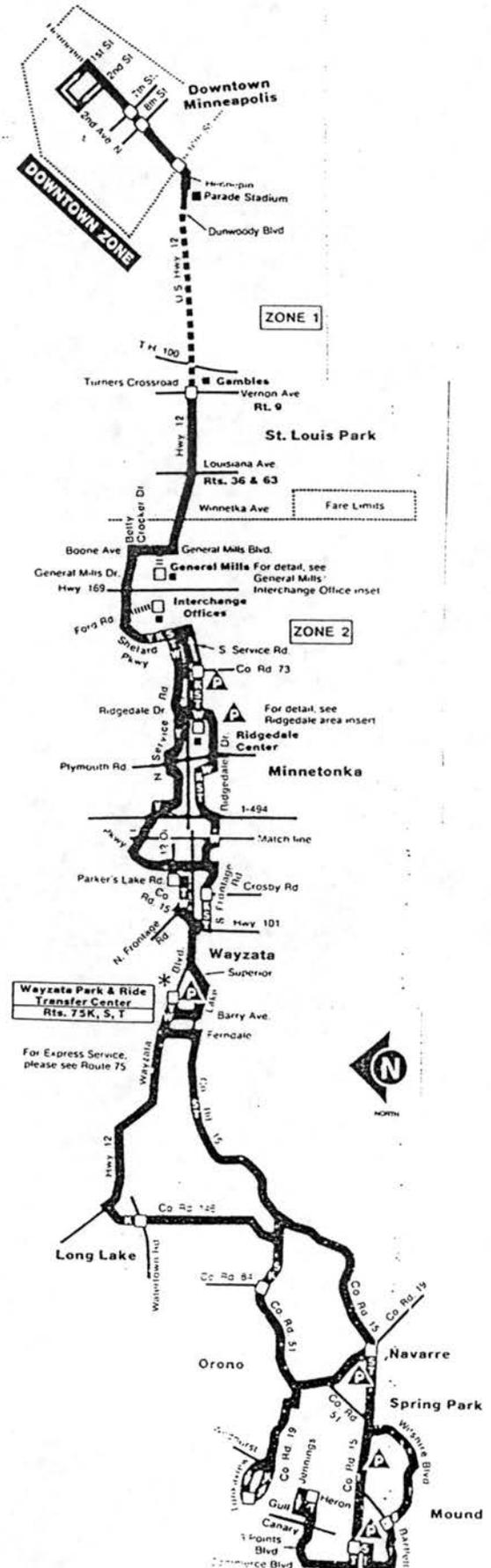
### Downtown West: From Downtown

	2nd Ave. N	8th and 2nd St.	16th and Henn. Henn.	Turners Cross Road	CoRd #73	Crosby Rd. Center	12 Oakland Center	Wayzata Park & Ride	CoRd 84	CoRd 19	Wilshire -left	Heron & 3 Points Blvd. Depot
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
51S	513	519	523	529	538	548	554	601	607	615	619	
51T	613	619	623	629	638	648	654	706	712	718		
51S	708	714	718	724	734	739	751	759	806	812	820	824
51T	808	814	818	824	834	839	851	859	911	917	923	923
51S	908	915	919	925	937	942	955	1003	1010	1016	1024	1028
51T	1008	1015	1019	1025	1037	1042	1055	1103	1115	1121	1127	1127
51S	1108	1115	1119	1125	1137	1142	1155	1203	1210	1216	1224	1228
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
51T	1208	1215	1219	1225	1237	1242	1255	1303	1315	1321	1327	1327
51S	108	115	119	125	137	142	155	203	210	216	224	228
51T	208	215	219	225	237	242	255	303	315	321	327	327
51S	308	315	319	325	337	342	355	403	410	416	424	428
51T	408	415	419	425	437	442	455	503	515	521	527	527
51S	508	515	519	525	537	542	555	603	610	616	624	628
51T	606	613	617	622	632	637	649	657	709	715	721	721
51S	706	713	717	722	732	737	749	757	804	810	818	822
51T	806	813	817	822	832	837	849	857	909	915	921	921
51S	906	913	917	922	932	937	949	957	1004	1010	1018	1022
51T	1006	1013	1017	1022	1032	1037	1049	1057	1109	1115	1121	1121

### East: To Downtown

	Heron & 3 Points Blvd. Depot	Wilshire -left	CoRd 15	CoRd 51	Wayzata Park & Ride	12 Oakland Center	Crosby Rd. Center	CoRd #73	Turners Cross Road	16th and Henn.	7th and Henn.	2nd Ave. N and 2nd St.
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
51T	539	545	551	603	609	709	719	722	734	740	744	750
51S	637	641	649	655	702	809	819	822	834	840	844	850
51T	738	744	750	802	809	906	918	921	934	940	944	951
51S	834	838	846	852	859	1006	1018	1021	1034	1040	1044	1051
51T	935	941	947	959	1006	1106	1118	1121	1134	1140	1144	1151
51S	1034	1038	1046	1052	1059	1159	1206	1218	1224	1230	1234	1240
51T	1135	1141	1147	1159	1206	1218	1221	1234	1240	1244	1251	1251
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
51S	1234	1238	1246	1252	1259	1359	1406	1418	1424	1430	1434	1440
51T	135	141	147	159	206	306	318	321	334	340	344	351
51S	234	238	246	252	259	359	371	374	384	390	394	401
51T	335	341	347	359	406	506	518	521	534	540	544	551
51S	434	438	446	452	459	559	571	574	584	590	594	601
51T	535	541	547	559	606	706	718	721	734	740	744	751
51S	639	643	651	657	704	804	816	819	834	840	844	851
51T	740	746	752	764	811	911	923	926	939	945	949	956
51S	839	843	851	857	904	1004	1016	1019	1034	1040	1044	1051
51T	934	940	946	958	1005	1105	1117	1120	1134	1140	1144	1151
51S	1033	1037	1045	1051	1058	1158	1210	1213	1224	1230	1234	1240

## ROUTE MAP



## SATURDAY ROUTE DESCRIPTION

- Minneapolis 51 is a local radial route serving Mound, Spring Park, Orono, Wayzata, Minnetonka, St. Louis Park, and Downtown Minneapolis. Specific destinations include the Wayzata park/ride, Ridgedale and Downtown Minneapolis.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 51 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	695	100,000
Subsidy Per Pass.	\$4.13	\$1.01
Farebox Recovery	14%	31.3%
Passengers/Mile	.7	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	10%	6.2%
Percentage of under 18 riders	9.5%	6.3%
Patronage Objective	733	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	49641	27,672,561
Annual Cost	\$142,400	\$104,029,673
Route Length	22 miles	
Span of Service	5:15am - 11:46pm	
# of Daily Trips	18	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

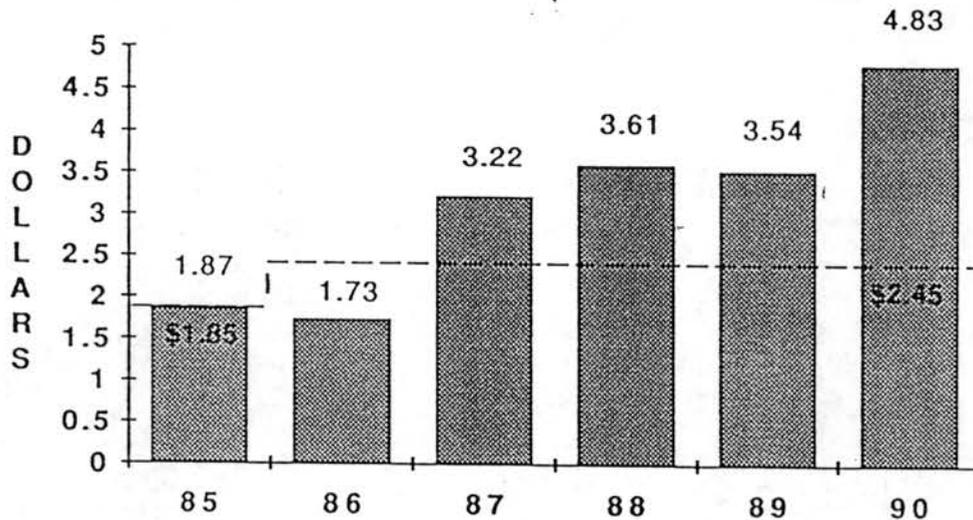
- START OF SERVICE 1969

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>SATURDAY FREQUENCY</u>
12/28/85	18	60 minutes

51 SATURDAY

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER

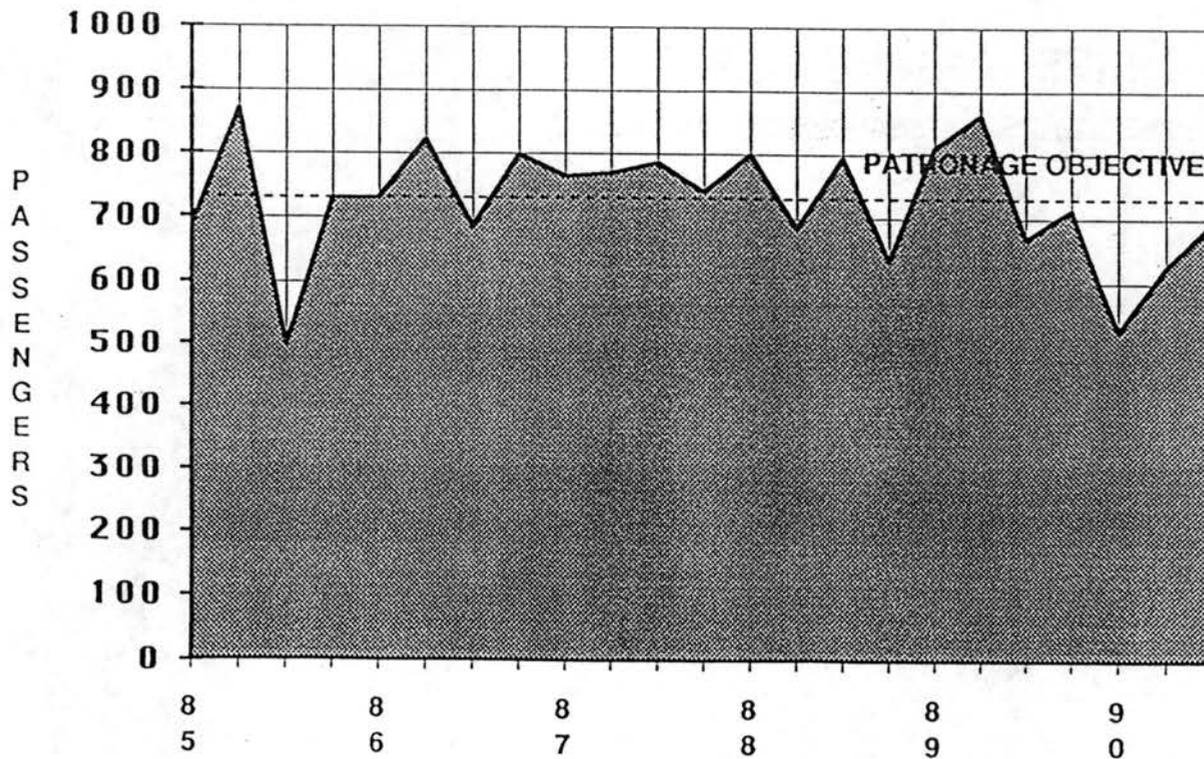


4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

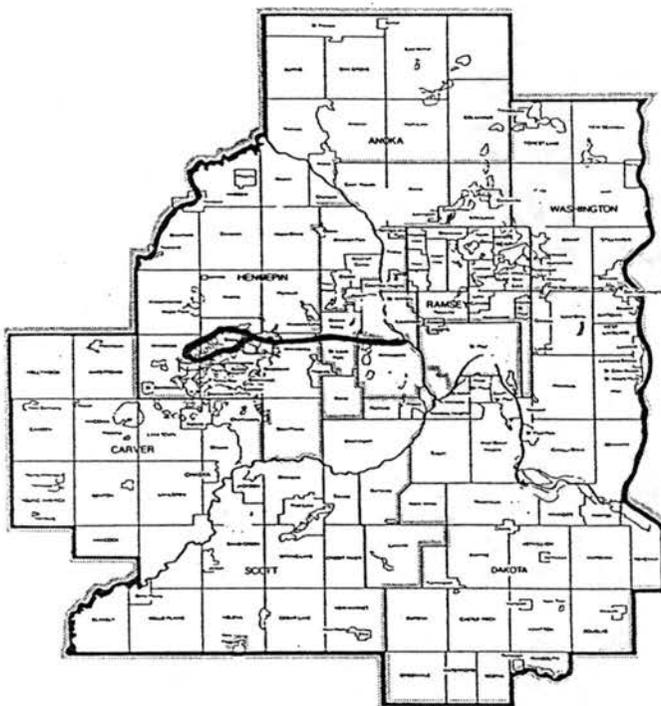
1989 SUBSIDY PER PASSENGER

\$2.77



# ROUTE 51 SUNDAY

## ROUTE LOCATION



## CURRENT SCHEDULE

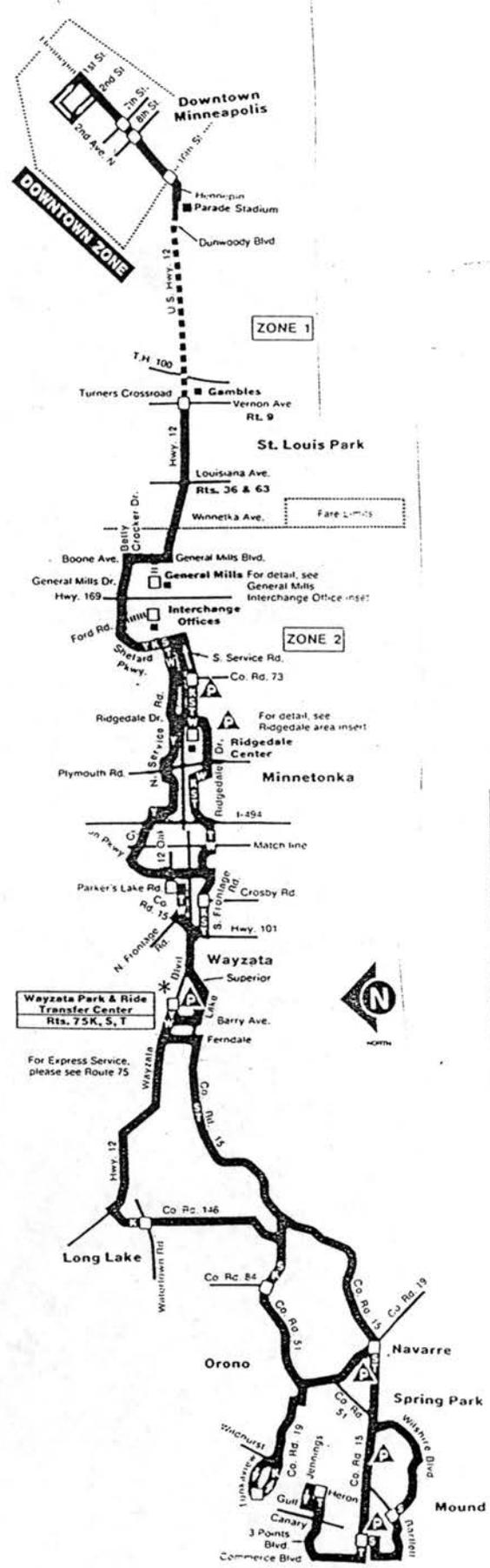
### Downtown West: From Downtown

	2nd Ave. N	8th and Henn.	16th and Henn.	Turners Cross Rd	CoRd #73 Park & Ride Center	CoRd #73 Park & Ride Center	12th Rd. Oakland	12th Rd. Oakland	Wayzata Park & Ride Center	CoRd #51 Park & Ride Center	CoRd #15 Bart	Wilshire	Heron & 3rd
51T	1007	1014	1018	1023	1033	1038	1050	1058	1110	1116	1122	1128	1134
51S	1109	1116	1120	1126	1138	1143	1156	1204	1211	1217	1225	1229	1235
	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
51T	1209	1216	1220	1226	1238	1243	1256	1304	1311	1317	1325	1329	1335
51S	109	116	120	126	138	143	156	204	211	217	225	229	235
51T	209	216	220	226	238	243	256	304	311	317	325	329	335
51S	309	316	320	326	338	343	356	404	411	417	425	429	435
51T	409	416	420	426	438	443	456	504	511	517	525	529	535
51S	507	514	518	523	533	538	550	558	605	611	619	623	629
51T	607	614	618	623	633	638	650	658	705	711	719	723	729

### East: To Downtown

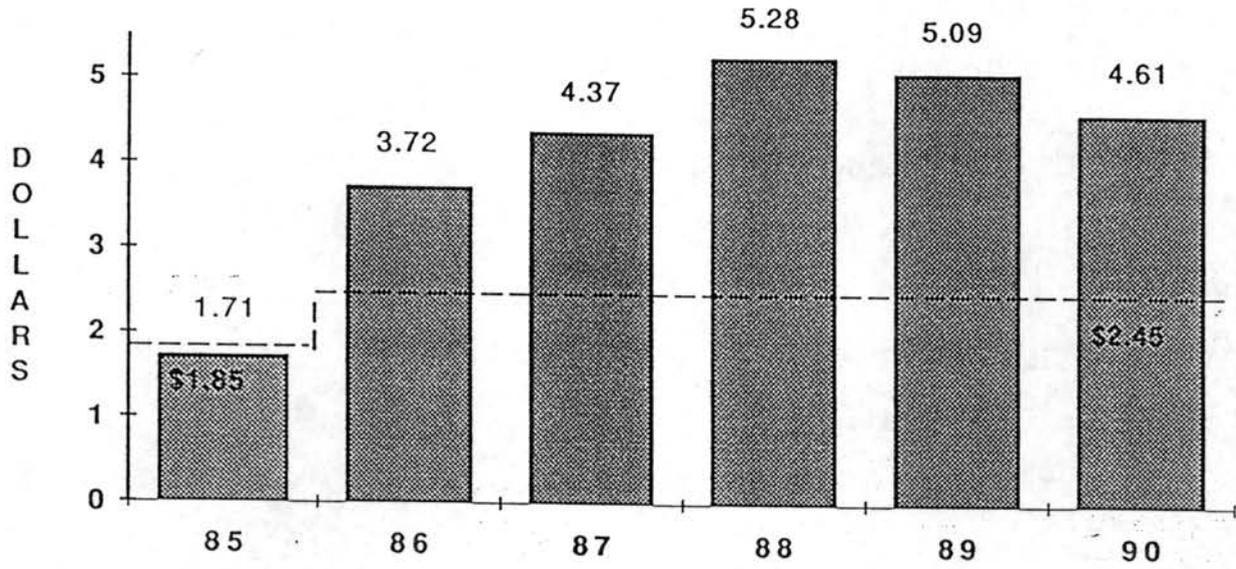
	Heron & 3rd	Wilshire	CoRd #15 Bart	CoRd #51 Park & Ride Center	Wayzata Park & Ride Center	12th Rd. Oakland	Crosby Rd. Oakland	CoRd #73 Park & Ride Center	Turners Cross Rd	16th and Henn.	7th and Henn.	2nd Ave. N
51S	1034	1038	1046	1052	1059	1106	1116	1119	1131	1136	1140	1147
51T	1135	1141	1147	1159	1206	1218	1221	1234	1240	1244	1251	1257
	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
51S	1234	1238	1246	1252	1259	1306	1316	1319	1331	1336	1340	1347
51T	1335	1341	1347	1359	1406	1418	1421	1434	1440	1444	1451	1457
51S	234	238	246	252	259	306	316	319	331	336	340	347
51T	335	341	347	359	406	418	421	434	440	444	451	457
51S	434	438	446	452	459	506	516	519	531	536	540	547
51T	535	541	547	559	606	618	621	634	640	644	651	657
51S	634	638	646	652	659	706	716	719	731	736	740	747

## ROUTE MAP



# 51 SUNDAY

## 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



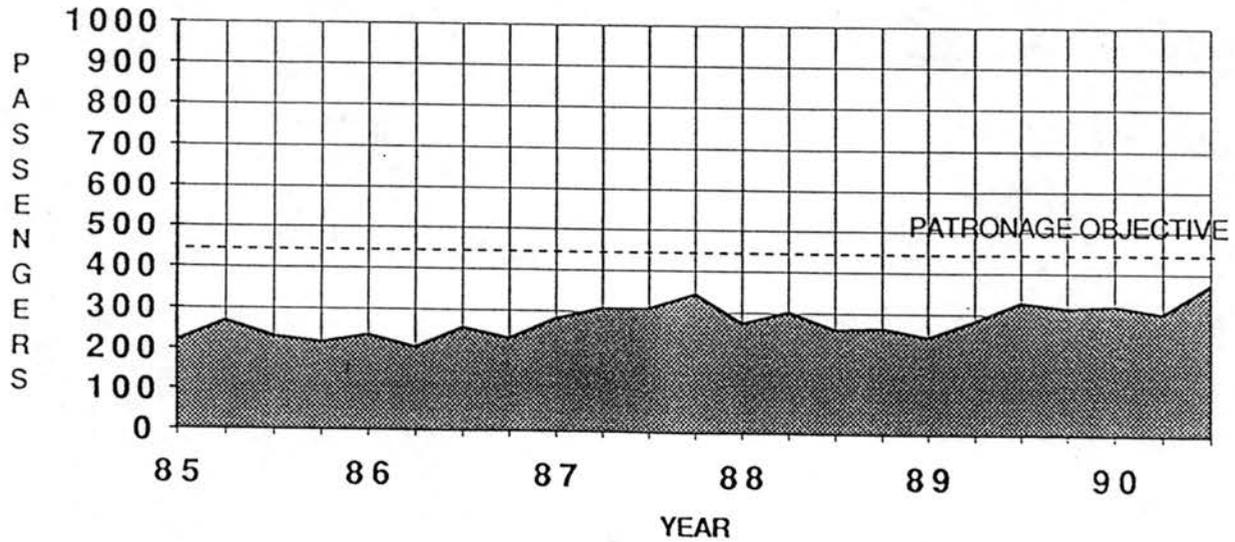
## 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$5.01

## DAILY RIDERSHIP HISTORY



## SUNDAY ROUTE DESCRIPTION

- Route 51 sunday service follows the same route as the saturday service. The service runs on a 60 minute frequency from 10:07AM to 7:45PM.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 51 SUN</u>	<u>SYSTEM *</u>
Average Daily Boardings	373	50,000
Subsidy Per Pass.	\$3.96	\$1.01
Farebox Recovery	14%	31.3%
Passengers/Mile	.71	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	11.3%	6.2%
Percentage of under 18 riders	10%	6.3%
Patronage Objective	435	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	29439	27,672,561
Annual Cost	\$88,785	\$104,029,673
Route Length	22 miles	
Span of Service	10:00am - 7:45pm	
# of Daily Trips	9	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

- START OF SERVICE 1969

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>SUNDAY FREQUENCY</u>
12/28/85	9	60 minutes



PUBLIC HEARING

ROUTES #36 & #51

M.T.C. COMMISSION CHAMBERS

JULY 25, 1990

Good evening ladies & gentlemen, my name is Dennis Tollefsbol. I am the Manager of the Service Planning & Scheduling Department for the MTC. We have scheduled this meeting tonight to begin the process of talking about dealing with some very high subsidy routes. The two that we would like to talk about tonight are the Route 36 Crosstown, which operates Monday thru Friday, and the Saturday and Sunday service that operates on the Route 51 Mound service.

Before we get too far in this I would like to, if I may, introduce two commissioners that are here with us in the meeting; Commissioner Bruce Nawrocki and Commissioner Ray Waldron. As I said, this is just the very beginning of the process. The way the process will run is we will hold public hearings, we will listen to you, take your testimony- we are recording this meeting - we would like to know everything you have to say. I do not have all the answers; all I can do is tell you what is happening and I want to listen to you the riders, we have some drivers with us they can help also. From here a recommendation will go to the Commission- the Commission will decide and their recommendation will go to the Regional Transit Board. The Regional Transit Board is our funding agency and they will make the final determination as to what will happen to these routes. There are a number of things that can happen:

1. The Regional Transit Board can say keep running the service - don't change anything just keep operating - they can do that because they're paying the bills.
2. They can say quit running it- effective this date we will subcontract it. They will get another operator with less cost in their company to run the service.
3. They can say MTC, you subcontract the service - in other words we are the contractor we will go and find another contractor with the smaller cost than what we have.
4. They can say terminate the service - just stop!

What I would like to do is to open up the floor for your comments. If you have questions and I can answer them I will do so. If I cannot, please give me your name as you speak and I will try to get back to you.

We have a sign up sheet. If you have not signed up on this sheet I would appreciate it if you would. A copy of this meeting and the typed notes for this meeting will be sent to everyone that is signed up here. Also, all the people that have written to us on Route 36 and 51, which so far is considerable, will also be sent the notes from this meeting. Kindly open the floor anyone?

Could I just ask how this location was chosen? Oh I'm sorry, my name is Melanie Benson and I am an MTC DRIVER and have been for almost 14 years. It seems to me that people who would rely on these suburban crosstown service of the 36 line may not be able to get into downtown Minneapolis on a weekday night or a meeting as late as 7:30 P.M. and people who rely on the 51 line on the weekends may also find it difficult to get into downtown

Minneapolis and back out to Mound /Wayzata to come to a hearing like this.

**DRT:** Well when I first started looking at places to hold this meeting, normal places such as Ridgedale, Hennepin County Libraries, public schools, none of them are available. I found a church that I could use but it was well out into Wayzata. This place has got relatively good bus service, the 5, 19, and 22 go by here so it was the lesser of the evils. However, there are two Route 36 public hearings - there is also one that will be held at the Southdale area Hennepin County Library. Does anyone have comments on Route 36, Route 51 Saturdays?

**My name is Delores Chumpkin** - We're here on behalf of our son Edward who is handicapped and rides the 36 every day. It will just be a real inconvenience for him to have to go way downtown and then back out again. He works at Byerly's in St. Louis Park. So that's what brought us here - to oppose discontinuing of the 36.

**DRT/Thank you, next one?**

**My name is Eva Broude** and I take the bus everyday. I work at Ridgedale and I rely on it.

**Arnie Entzel** - Yes I'm from the Amalgamated Transit Union and I was just wondering what type of a marketing program has the MTC Scheduling Department done in the area where this route serves to indicate to the people there the necessity for keeping this route in that area and explaining to them the places that these buses go. Where these buses service may be of interest to the riding public in that area.

**DRT/No direct marketing has been done for years.** The main reason for that is because of the extremely high cost to do direct marketing of single route.

**Arnie** Sure there is a cost in it, but it's a public service agency. I guess one thing that I'd probably suggest is that in routes or on routes like this where there is a potential of losing the service to the people in that area that an effort be made to market in that area and explain to the people where these routes go and what can be done to keep service in that area.

**No Name--**Has the ridership dropped off? Has it always been low? What is the reason that they're proposing to discontinue it?

**DRT/** I have records back to 1985. It has always been very very low.

.. Is that every trip ?

**DRT/** The route as a whole.

**I'm Corrine Kresge** and I take the 36 when I have to go to the doctor or when I am working or even when I'm going shopping and I don't have no way to go now if you take off the 36 bus.

**DRT-** We have received a number of letters that say the same thing. Melanie?

Melanie Yeah according to the route profiles that were put together in March of 1990 the 36 line carries 155 passengers every weekday - Is that correct?

DRT/ - That is a single day. Yes, a single average day.

MELANIE So it appears to me that, even though we have a limited number of people in this room, that is a large number of people who rely on that service and it would be a shame for the people to lose that service. The route profile sheet also gives the per passenger subsidies for the other routes in the Metropolitan Transit Commission system both in Minneapolis and St. Paul and many of these routes have very low per passenger subsidies as low 10¢ per passenger on the 16 line for example. Many routes have subsidies of a \$1.00 many other routes have subsidies below \$1.50. I don't understand why just because some routes are above an arbitrarily established subsidy level, why can't these just be averaged out in the interest of public transportation? This is after all a system that provides a public service and it just seems to me that you're destroying the integrated system if you start chipping away some routes that may be operating at a high subsidy. If you averaged it out I don't think the subsidy would be that high.

Maybe you could go into a little of the history of how this \$2.45 per passenger subsidy was established and how long ago that was and the fact that it hasn't been adjusted for inflation for 4 years.

DRT- What you say is true. However, the Regional Transit Board and the MTC got together and came up with the inflationary factor that brought the subsidy to \$2.45. There has been an agreement between the MTC and the Regional Transit Board on adjusting it up or down as the inflation rate moves however, this has not been done to my knowledge. I do not schedule the meetings. However, it might be in the near future.

**Commissioner Nawrocki-** The Commission has asked the Regional Transit Board to look at increasing that maximum subsidy before discontinuance.

DRT/That's true - If I may I would like to introduce Chair Faircy of the Metropolitan Commission and Commissioner Paulson also at this time.

**My name is Elaine Ryder** and I am a TIC representative. I work in the information Department and I also live close to the 36 bus. I have a couple of suggestions of what I think could be done to save the 36 bus. If they would put it on early and late as rush hour times to get people to and from work. This would not help people during the day, but it would help people getting to and from work. I think there could be an earlier bus that goes up to Shelard so that people that start work at 7:00 could get to work. Maybe do a study or something on that, but I think people would ride that bus. I know one of my friends would definitely ride if it would go earlier. And if maybe they could straighten out the route a little bit so it would be a little bit faster. That might work and I think the times should be adjusted a little bit - it seems like in the Information Department we have trouble with connecting something with a 36. It doesn't connect, either it's real close and I am scared that if one bus is a little late then they're going to have sit and wait 2 hours for the next bus. I'll opt to have them go downtown or go to Lake and Florida to have them transfer just because some of the connections are so tight. I think that there should be some work done on doing some rescheduling of the bus to make connections a little bit better. As an information operator,

I could use it more often and thus the riders could use it more often as I could give it to them as a better connection.

DRT/Do you have a route that you'd like to suggest that we key it off of?

Elaine - I guess I've not really thought about it.

DRT/ It crosses and connects with a lot of service. If you try to key it off the 17 then people that ride the 6 or 28 to it, or like some of the letters that I've gotten ride the 88 or the 89, they're going to miss the connections. It's extremely difficult.

**No Name** - Maybe rephrase the same question - but I am curious. When you decide getting rid of a route like the 36 who is in the decision making? Will you be looking at the ridership? Changing things like scheduling?

DRT/ Yes we have done that. Route 36, at one time, had Saturday service. The bus driver drove around alone. It's really too bad because the 36, from a planning standpoint, should have been a stunning success because it served two very major retail markets: Southdale and Ridgedale. It served very good employment markets like Shelard and General Mills; it should have been a success.

**Arne Entzel**- Ok, following that question or comment - Is it possible to conduct some type of survey in that particular area to find out why people are not using it? Maybe the marketing comment I made earlier in an effort to market this bus saying some of those things you just said. It goes between these two areas and your chances of getting to the shopping centers and so on would be a selling point. It would be a real interest to find out why people aren't using it for service to two areas that a lot of people go.

DRT/Direct route marketing has been tried before. There are questions and answers to both sides of the direct marketing aspect. You can market routes that are doing poorly and try to build the ridership or you can market routes that are doing very well and try to keep the ridership growing. Both have been tried, neither of them seem to be extremely successful. We have tried working with retailers at Ridgedale and Southdale in marketing the bus. There does not seem to be a large demand. The demand for crosstown service, with but few exceptions, is very hard to justify on a purely ridership basis.

**My name is Steve Smith** - I am the mayor of the City of Mound and I didn't come here tonight to cheer on the demise of Route 51. I guess, first of all, the notice that we received was the usual postage stamp size notice with no fill-in. We had to inquire as to what this public hearing was about.

DRT/Did you get one of these in the mail?

Mayor Smith - I did not get one.

DRT/ It was sent to every city.

Mayor Smith - But in the past few days, in talking about this with people that I work with at city hall and also the citizens, there is a feeling that they use the bus; they need it despite what your numbers may show. There is a feeling that, if Mound and the other lake areas is part of that well from which your subsidies are derived, why should we continue to be a part of that if we're

not going to have a route because that is the only bus line in the City of Mound. Also there is a feeling I'm sure that's going everywhere and that is if we're going to have a good environment, we need more mass transit not less. So I'm here tonight to tell you that the City of Mound will go on record saying that we want no decrease in service. We want, if subcontracting should occur, no decrease in the quality of service and we certainly would want no fare increases beyond what would normally be experienced if there were no changes.

DRT/Thank you very much.

**I'm Mary Sutton** - I have been a bus driver for 11 years. I think I can say that most of MTC drivers take a lot of pride in their work and a lot of pride in being able to answer questions from customers about what line they can catch from a certain bus like that and to see lines taken off completely or even subcontracted is distressing to us, but we also have some selfish reasons at hand because our jobs are at stake. We provide high quality service right now and we have good paying union jobs with good benefits, which every human being on the earth deserves, and what's been happening with some of these suburban routes so far in subcontracting is they're going to private companies who are making very high profits and not providing as good a service. Their drivers are making low wages and have no benefits and they're mostly part-time drivers and this is the kind of thing that RTB is promoting and the budget for the RTB is over 2 million dollars a year and they've only existed since 1984. So when they're trying to save money by paying workers less we need to look at really where the high costs are going. We want the public to support our union jobs.

DRT/Thank you Yes sir

**Marlin Jensen** - To echo Mary's comments, I am Marlin Jensen, a driver. I drive the 51 for 3 days out of the week and I've only been driving here for about 2 years. I come from a work history with private bus contractors. I have watched the turnover rates with their drivers; in the neighborhood of 70% a year. The drivers cannot stay there because the pay is too low, consequently their experienced drivers leave there, which would leave it open for accident rates to go up. They're just having a constant turnover of drivers. I think that to subcontract these routes out to other contractors, non-union contractors, they're going to end up with inexperienced drivers on the road. Thank you.

??? As we're sitting here talking I'm just thinking I'd rather go for these routes. I have been for awhile, but I'm just thinking about this in concrete terms of why you might be losing ridership. I remember when I used to drive that route. One of the chronic problems with that route is that the bus was often running 20 minutes late which, if you're standing out in sub-zero weather, you will find another way to get where you need to go. This was a problem that went on for years, so I feel some frustration about us doing everything to solve the problem with these routes and keep the ridership up. Because, for me, that's the case in point, where I remember when I drove that line I was constantly telling the supervisors and management that they send somebody out. I'm so far behind here that these people are having to wait for 30 minutes and there's nothing I can do and it happens all the time and it was when I got back. That's the way that that route is. So I am

wondering if we have really done everything that we can to solve some of the problems with the ridership.

DRT - Thank you

My name is Gil - ,, Once every 2 hours and you're stuck if you don't catch it on time or if you have a certain place to go be at a certain time you have to wait 2 hours to get some place. It's just -very inconvenient.

**Melanie Benson** - I guess I have a question about the history of the route 36. Did the service used to be more frequent? It seems it ran every hour and it has been cut back. Another concern is that as the service is cut back the ridership is going to decline even further as this downward spiral, that we talked about before, are subsidies, so you cut service to try save costs but in the meantime you're losing riders on the public service angle is going down so it's a downward thing rather increasing service so more riders would ride

?? Like errands: they will take a bus to a dentist or different places and they get there and they're done in a half hour. Then they have to wait an hour and a half.

?? You mentioned other public hearings - How many do you anticipate and what's the time frame from beginning to end in recommendations?

DRT/ There is going to be 8 public hearings scheduled between now and the end of August. They include routes in Minneapolis and in St. Paul.

?? On other routes?

DRT/ Yes

?? So this is the only public hearing on 51?

Drt/This is the only one on Route 51. There are two on Route 36.

**Mayor Smith** -I'm just one voice but you have 10,000 potential bus riders in the City of Mound, so please don't overlook us.

DRT/Certainly not.

**My name is Peter Eklay** and I am dependent on the bus route 51 and while I realize that the weekend ridership bus service has gone down, I am also very concerned about handing it over to another entity. I have that concern because I have watched your bus, (I might be quoting the number wrong), but I believe it's the 69 between Wayzata and Shoreview (Excelsior) (67), I have noticed that the buses in Wayzata are supposed to meet east/west about the same time and the Shoreview (Excelsior) bus is supposed to be there also at the same time. I have noticed that the Mound bus coming through to Minneapolis gets to the Wayzata bus stop at the Park & Ride. The shuttle gets there and will leave before the Mpls bus arrives. I am concerned about similar incidents to begin handing the west end of the 51 route over or the entire 51 route over to another group of people on the weekends. It also gets to be a problem on the weekend. If that would happen: let's say I was going out to Mpls on 7:00. Let's say I miss that bus at Ridgedale or wherever the bus over would be, I would have to wait X number of minutes until the bus out to Wayzata would go and I would find that if you inconvenience me,

my family would find it an inconvenience and the stress in my household would be much worse. I'm lucky that I'm even here tonight.

**I'm Kim Harmon** - I'm with the City of Minnetonka. In terms of the 36 my understanding of the future plans for the MTC was to start not always going through the downtown areas. Recognizing that there's a lot of cross-suburban traffic in terms of employment and in retail. Efforts to try to do more lateral movement without necessarily going through downtown.

I'm just wondering if something more is in the future after LRT is in.

DRT/ - I would like to see more crosstown mass transit. However, the cost of providing that vs. the usage is very high. There are not the major draws, however, Southdale/Ridgedale are not included, but they don't draw like downtown draws or the University of Minnesota draws. The problem is is that the cost is the same whether you serve a crosstown market or you serve a downtown market. This is where the decisions have to come from the Commission or the Regional Transit Board, planning agencies and the Legislature. Where you put your dollars - you put your dollars on your best routes, you try to drum up new service, I can't tell you. I was here when 36 began and I thought we had a winner. I did not think you could ask for a more pure route than Route 36. It just didn't work.

... How long ago was this?

DRT/I have data back to 1985: late '85.

...I've been a rider of the 36 for a number of years. I know what the route is like. I have always wondered if the routing for that bus was routed efficiently. I was wondering if you could remember any of your methods to route it.

DRT/ I don't think there was an alternate route suggested. I think when the Route 36 was designed, it was designed to hit as many of the high spots between Ridgedale and Southdale as it could within a reasonable time frame

**Arne Entzel** -When you started that route wasn't the RTB involve in pushing that route also?

DRT/ RTB was not in existence when 36 came about.

ARNE: No after the route was going it seems to me I remember some discussions at the RTB that they wanted to keep it going. I guess if that be the case, I could see the need for their involvement.

DRT/ They will be involved. There are many things that will be involved in the decision-making process and this is the bottom rung of the ladder. This is the reason we have this meeting. We need to listen to you and that's why we're here.

?? I think I'd like to follow-up on Mr. Kelly's comments for a minute. What he mentioned about buses making connections or not making connections out in the suburbs and the difficulty that can cause for people who are dependent on public transit. One of the pluses, I think, that the MTC has over these

other providers is that we have a central radio control center. All of the MTC buses are equipped with radios and can call in to a control center which

can then communicate with other buses. If a bus is running behind schedule and a passenger needs to make an important connection, especially out in the suburbs, like that. It is an integrated system. The majority of MTC drivers who have been driving for over 10 years have got the experience, they've got the control center. It's a whole system that should be kept solid and one. The other operators don't have that, they don't have the experience, they don't have the facilities, they don't have any of that. I can see that being a real problem if it starts getting pulled out.

?? It's a unique network. If you have an outside party handling that, they may not be able to respond to a problem.

That doesn't mean we do have problems, because it's one of the better bus lines out there #51. It's nice to know we have the 51.

??? We're talking about recommendations that are going to be going down the line to the Commission and the RTB. It sounds to me like there should be an experiment at least on the 36. Reschedule it so it's not 20 minutes late out there on the hour, and have some of the communities volunteer to distribute leaflets. To cut down the costs, get a volunteer group going to leaflet the neighborhoods that are around the route. I bet we could get drivers to help with that also.

DRT/I would like to thank you all for coming and I would like to thank all of you for taking time out of your busy days to come here and help us begin this process. Because it's a very difficult process for us as well as for you. We hope that we can do something to help increase the numbers on the routes, do something to help save the routes. We thank you very much for your participation.

**DISK #7-A**

## EXECUTIVE SUMMARY

### ST. PAUL ROUTE 10 SATURDAY AND SUNDAY (St. Paul)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 10 is a predecessor Twin Cities Lines Bus Company route that interlines or connects the St. Clair Avenue route in the Groveland-Macalester/Summit Hill area of St. Paul with the East Seventh Street/Forest Avenue route in the Phalen-Payne area of St. Paul. The "linking" of these route spokes is done for efficient operations but has not sustained continued ridership, especially during the weekends. Over time, weekend ridership has diminished and MTC has reduced service even to the point of eliminating Sunday service on the east route—Payne/Phalen area. Weekend Route 10 services are designed to "line up" with other MTC routes in downtown St. Paul offering scheduled connections and promote transferability. However, these route connections in the downtown area scattered and need to be reevaluated for their effectiveness.

	<u>Saturday</u>	<u>Sunday</u>
Daily Boardings	289	127
Subsidy/Boarding	\$2.91	\$3.52
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25	\$3.25
Annual Service Miles	10,708	6,872

### MARKETING PROMOTIONAL EFFORTS

- 43 outlets provide free Route 10 bus schedule information.
- Transit Information Center—operator assisted telephone service weekdays 6:00 a.m. to 11:00 p.m.; weekends 7:00 a.m. to 11:00 p.m.
- Cityline 24 hours a day, 7 days a week
- Recently MTC has installed posted bus schedule and route information in all private and city owned bus shelters in downtown St. Paul.

### SERVICE ALTERNATIVES

- Other MTC bus routes are within one-half to one mile walking distance of Route 10.
- Private taxicab service.

**PUBLIC HEARING SUMMARY** The public hearing on Route 10 was held simultaneously with hearings on Routes 11, 49 and 61 (hearing minutes attached)

Time	-	7:30 p.m.
Date	-	August 2, 1990
Location	-	St. Paul Courthouse Annex Downtown St. Paul
Number of People Attending	-	18
Number of Letters Mailed to MTC Regarding Route 10	-	19

**MTC RECOMMENDATION**

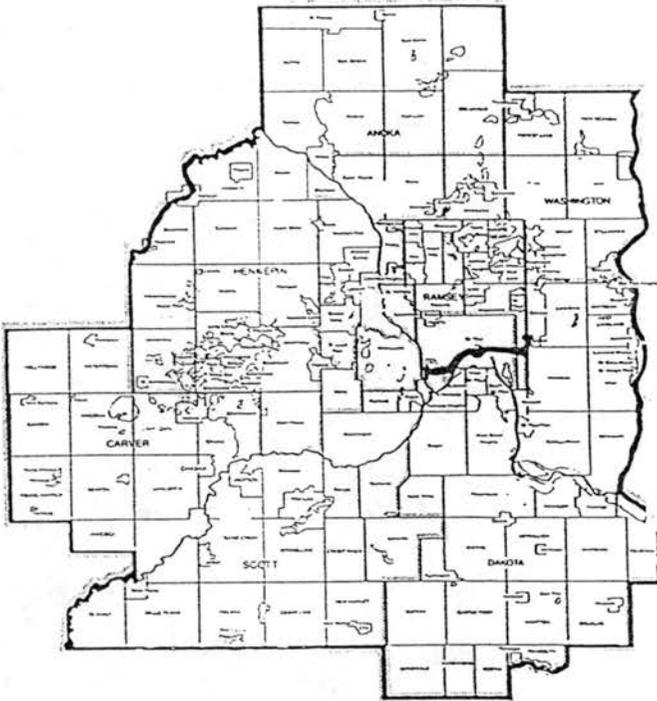
Subcontract Route 10 Saturday and Sunday service.

**RTB RECOMMENDATION**

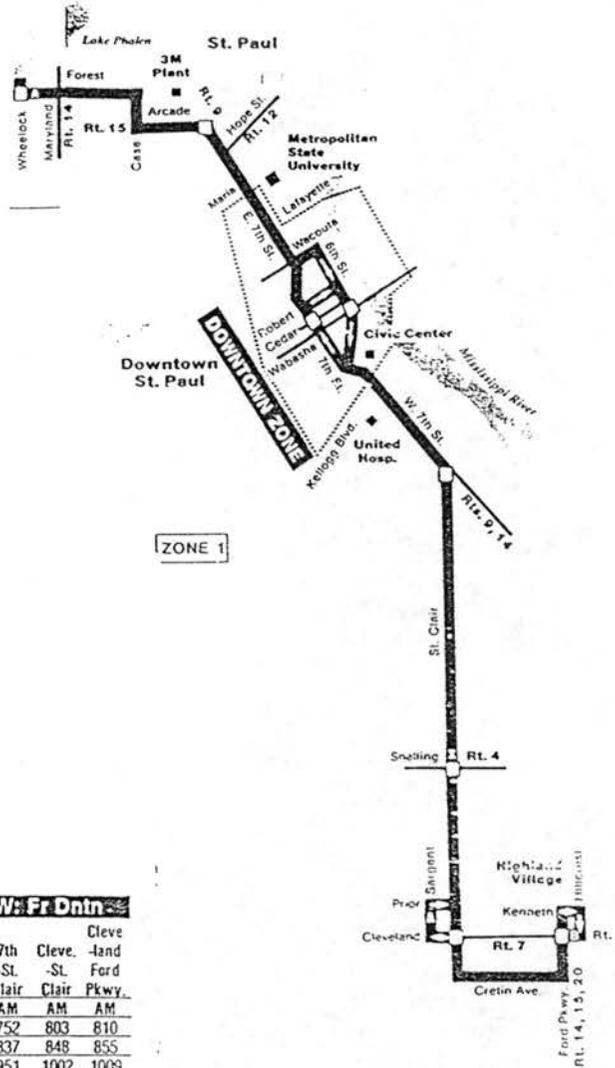
Direct MTC to continue Route 10 Saturday and Sunday service and examine current route and scheduling practices for ways to improve system transferability.

# ROUTE 10 Sat. and Sun.

## ROUTE LOCATION



## ROUTE MAP



## CURRENT SCHEDULE

### Saturday

E: To Dntn					Dntn		E: Fr Dntn					W: To Dntn					Dntn		W: Fr Dntn				
Cleve. -land Ford Pkwy.	Cleve. -St. Clair	7th and Clair	7th and Cedar	7th and Arcade	7th and Wheelock	Forest & Wheelock	Forest & Wheelock	7th & Arcade	6th & Wabasha	7th & Clair	Cleve. -St. Clair	-land Ford Pkwy.	Forest & Wheelock	7th & Arcade	6th & Wabasha	7th & Clair	Cleve. -St. Clair	-land Ford Pkwy.					
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM				
10A 647	659	706	715	722	722	10B 729	736	746	752	803	810	810	10B 814	821	831	837	848	855	855				
10A 733	745	751	800	807	807	10B 814	821	831	837	848	855	855	10B 928	935	945	951	1002	1009	1009				
10A 820	827	839	845	854	901	10B 1028	1035	1045	1051	1102	1109	1109	10B 1128	1135	1145	1151	1202	1209	1209				
10A 920	927	939	945	954	1001	10B 1228	1235	1245	1251	102	109	109	10B 128	135	145	151	202	209	209				
10A 1020	1027	1039	1045	1054	1101	10B 228	235	245	251	302	309	309	10B 328	335	345	351	402	409	409				
10A 1120	1127	1139	1145	1154	1201	10B 428	435	445	451	502	509	509	10B 528	535	545	551	602	609	609				
10A 1220	1227	1239	1245	1254	101	10A 628	635	645	651	702	702	702	10A 728	735	745	751	802	802	802				
10A 120	127	139	145	154	201	10A 828	835	845	851	902	902	902											
10A 220	227	239	245	254	301																		
10A 320	327	339	345	354	401																		
10A 420	427	439	445	454	501																		
10A 520	527	539	545	554	601																		
10A 620	627	639	645	654	701																		
10A 727	739	745	754	801	801																		
10 827	839	845																					

### Sunday and Holiday

East: To Dntwn					Dntwn		Dntwn					West: Fr Dntwn							
Cleve. -Ford Pkwy.	Cleve. -St. Clair	Snell -St. Clair	7th and Clair	7th and Cedar	7th and Kell	7th and Snell	6th & Wabasha	7th & Kell	7th & Clair	Snell -St. Clair	Cleve. -St. Clair	Cleve. -Ford Pkwy.	6th & Wabasha	7th & Kell	7th & Clair	Snell -St. Clair	Cleve. -St. Clair	Cleve. -Ford Pkwy.	
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	
10 929	936	940	947	950	953	10B 1000	1003	1006	1013	1016	1023	1023	10B 1100	1103	1106	1113	1116	1123	
10 1029	1036	1040	1047	1050	1053	10B 1200	1203	1206	1213	1216	1223	1223	10B 100	103	106	113	116	123	
10 1129	1136	1140	1147	1150	1153	10B 200	203	206	213	216	223	223	10B 300	303	306	313	316	323	
10 1229	1236	1240	1247	1250	1253	10B 400	403	406	413	416	423	423	10B 500	503	506	513	516	523	
10 129	136	140	147	150	153	10B 600	603	606	613	616	623	623							
10 229	236	240	247	250	253														
10 329	336	340	347	350	353														
10 429	436	440	447	450	453														
10 529	536	540	547	550	553														

HOLIDAY SERVICE OPERATES ON THE FOLLOWING HOLIDAYS: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas

## SATURDAY ROUTE DESCRIPTION

- St. Paul 10 Saturday is a local radial route serving St. Paul. Specific destinations include Lake Phalen, the 3M Plant, Metropolitan State University, United Hospital, the Civic Center, Highland Village, and downtown St. Paul.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 10 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	289	100,000
Subsidy Per Pass.	\$4.09	\$1.01
Farebox Recovery	11%	31.3%
Passengers/Mile	1.0	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	21%	6.2%
Percentage of under 18 riders	12%	6.3%
Patronage Objective	295	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	2	
Annual Service Miles	10708	27,672,561
Annual Cost	\$62,479	\$104,029,673
Route Length	8 miles	
Span of Service	6:45am - 9:00pm	
# of Daily Trips	15	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

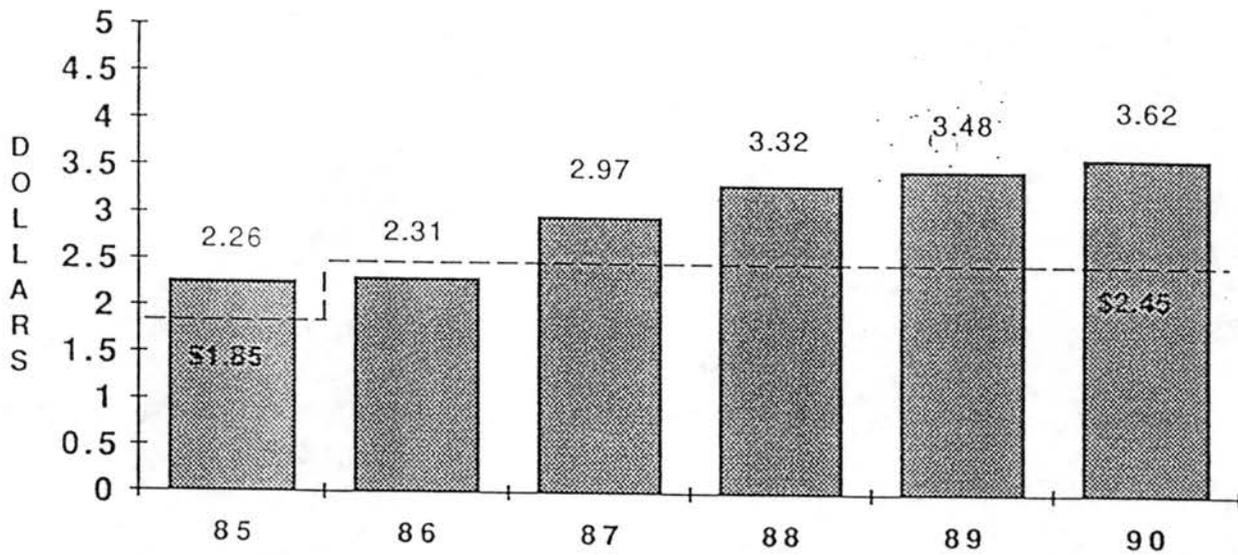
- START OF SERVICE pre 1976

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF SAT TRIPS</u>	<u>SAT FREQ</u>
10/05/85	19	30 min
6/15/87	15	60 min

# 10 SATURDAY

## 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



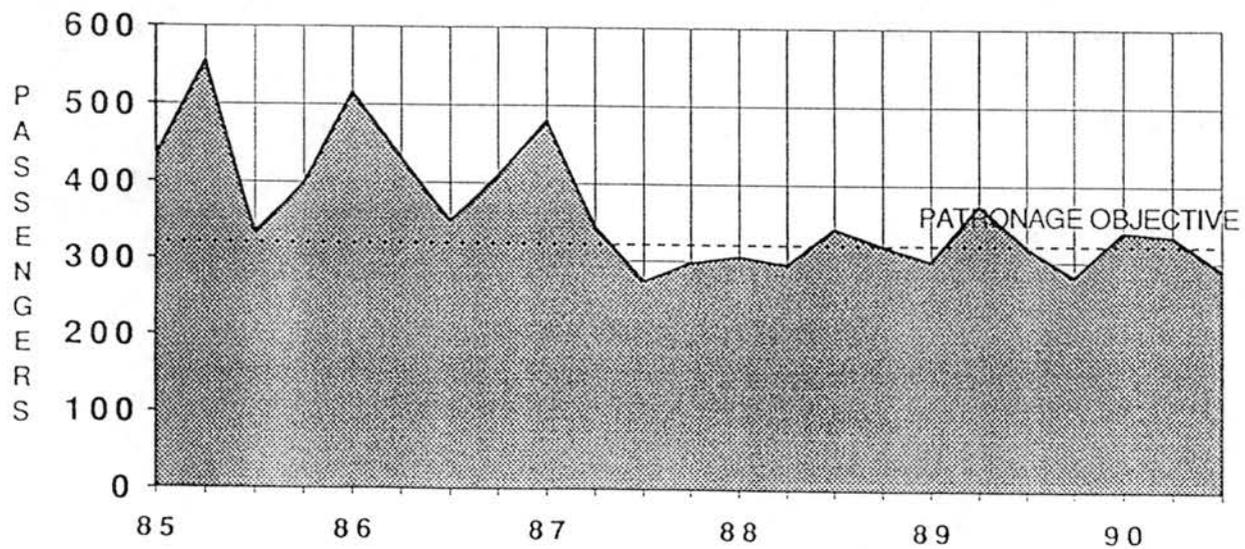
## 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$2.91

## DAILY RIDERSHIP HISTORY



## SUNDAY ROUTE DESCRIPTION

- St. Paul 10 Sunday service follows the same route as the Saturday service but does not serve Lake Phalen, the 3M Plant, or Metropolitan State University.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 10 SUN</u>	<u>SYSTEM *</u>
Average Daily Boardings	127	50,000
Subsidy Per Pass.	\$3.66	\$1.01
Farebox Recovery	12%	31.3%
Passengers/Mile	.91	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	32.3%	6.2%
Percentage of under 18 riders	8 %	6.3%
Patronage Objective	157	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	6872	27,672,561
Annual Cost	\$32,616	\$104,029,673
Route Length	4 miles	
Span of Service	9:30am - 6:30pm	
# of Daily Trips	9	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

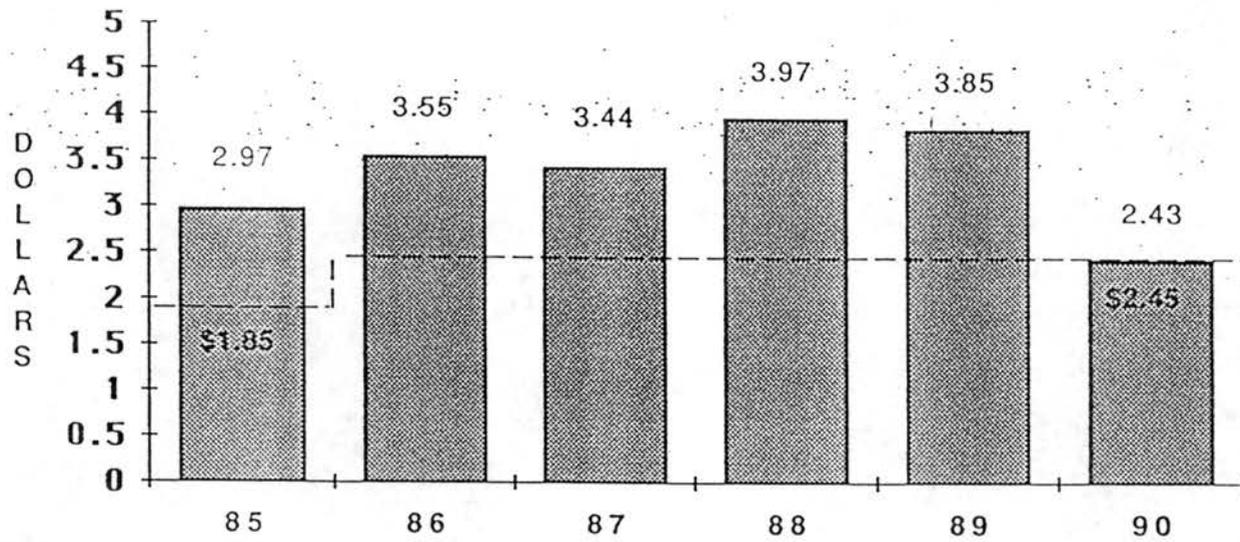
- START OF SERVICE pre 1976

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF SUN TRIPS</u>	<u>SUN FREQ</u>
10/05/85	9	60 min
6/15/87	9	60 min

## 10 SUNDAY

### 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



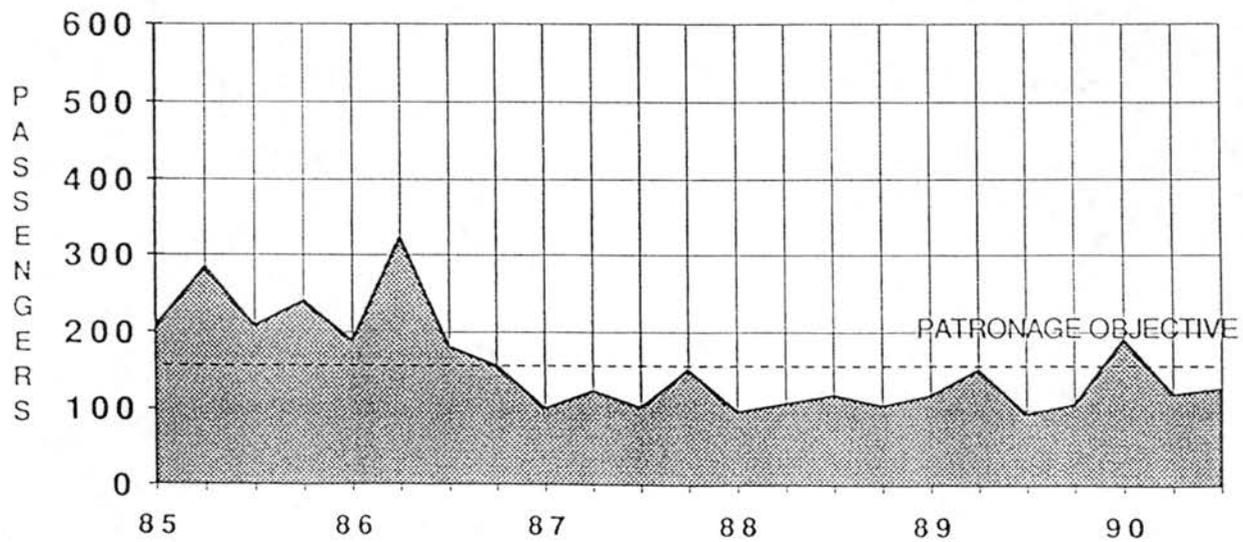
### 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$3.52

### DAILY RIDERSHIP HISTORY





PUBLIC HEARING

ON

ROUTES 10, 11, 49 & 61

HELD ON AUGUST 2, 1990

The meeting began around 7:00 P.M. My name is Dennis Tollefsbol, I'm the Manager of Planning & Scheduling for the Metropolitan Transit Commission. The reason for the public hearing is to start a process. The MTC is mandated by the Regional Transit Board to operate its service as efficiently as it can, and when it is not efficient to begin a process: to re-investigate the service, to look at re-routing it, to talk to the public, to have public hearings. We want to listen to the public. I will listen to what you have to say, I am not particularly here to answer questions for you what I would like to do though is for you to sign in if you will please. We will have a transcription of this tape made and I will send you all the minutes of this meeting. Also, when recommendations go from the Metropolitan Transit Commission to the Regional Transit Board I will mail the results to you so if service is being re-routed or a trip is being removed or something like that - you'll be the first to know. The process that we're going to go through for high subsidy service, which we are talking about tonight, is to do the public hearings, listen to the public, receive written comments from the public (which we are doing on a daily basis coming into our office) and send a recommendation to the Commission. The chairman of the Metropolitan Transit Commission is here tonight, Carol Faricy. Also, once that recommendation goes to the Regional Transit Board, the Regional Transit Board will make a final determination. This determination could be a number of things: The Regional Transit Board could say don't do anything, just leave the service as it is. Another thing they could do is they could tell the Metropolitan Transit Commission to sub-contract the service. with the MTC being the contractor - we would go out and look for another provider and hire them to operate the service. The Regional Transit Board also could go out and sub-contract the service. And last but not least they could just say just discontinue the service, if this is one of the options that we're looking at. Tonight the only one we are looking at discontinuing is Saturday Route 61 service. The Route 10 Saturday and Sunday, the Route 11 Saturday and Sunday and the Route 49 Saturday and Sunday we are considering as subcontractable service - we feel that with lower costs this service would be viable and could stay under the \$2.45 limit that is set for us. Here is a list of each route that we're talking about tonight. If it's Saturday and Sunday they're both listed and it gives you information on the average number of passengers on a selected average day for that month for the past year and half. It also tells what the subsidy is over and above the fare it cost to operate the service. If I may, I would like to open up the floor for comments. By the way would you please identify yourself as you speak so we could get this into the record.

Daniel Storms - Looking at Route 49, if you look at January 1990 there were 238 passengers and a subsidy of \$4.04 and Sunday there were 184 passengers and a subsidy of \$2.52. Where are the costs incurred to make the subsidy less with fewer passengers for Sunday?

DRT/It depends on how many buses you have out there; what the service day is and what the frequency of the service is.

???, Are the subsidy figures in dollar amounts per passenger?

DRT/ They are dollar amounts per passenger.

??? - So that's the subsidy per passenger?

DRT/ Yes: The cost to operate the service is the fare + the subsidy per passenger, times the total number of passengers for that day.

Arnie Entzel - I have a comment relating to mostly to Routes 10, 11, and to some degree Route 49.

DRT/Both services Saturday & Sunday?

ARNIE/ Yes. Particularly on the 10 line the Sunday subsidy level is well within the guidelines that have been set. For everybody's information here - these guidelines were set back in 1986. I think one thing that the Regional Transit Board and the MTC should take into account when they're considering whether to sub-contract or discontinue service is this subsidy level and that it is 4 years old. The RTB operating costs, their staff, complement, wages have gone up quite a lot since then. One thing they have not touched, though, is the subsidy level. The big discussion on this was last Monday at the RTB and this issue was brought up by myself as something that should be considered there, to increase the subsidy in conjunction with other costs have done over the past 4 years.

The other thing that I mentioned is that, especially on a route like the 11 line which is quite close to the existing subsidy level that has been set at this time; wouldn't it be well to go into an intense marketing program on those lines? Not a big billboard some place, but a local marketing program that let's the people know what is going on, what they're going to have to do if they want to keep that service. They're going to have to talk to their friends or neighbors and do something to help increase the ridership on those lines. I think that with a marketing program you might get Routes 10, 11 and 49 down near the \$2.45 subsidy level. You people who live in the area can also let the RTB know that you don't want the subsidy level kept at \$2.45 when costs have increased.

Mr. Bird - I would like to present a resolution from the City Council of the City of Cottage Grove but before I do that I'd like to make a couple of comments that our City Council passed this resolution with full knowledge of the number of passengers and subsidies. Madam chair, I wanted you to know that Dennis provided those to us and was very gracious in his dealings with us and we appreciate that. So they did this with the full knowledge of what they were getting into. I understand they basically are following suit with the City of St. Paul Park in opposing the discontinuance of the Saturday service on Route 61 from the City of Cottage Grove to St. Paul. (Please see Attached Copy). This was passed last night the first day of August, 1990 and signed Richard Peterson, Mayor. I would like to present this resolution for your public record.

??? We're sorry we're late, but this is the earliest that your Route 49 could accommodate us. I don't know what transpired before we got here.

DRT/ The floor is open for comments on the proposal of discontinuing Route 61 Saturday service and sub-contracting of 10, 11, and 49 Saturday & Sunday service.

??? There are a certain number of people that do depend on Route 61 Saturday service. Taken away it's a catastrophe to them.

??? - What is the timing after the testimony is received? When will this information be forwarded to the Metropolitan Transit Commission and discussed at their meeting and what is the time line for their recommendation to be forwarded to the Regional Transit Board for discussion at their meeting? In other words is there time between now and the time that the final decision is made by the Metropolitan Transit Commission or the Regional Transit Board to do anything?

DRT/ There is quite a bit of time - I do not foresee anything of any significance happening other than transmittal from one agency to another between now and the end of the year. I would think that the Metropolitan Transit Commission's recommendation would go to the Regional Transit Board in late fall. There are 8 public hearings of which all this information the Transit Commission is going to take under advisement, so it is not going to be a small task. I think it would be late fall at the earliest.

??? - A long time ago the 10:45 bus on Route 61 was cut, which they should not have done.

DRT/Yes Sir

??? - What are your specific reasons for wanting to sub-contract these lines? I am a person that relies heavily on the 49. I ride it twice a day 5 days a week and on weekends during the winter time.

DRT/The reasoning for sub-contracting is that 85% of the costs of operating the service is labor. It is our feeling that if you have a smaller labor cost then you can bring the total overall route cost down and keep under the \$2.45 subsidy limit.

??? -What is this \$2.45 subsidy limit?

DRT/ The MTC is mandated by the Regional Transit Board to operate service under \$2.45 or to begin this process sub-contracting or discontinuing. The Regional Transit Board could sub-contract; it they have their choice of about four different items that they can do but this is the beginning of the process.

??? - How long have you been running this line on Saturday and staying under that cost?

DRT/- I've only listed in the last 14 months worth of this information. Route 49 is over \$2.45.

???? I live out there on Wilson where the Branden House apts. are The people in the apartment there can get the bus right on Wilson. On Sunday if you cut this line out they're going to have to walk all the way down to 3rd Street. These are elderly people.

DRT/Understand please we are not recommending the cutting of the Route 49.

??? We would like to keep the 49 in the Sunray area too because it's easy for them to get on it.

DRT/ We are not advocating the discontinuation of 10, 11 and 49.

?? - I basically have two questions 1) As a person who rides the 49, where you're not proposing discontinuing service on Saturday and Sunday I'd like to know specifically what the consequences to me as a user would be and that relates to things like complaints about service, and issues about scheduling - cutback of scheduling and that sort of thing. 2) Also I guess you addressed this before but it looks to me like this is a way for you to circumvent whatever your agreed labor contracts are in terms of what salaries are paid to people who are driving buses for MTC. Is that a correct assessment?

DRT/ Not from my standpoint it's not, no. I don't have anything to do with the labor rates. We are instructed by the Regional Transit Board to begin this process when the cost of operating that service exceeds a specified dollar amount. Once that takes effect, then this process begins. The recommendation might be any number of things: sub-contracting, discontinuing service, or maybe an aggressive marketing program.

??? - I have another suggestion: I think that the schedule on the 49 is a particularly inconvenient schedule in terms of using that bus to actually get places at times when events start. We took the bus tonight: We would have either gotten here 45 minutes early or 15 late as we were. We would ordinarily in the evening drive during the summer just to avoid that inconvenience of timing and I think on a bus like the 49 which runs as infrequently as it does it might be worth considering alternative scheduling rather than discontinuing it. You might be able to increase your ridership by being more attentive to your scheduling.

DRT/ Not too many years ago we did have 40 minute service on Route 49. It did not work - the subsidies were higher than what they are here. One of the easier things to do is to shorten the service day or to increase the time between buses, so we went to an hour headway. Going from a 60 minute minute headway like it is now to a 30 minute headway in anticipation of increased ridership may sound good but it doesn't work.

??? - Keep it an hour but change the time when you arrive downtown and when you depart downtown relative to incoming buses and relative to events that are likely to start on the hour or half hour that's all I'm suggesting.

DRT/ Okay That's good

??? - I don't understand why the MTC thinks it's feasible to sub-contract out some of these routes when the RTB is not willing to look at increasing the subsidy, Any private company is in there for profit and they want to go in there with substantial knowledge that they're going to make a profit. If you don't look at increasing the subsidy, their costs surely are going to go up just the same as the MTC or maybe even higher. And then you also have the problem like with Medicine Lake Lines overbilling, fraudulent practices and all that kind of stuff.

DRT/Arnie?

Arnie Entzel - If the route is sub-contracted who is responsible for the marketing?

DRT/Depends on how the contract is written. You could have it done by the provider, you could continue to have it done by the MTC - however you wish.

Arnie Entzel - What has the MTC done in the past?

DRT/The MTC normally keeps the advertising to itself or the contractor will ask us to maintain it since we already have an advertising firm.

ARNIE/ Is that generally done by the MTC?

DRT/ That has been the practice in the recent past.

DRT/Before we go on, may I introduce another commissioner - Commissioner Bruce Nawrocki who has joined us tonight.

**My name is Melanie Benson-** I am an MTC bus driver with almost 14 years of service with the Metropolitan Transit Commission and I am also I guess what the transit professionals call a transit-dependent because of my 18 years of living in the twin cities area - I've never owned a car so I rely very heavily on the MTC service. A number of us have also done a lot of research on what sub-contracting to private providers would mean. There was a study that was done by the Economic Policy Institute on the privatization of transit which speaks very strongly against the kind of approach that MTC or the RTB is taking now of subdividing the system and judging each route based on a subsidy criteria that is only for that route. It speaks very strongly in favor of the integrity of a public transit system that serves the public and meets the public need rather than serving private providers and meeting their particular needs. It seems to me that an agency that was formed in 1984 being the Regional Transit Board that currently has an annual budget of 2.7 million dollars and 30 people on its staff has a lot of gall recommending that sub-contracting or elimination of the service that serves the general public. The statistics from what I can tell show very clearly that sub-contracting doesn't necessarily even save taxpayers money and probably would ultimately lead to a deterioration of service. As the gentlemen up here pointed out private providers are in the business for private profit not primarily for public service - they're in it to make some money and in this case to make it out of taxpayers' money. They are also notorious for providing mostly part-time jobs 99% to 100% part-time jobs, where they pay their employees very little, no benefits, the turnover is extremely high, the quality of service is going to suffer, because again their bottom line is their the money they make. Now the Regional Transit Board has sub-contracted some service. There is an experimental project right now called the Roseville Area Circulator that's in effect in St. Paul where in June 1990 the cash fares from the service of that route were \$3,000.00 is what Morley Bus Company a private provider took in. The difference between the cash fares and the expenses were made up by the Regional Transit Board subsidy which is taxpayers' money. They took in \$3,000.00 in the fare boxes and the Regional Transit Board subsidy was \$47,000.00. Where the RTB is recommending or mandating that the MTC meet a \$2.45 subsidy, Roseville Circulator service has a \$3.45 per passenger

subsidy. Where the Regional Transit Board wants the MTC to have a 35% fare box recovery ratio, Morley Bus Company has a 6% fare box recovery ratio. In another instance there is high subsidy service that already went through the process of public hearings and was already sub-contracted by the MTC. Prior to the sub-contracting of this particular service in 1987 which was Saturday service on Route 26, there were 137 daily riders when the MTC provided that service and the subsidy per passenger was \$4.53. After a year and half of sub-contracting the daily riders were up from 137 to [159?] and the subsidy per passenger only declined \$.34. Minneapolis Route 67 on Saturday: in August of 1987 when the MTC created that service there were 43 daily passengers and the subsidy per passenger was \$8.60. After 18 months of sub-contracting, the passengers had dropped from 43 to 16 and the subsidy level had jumped almost three times to \$23.51. It seems to provide some information that maybe sub-contracting isn't going to benefit the public at all it may eventually lead to the loss of those routes and increased costs to the public.

DRT/Any other comments?

???-Are there routes that reap super profits that can take/absorb all these subsidies?

DRT/-The closest thing we have to a profitable route is the Route 16 and it operates right around the 0 subsidy level.

??? - If you were to take all of your routes, the system as a whole, what's the subsidy level?

DRT/It's under \$2.45

**My Name is Marlin Jensen** - I am a driver in Minneapolis. I've got some statistics here from March of 1990 broken down to every route in the system and their subsidies per passenger. Stemming off from Melanie's comments about the system being interlocking: if a passenger wants to go from Point A to Point B he may use 2 different or maybe even 4 different lines to do that. Therefore, I don't think you can separate out each line and do each line individually with their own subsidies. The averages for weekday in Minneapolis without the cuts and Saturday and Sunday in Minneapolis are well below the \$2.45 subsidies. For St. Paul before the cuts, Saturday and Sunday routes Sundays are \$2.45 average and Saturdays are \$2.84 and if you combine the two cities and take an average of the whole metropolitan area it drops it well below \$2.45. Therefore, I don't see any reason why the averages cannot be combined for the system and the system is coming out ahead well below the subsidies.

**My name is Bill Kenney** -I'm the administrator of the former Mounds Park Hospital now known as the Marion Center St. Paul. We have 2 employees and 2 residents from Marion Center who are here. We are a growing business on the East Side. We look at expanding to have about another 150 people in the next 2-3 years which means that we're going to have another 150-200 employees at Marion Center. For those of you who drive the bus I have not heard comments from my employees that the bus is late it's usually the car's broken down and that's the reason why people aren't showing up. But there are certainly problems in terms of the scheduling of the bus. It's not convenient in Jackie's case who comes to work at 2:30 P.M. to arrive at 1:15

and have an hour and 15 minutes to wait so I think that maybe on the 49 the schedule needs to be looked at and possibly make some changes. As I look at the Sunday service I would hope that the Marion Center has had some impact on lowering that subsidy cost. Many of our residents do go out to church on Sunday and I think that the ridership might be increasing because of that. I am also concerned about the whole idea of sub-contracting and what effect that would have and I am hearing from drivers over here that it could have a dramatic effect. In sub-contracting does the provider have the choice over the scheduled times, or do they have to comply with the scheduled times?

DRT/ It is negotiable.

Mr. Kenney -It is negotiable? So certainly we could be without the hourly service that we are receiving at this point?

DRT/ Probably not but I suppose there could be. Virtually anything is possible.

Mr. Kenney - I guess my last point is that if the cap has been at \$2.45 for 4 years that certainly needs to be looked at. I am in a business that has very slim operating margins but I have gotten increases of 4%-6% from the state and federal government over the course of the last 4 years and I would think that this business would be dependent upon those increases as well.

DRT/Arnie?

Arnie Entzel - This past weekend we had 8 or 10 people on the buses passing out information on this hearing tonight. A good majority of the comments these people got from the passengers when we were talking about sub-contracting was about what kind of service would they get, and they did not want to have the MTC operation lost. They liked the service they were getting as far as treatment by the driver and so on.

DRT/ As an aside to that, I noticed that some of the handouts you received are colored. Additional ones were requested by the local 1005 Transit Union, which I and my staff are very appreciative of.

???- I would like to respond to your comments about sub-contracting. I have been with the MTC approximately 2 years. I left home to go to college. I drove a school bus part-time for 12 years where I saw a big turnover. I drove for three different contractors throughout the state. I saw a big turnover of drivers, a low pay raise per year for the drivers, and therefore once the drivers get high in seniority with their experience, they can no longer afford to stay there. It just doesn't support families; therefore they lose their experienced drivers. I've seen a lot of high accident rates among these companies because they have no experience. The state law for a school bus drivers license requests the age of 18 and I've seen 18 year olds out there driving buses. I speculate that if we turn over these runs to sub-contractors for lower wages, what we'll end up with is high accident rates because they lack experience as drivers.

???- I am an employee of MTC I think one of the things that's really important for the people in the metropolitan area to realize is that the MTC employees are taxpayers- they're contributing members of the community and the RTB has to be made aware of that. We don't want to lose our jobs - and that's the bottom line.

???-I've been working for the state 15 years now. When one person retires it seems like they want get one other person in there for cheaper. Also just doing that there the same thing with me at the state. Once we have a guy that retires, they want to take somebody out there that doesn't have any experience and put him in there.

DRT/ Yes Sir?

Joseph Johnson - In the event of sub-contracting, would the sub-contractor honor an MTC all you can ride card or would you have to put in additional money?

DRT/ All convenience fares would be acceptable.

Mr. Johnson - All convenience fares?

DRT/ Yes all transfers, convenience fares, anything MTC uses as a fare would be acceptable.

???- And all problems with service would be referred to MTC and dealt with by MTC?

DRT/ Yes

???- Which raises some interesting questions.

DRT/Yes Melanie

Melanie Benson - The cost to the private providers is allegedly less because their labor costs are lower but the MTC which is a public agency is going to provide customer relations, it's going to provide all these taxpayer-subsidized services. The private provider doesn't have to add to his costs of operation so it seems to me that it's putting a private provider at an unfair advantage over the MTC.

DRT/ Those costs aren't in here, either.

**Melanie Benson** - But I think when you look at public vs. private you have to look not only at the number of jobs that are in this case because that's an obvious concern; but what effect does that have on public service? The MTC has been in business since 1970 and is getting ready to celebrate its 20th anniversary as a public system. MTC commission meetings are open to the public. The records are open to the public. Once you start going private, that's not the case. The MTC has a very sophisticated radio control transmission/communications system. Every MTC vehicle has a radio on it that hooks up with the central control center and if there is an emergency on the bus, if there is a traffic problem or if there is a traffic light out, MTC drivers serve as eyes and ears of the community. They see what's going on out on the street, they are able to respond to emergencies and the private providers do not have access to that system.

**John Schelong**- I submit that if the entire system is operating under a subsidy then you shouldn't fix something that isn't broken. There is no reason to discontinue lines or sub-contract lines if the entire system is operating under that \$2.45 subsidy.

??? -I agree with you and state that philosophically if as a metropolitan area we're going to have service I think it has to be unified service and like running any business, when you start parcelling it out you create discrepancies in terms of how you are going to deal with problems, how you deal with employees. I think that's one of the nice things about our metropolitan system right now is that it is unified. There are obviously a few sub-contracts out I don't know how that's going- but I would think as a system and as a group of employees working for the Metropolitan Transit Commission they would want to work for that company and not for another company.

???-Another point I might make is that when Metro Mobility went out to a private carrier, they had so many problems and they treated those handicapped people so shabbily that it actually made the newspapers and there are a lot of complaints about that. They finally turned it around. They aren't trained to deal with the public like this.

????-I'd like to point out that when someone calls in a complaint to the Metropolitan Transit Commission, that complaint is followed up and most of the complaints the drivers will hear about it and it will be followed through step by step procedures and people will receive an answer one way or the other of what's going to be done and how the problem's going to be corrected. When you sub-contract out a route, you're going to have to go through a private carrier who is out there for profit and may not be out there to serve your interests and just out there to grab the money and run.

**I'm Scott Tollin** - I am a driver for 17 years and an officer for Local 1005. As a driver we're committed to public service to the communities. Because of the wages and benefits I can support my family and I have an incentive to do a good job out there and to serve you people. You people pay my wages. If we go to a private companies and so forth and we pay these people far less and no benefits, they don't care if they are there one day and not the next. They're not gonna be as quite as concerned and dedicated to the communities.

DRT- Before we break this meeting up, I would again like to say if you put your name and address down there I will send you a copy of the transcript of this meeting and I will also send any determinations that are made by the Commission that are forwarded to the Regional Transit Board.

???--One quick question: I hope everybody is on the mailing list. I was wondering does anybody object to being contacted again regarding any of this?

???- I would like to be.

DRT/Thank you very much.

DISK #9-A

## EXECUTIVE SUMMARY

### ST. PAUL ROUTE 11 SATURDAY AND SUNDAY (downtown St. Paul, St. Paul-Maplewood, South St. Paul)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 11 is a predecessor Twin Cities Lines Bus Company route that interlines or connects the Concord Street/South St. Paul route with the Payne Avenue/Arkwright St. Paul route. The linking of these routes is done for operations reasons and not necessarily because of passenger flows between the two areas of town. Weekend ridership has been stable but marginal for the past five years. MTC has cut the route in South St. Paul on Sundays because of declining usage. Weekend Route 11 services are designed to "line up" with other MTC routes in downtown St. Paul offering scheduled connections and promote transferability. However, route connections in downtown St. Paul are not focused in one location and need to be reevaluated for effectiveness.

	<u>Saturday</u>	<u>Sunday</u>
Daily Boardings	627	162
Subsidy/Boarding	\$2.81	\$3.07
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25	\$3.25
Annual Service Miles	22,454	5,371

### MARKETING PROMOTIONAL EFFORTS

- 78 outlets provide free Route 11 bus schedule information.
- Transit Information Center, telephone operator assisted service providing free route and schedule information; weekdays 6:00 a.m. - 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information provided free 24 hours a day, seven days a week.
- In 1990, MTC installed bus schedule and route information displays in all private and city owned bus shelters in downtown St. Paul.

### SERVICE ALTERNATIVES

- Other MTC bus routes are within one-half to one mile walking distance of Route 11.
- Private taxicab service.

**PUBLIC HEARING SUMMARY** The public hearing on Route 11 was held simultaneously with hearings on Routes 10, 49 and 61 (hearing minutes attached)

Time	-	7:30 p.m.
Date	-	August 2, 1990
Location	-	St. Paul Courthouse Annex Downtown St. Paul
Number of People Attending	-	18
Number of Letters Mailed to MTC Regarding Route 11	-	11

**MTC RECOMMENDATION**

Subcontract Route 11 Saturday and Sunday service.

**RTB RECOMMENDATION**

Direct MTC to continue Route 11 Saturday and Sunday service and examine current route and scheduling practices for ways to improve system transferability.



## SATURDAY ROUTE DESCRIPTION

- St. Paul 11 Saturday is a local radial route serving Maplewood, St. Paul, South St. Paul, and Inver Grove Heights. Specific destinations include Maplewood Mall, N.E. St. John's Hospital, Gladstone Center, Hillcrest Center, Ramsey Medical Center, Inver Hills Community College, and downtown St. Paul.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 11 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	627	100,000
Subsidy Per Pass.	\$3.19	\$1.01
Farebox Recovery	14%	31.3%
Passengers/Mile	1.09	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	12.4%	6.2%
Percentage of under 18 riders	11%	6.3%
Patronage Objective	548	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles--	22454	27,672,561
Annual Cost	\$104,996	\$104,029,673
Route Length	21 miles	
Span of Service	6:14am - 11:42pm	
# of Daily Trips	28	
Service Frequency	30 minutes	

\*1989 Actual Data

## ROUTE HISTORY

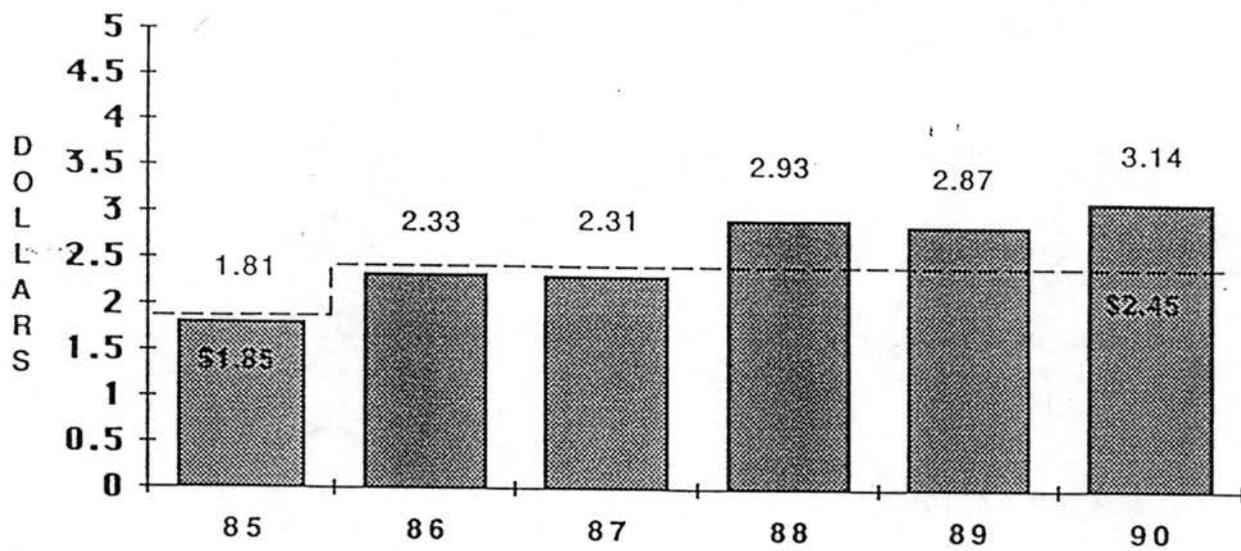
- START OF SERVICE pre 1977

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF SAT TRIPS</u>	<u>SAT FREQ</u>
10/05/85	28	30 min
10/03/87	28	30 min

# 11 SATURDAY

## 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



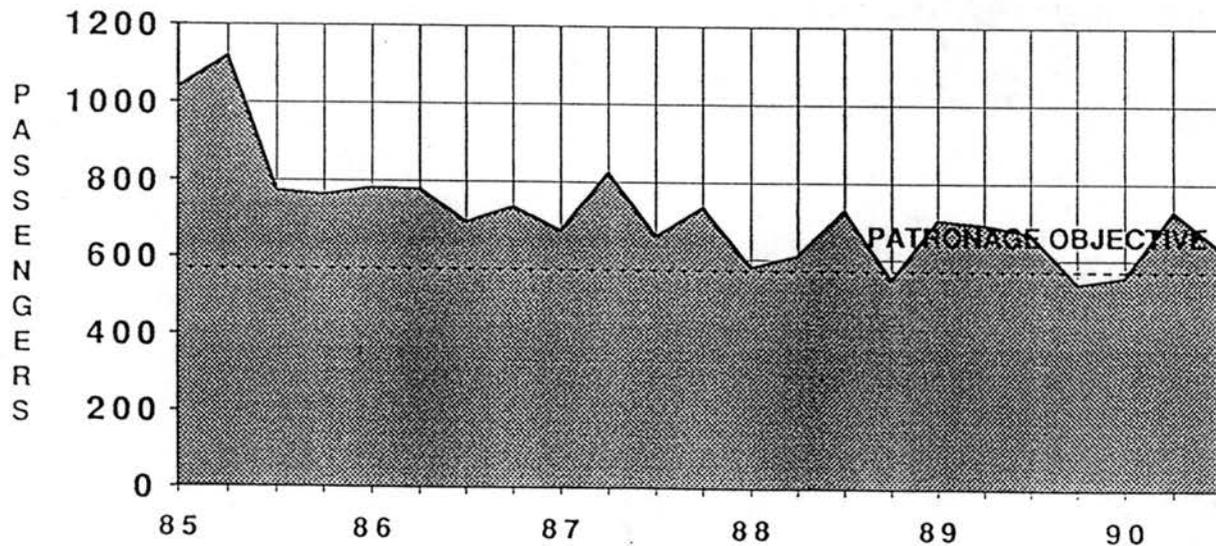
## 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$2.81

## DAILY RIDERSHIP HISTORY



## SUNDAY ROUTE DESCRIPTION

- St. Paul 11 Sunday service follows the same northern route segment as the Saturday service but does not serve Maplewood Mall, St. John's Hospital, or the Hillcrest Center. The southern portion of the route does not operate on Sundays.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 27 SUN</u>	<u>SYSTEM *</u>
Average Daily Boardings	162	50,000
Subsidy Per Pass.	\$3.07	\$1.01
Farebox Recovery	14%	31.3%
Passengers/Mile	1.22	2.50
<u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	16%	6.2%
Percentage of under 18 riders	7.4%	6.3%
Patronage Objective	171	
<u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	3	
Annual Service Miles	5371	27,672,561
Annual Cost	\$35,353	\$104,029,673
Route Length	8 miles	
Span of Service	9:00am - 7:30pm	
# of Daily Trips	11	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

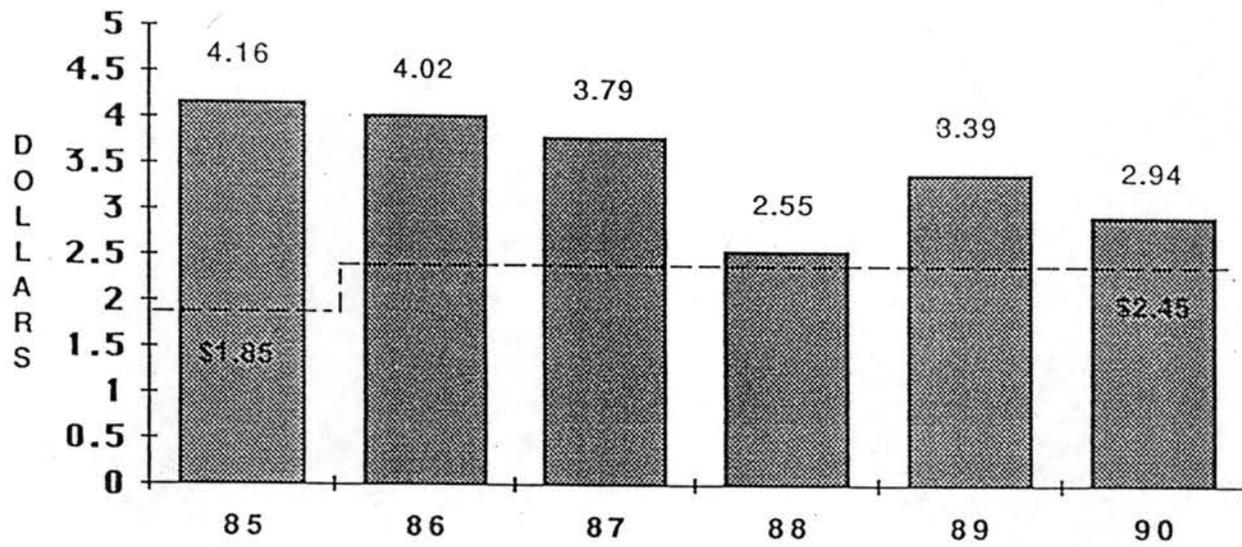
- START OF SERVICE pre 1977

### SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u>#OF SUN TRIPS</u>	<u>SUN FREQ</u>
10/05/85	18	60 min
10/03/87	11	60 min

# 11 SUNDAY

## 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



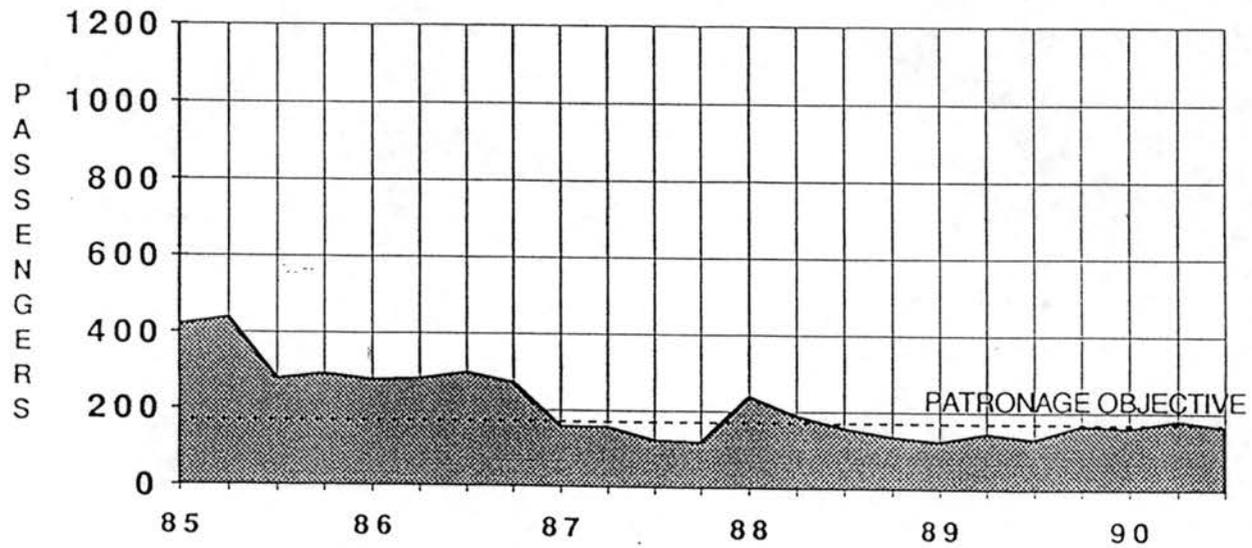
## 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$3.85

## DAILY RIDERSHIP HISTORY





PUBLIC HEARING

ON

ROUTES 10, 11, 49 & 61

HELD ON AUGUST 2, 1990

The meeting began around 7:00 P.M. My name is Dennis Tollefsbol, I'm the Manager of Planning & Scheduling for the Metropolitan Transit Commission. The reason for the public hearing is to start a process. The MTC is mandated by the Regional Transit Board to operate its service as efficiently as it can, and when it is not efficient to begin a process: to re-investigate the service, to look at re-routing it, to talk to the public, to have public hearings. We want to listen to the public. I will listen to what you have to say, I am not particularly here to answer questions for you what I would like to do though is for you to sign in if you will please. We will have a transcription of this tape made and I will send you all the minutes of this meeting. Also, when recommendations go from the Metropolitan Transit Commission to the Regional Transit Board I will mail the results to you so if service is being re-routed or a trip is being removed or something like that - you'll be the first to know. The process that we're going to go through for high subsidy service, which we are talking about tonight, is to do the public hearings, listen to the public, receive written comments from the public (which we are doing on a daily basis coming into our office) and send a recommendation to the Commission. The chairman of the Metropolitan Transit Commission is here tonight, Carol Faricy. Also, once that recommendation goes to the Regional Transit Board, the Regional Transit Board will make a final determination. This determination could be a number of things: The Regional Transit Board could say don't do anything, just leave the service as it is. Another thing they could do is they could tell the Metropolitan Transit Commission to sub-contract the service. with the MTC being the contractor- we would go out and look for another provider and hire them to operate the service. The Regional Transit Board also could go out and sub-contract the service. And last but not least they could just say just discontinue the service, if this is one of the options that we're looking at. Tonight the only one we are looking at discontinuing is Saturday Route 61 service. The Route 10 Saturday and Sunday, the Route 11 Saturday and Sunday and the Route 49 Saturday and Sunday we are considering as subcontractable service - we feel that with lower costs this service would be viable and could stay under the \$2.45 limit that is set for us. Here is a list of each route that we're talking about tonight. If it's Saturday and Sunday they're both listed and it gives you information on the average number of passengers on a selected average day for that month for the past year and half. It also tells what the subsidy is over and above the fare it cost to operate the service. If I may, I would like to open up the floor for comments. By the way would you please identify yourself as you speak so we could get this into the record.

Daniel Storms - Looking at Route 49, if you look at January 1990 there were 238 passengers and a subsidy of \$4.04 and Sunday there were 184 passengers and a subsidy of \$2.52. Where are the costs incurred to make the subsidy less with fewer passengers for Sunday?

DRT/It depends on how many buses you have out there; what the service day is and what the frequency of the service is.

???, Are the subsidy figures in dollar amounts per passenger?

DRT/ They are dollar amounts per passenger.

??? - So that's the subsidy per passenger?

DRT/Yes: The cost to operate the service is the fare + the subsidy per passenger, times the total number of passengers for that day.

Arnie Entzel - I have a comment relating to mostly to Routes 10, 11, and to some degree Route 49.

DRT/Both services Saturday & Sunday?

ARNIE/Yes. Particularly on the 10 line the Sunday subsidy level is well within the guidelines that have been set. For everybody's information here - these guidelines were set back in 1986. I think one thing that the Regional Transit Board and the MTC should take into account when they're considering whether to sub-contract or discontinue service is this subsidy level and that it is 4 years old. The RTB operating costs, their staff, complement, wages have gone up quite a lot since then. One thing they have not touched, though, is the subsidy level. The big discussion on this was last Monday at the RTB and this issue was brought up by myself as something that should be considered there, to increase the subsidy in conjunction with other costs have done over the past 4 years.

The other thing that I mentioned is that, especially on a route like the 11 line which is quite close to the existing subsidy level that has been set at this time; wouldn't it be well to go into an intense marketing program on those lines? Not a big billboard some place, but a local marketing program that let's the people know what is going on, what they're going to have to do if they want to keep that service. They're going to have to talk to their friends or neighbors and do something to help increase the ridership on those lines. I think that with a marketing program you might get Routes 10, 11 and 49 down near the \$2.45 subsidy level. You people who live in the area can also let the RTB know that you don't want the subsidy level kept at \$2.45 when costs have increased.

Mr. Bird - I would like to present a resolution from the City Council of the City of Cottage Grove but before I do that I'd like to make a couple of comments that our City Council passed this resolution with full knowledge of the number of passengers and subsidies. Madam chair, I wanted you to know that Dennis provided those to us and was very gracious in his dealings with us and we appreciate that. So they did this with the full knowledge of what they were getting into. I understand they basically are following suit with the City of St. Paul Park in opposing the discontinuance of the Saturday service on Route 61 from the City of Cottage Grove to St. Paul. (Please see Attached Copy). This was passed last night the first day of August, 1990 and signed Richard Peterson, Mayor. I would like to present this resolution for your public record.

??? We're sorry we're late, but this is the earliest that your Route 49 could accommodate us. I don't know what transpired before we got here.

DRT/ The floor is open for comments on the proposal of discontinuing Route 61 Saturday service and sub-contracting of 10, 11, and 49 Saturday & Sunday service.

??? There are a certain number of people that do depend on Route 61 Saturday service. Taken away it's a catastrophe to them.

??? - What is the timing after the testimony is received? When will this information be forwarded to the Metropolitan Transit Commission and discussed at their meeting and what is the time line for their recommendation to be forwarded to the Regional Transit Board for discussion at their meeting? In other words is there time between now and the time that the final decision is made by the Metropolitan Transit Commission or the Regional Transit Board to do anything?

DRT/ There is quite a bit of time - I do not foresee anything of any significance happening other than transmittal from one agency to another between now and the end of the year. I would think that the Metropolitan Transit Commission's recommendation would go to the Regional Transit Board in late fall. There are 8 public hearings of which all this information the Transit Commission is going to take under advisement, so it is not going to be a small task. I think it would be late fall at the earliest.

??? - A long time ago the 10:45 bus on Route 61 was cut, which they should not have done.

DRT/Yes Sir

??? - What are your specific reasons for wanting to sub-contract these lines? I am a person that relies heavily on the 49. I ride it twice a day 5 days a week and on weekends during the winter time.

DRT/The reasoning for sub-contracting is that 85% of the costs of operating the service is labor. It is our feeling that if you have a smaller labor cost then you can bring the total overall route cost down and keep under the \$2.45 subsidy limit.

??? -What is this \$2.45 subsidy limit?

DRT/ The MTC is mandated by the Regional Transit Board to operate service under \$2.45 or to begin this process sub-contracting or discontinuing. The Regional Transit Board could sub-contract; it they have their choice of about four different items that they can do but this is the beginning of the process.

??? - How long have you been running this line on Saturday and staying under that cost?

DRT/- I've only listed in the last 14 months worth of this information. Route 49 is over \$2.45.

???? I live out there on Wilson where the Branden House apts. are The people in the apartment there can get the bus right on Wilson. On Sunday if you cut this line out they're going to have to walk all the way down to 3rd Street. These are elderly people.

DRT/Understand please we are not recommending the cutting of the Route 49.

??? We would like to keep the 49 in the Sunray area too because it's easy for them to get on it.

DRT/ We are not advocating the discontinuation of 10, 11 and 49.

?? - I basically have two questions 1) As a person who rides the 49, where you're not proposing discontinuing service on Saturday and Sunday I'd like to know specifically what the consequences to me as a user would be and that relates to things like complaints about service, and issues about scheduling - cutback of scheduling and that sort of thing. 2) Also I guess you addressed this before but it looks to me like this is a way for you to circumvent whatever your agreed labor contracts are in terms of what salaries are paid to people who are driving buses for MTC. Is that a correct assessment?

DRT/ Not from my standpoint it's not, no. I don't have anything to do with the labor rates. We are instructed by the Regional Transit Board to begin this process when the cost of operating that service exceeds a specified dollar amount. Once that takes effect, then this process begins. The recommendation might be any number of things: sub-contracting, discontinuing service, or maybe an aggressive marketing program.

??? -I have another suggestion: I think that the schedule on the 49 is a particularly inconvenient schedule in terms of using that bus to actually get places at times when events start. We took the bus tonight: We would have either gotten here 45 minutes early or 15 late as we were. We would ordinarily in the evening drive during the summer just to avoid that inconvenience of timing and I think on a bus like the 49 which runs as infrequently as it does it might be worth considering alternative scheduling rather than discontinuing it. You might be able to increase your ridership by being more attentive to your scheduling.

DRT/ Not too many years ago we did have 40 minute service on Route 49. It did not work - the subsidies were higher than what they are here. One of the easier things to do is to shorten the service day or to increase the time between buses, so we went to an hour headway. Going from a 60 minute headway like it is now to a 30 minute headway in anticipation of increased ridership may sound good but it doesn't work.

??? - Keep it an hour but change the time when you arrive downtown and when you depart downtown relative to incoming buses and relative to events that are likely to start on the hour or half hour that's all I'm suggesting.

DRT/ Okay That's good

??? - I don't understand why the MTC thinks it's feasible to sub-contract out some of these routes when the RTB is not willing to look at increasing the subsidy, Any private company is in there for profit and they want to go in there with substantial knowledge that they're going to make a profit. If you don't look at increasing the subsidy, their costs surely are going to go up just the same as the MTC or maybe even higher. And then you also have the problem like with Medicine Lake Lines overbilling, fraudulent practices and all that kind of stuff.

DRT/Arnie?

**Arnie Entzel** -If the route is sub-contracted who is responsible for the marketing?

DRT/Depends on how the contract is written. You could have it done by the provider, you could continue to have it done by the MTC - however you wish.

**Arnie Entzel** - What has the MTC done in the past?

DRT/The MTC normally keeps the advertising to itself or the contractor will ask us to maintain it since we already have an advertising firm.

**ARNIE/** Is that generally done by the MTC?

DRT/ That has been the practice in the recent past.

DRT/Before we go on, may I introduce another commissioner - Commissioner Bruce Nawrocki who has joined us tonight.

**My name is Melanie Benson**- I am an MTC bus driver with almost 14 years of service with the Metropolitan Transit Commission and I am also I guess what the transit professionals call a transit-dependent because of my 18 years of living in the twin cities area - I've never owned a car so I rely very heavily on the MTC service. A number of us have also done a lot of research on what sub-contracting to private providers would mean. There was a study that was done by the Economic Policy Institute on the privatization of transit which speaks very strongly against the kind of approach that MTC or the RTB is taking now of subdividing the system and judging each route based on a subsidy criteria that is only for that route. It speaks very strongly in favor of the integrity of a public transit system that serves the public and meets the public need rather than serving private providers and meeting their particular needs. It seems to me that an agency that was formed in 1984 being the Regional Transit Board that currently has an annual budget of 2.7 million dollars and 30 people on its staff has a lot of gall recommending that sub-contracting or elimination of the service that serves the general public. The statistics from what I can tell show very clearly that sub-contracting doesn't necessarily even save taxpayers money and probably would ultimately lead to a deterioration of service. As the gentlemen up here pointed out private providers are in the business for private profit not primarily for public service - they're in it to make some money and in this case to make it out of taxpayers' money. They are also notorious for providing mostly part-time jobs 99% to 100% part-time jobs, where they pay their employees very little, no benefits, the turnover is extremely high, the quality of service is going to suffer, because again their bottom line is their the money they make. Now the Regional Transit Board has sub-contracted some service. There is an experimental project right now called the Roseville Area Circulator that's in effect in St. Paul where in June 1990 the cash fares from the service of that route were \$3,000.00 is what Morley Bus Company a private provider took in. The difference between the cash fares and the expenses were made up by the Regional Transit Board subsidy which is taxpayers' money. They took in \$3,000.00 in the fare boxes and the Regional Transit Board subsidy was \$47,000.00. Where the RTB is recommending or mandating that the MTC meet a \$2.45 subsidy, Roseville Circulator service has a \$3.45 per passenger

subsidy. Where the Regional Transit Board wants the MTC to have a 35% fare box recovery ratio, Morley Bus Company has a 6% fare box recovery ratio. In another instance there is high subsidy service that already went through the process of public hearings and was already sub-contracted by the MTC. Prior to the sub-contracting of this particular service in 1987 which was Saturday service on Route 26, there were 137 daily riders when the MTC provided that service and the subsidy per passenger was \$4.53. After a year and half of sub-contracting the daily riders were up from 137 to [159?] and the subsidy per passenger only declined \$.34. Minneapolis Route 67 on Saturday: in August of 1987 when the MTC created that service there were 43 daily passengers and the subsidy per passenger was \$8.60. After 18 months of sub-contracting, the passengers had dropped from 43 to 16 and the subsidy level had jumped almost three times to \$23.51. It seems to provide some information that maybe sub-contracting isn't going to benefit the public at all it may eventually lead to the loss of those routes and increased costs to the public.

DRT/Any other comments?

???-Are there routes that reap super profits that can take/absorb all these subsidies?

DRT/-The closest thing we have to a profitable route is the Route 16 and it operates right around the 0 subsidy level.

??? - If you were to take all of your routes, the system as a whole, what's the subsidy level?

DRT/It's under \$2.45

**My Name is Marlin Jensen** - I am a driver in Minneapolis. I've got some statistics here from March of 1990 broken down to every route in the system and their subsidies per passenger. Stemming off from Melanie's comments about the system being interlocking: if a passenger wants to go from Point A to Point B he may use 2 different or maybe even 4 different lines to do that. Therefore, I don't think you can separate out each line and do each line individually with their own subsidies. The averages for weekday in Minneapolis without the cuts and Saturday and Sunday in Minneapolis are well below the \$2.45 subsidies. For St. Paul before the cuts, Saturday and Sunday routes Sundays are \$2.45 average and Saturdays are \$2.84 and if you combine the two cities and take an average of the whole metropolitan area it drops it well below \$2.45. Therefore, I don't see any reason why the averages cannot be combined for the system and the system is coming out ahead well below the subsidies.

**My name is Bill Kenney** -I'm the administrator of the former Mounds Park Hospital now known as the Marion Center St. Paul. We have 2 employees and 2 residents from Marion Center who are here. We are a growing business on the East Side. We look at expanding to have about another 150 people in the next 2-3 years which means that we're going to have another 150-200 employees at Marion Center. For those of you who drive the bus I have not heard comments from my employees that the bus is late it's usually the car's broken down and that's the reason why people aren't showing up. But there are certainly problems in terms of the scheduling of the bus. It's not convenient in Jackie's case who comes to work at 2:30 P.M. to arrive at 1:15

and have an hour and 15 minutes to wait so I think that maybe on the 49 the schedule needs to be looked at and possibly make some changes. As I look at the Sunday service I would hope that the Marion Center has had some impact on lowering that subsidy cost. Many of our residents do go out to church on Sunday and I think that the ridership might be increasing because of that. I am also concerned about the whole idea of sub-contracting and what effect that would have and I am hearing from drivers over here that it could have a dramatic effect. In sub-contracting does the provider have the choice over the scheduled times, or do they have to comply with the scheduled times?

DRT/ It is negotiable.

Mr. Kenney -It is negotiable? So certainly we could be without the hourly service that we are receiving at this point?

DRT/ Probably not but I suppose there could be. Virtually anything is possible.

Mr. Kenney - I guess my last point is that if the cap has been at \$2.45 for 4 years that certainly needs to be looked at. I am in a business that has very slim operating margins but I have gotten increases of 4%-6% from the state and federal government over the course of the last 4 years and I would think that this business would be dependent upon those increases as well.

DRT/Arnie?

Arnie Entzel - This past weekend we had 8 or 10 people on the buses passing out information on this hearing tonight. A good majority of the comments these people got from the passengers when we were talking about sub-contracting was about what kind of service would they get, and they did not want to have the MTC operation lost. They liked the service they were getting as far as treatment by the driver and so on.

DRT/ As an aside to that, I noticed that some of the handouts you received are colored. Additional ones were requested by the local 1005 Transit Union, which I and my staff are very appreciative of.

???- I would like to respond to your comments about sub-contracting. I have been with the MTC approximately 2 years. I left home to go to college. I drove a school bus part-time for 12 years where I saw a big turnover. I drove for three different contractors throughout the state. I saw a big turnover of drivers, a low pay raise per year for the drivers, and therefore once the drivers get high in seniority with their experience, they can no longer afford to stay there. It just doesn't support families; therefore they lose their experienced drivers. I've seen a lot of high accident rates among these companies because they have no experience. The state law for a school bus drivers license requests the age of 18 and I've seen 18 year olds out there driving buses. I speculate that if we turn over these runs to sub-contractors for lower wages, what we'll end up with is high accident rates because they lack experience as drivers.

???- I am an employee of MTC I think one of the things that's really important for the people in the metropolitan area to realize is that the MTC employees are taxpayers- they're contributing members of the community and the RTB has to be made aware of that. We don't want to lose our jobs - and that's the bottom line.

???-I've been working for the state 15 years now. When one person retires it seems like they want get one other person in there for cheaper. Also just doing that there the same thing with me at the state. Once we have a guy that retires, they want to take somebody out there that doesn't have any experience and put him in there.

DRT/ Yes Sir?

Joseph Johnson - In the event of sub-contracting, would the sub-contractor honor an MTC all you can ride card or would you have to put in additional money?

DRT/ All convenience fares would be acceptable.

Mr. Johnson - All convenience fares?

DRT/ Yes all transfers, convenience fares, anything MTC uses as a fare would be acceptable.

???- And all problems with service would be referred to MTC and dealt with by MTC?

DRT/ Yes

???- Which raises some interesting questions.

DRT/Yes Melanie

Melanie Benson - The cost to the private providers is allegedly less because their labor costs are lower but the MTC which is a public agency is going to provide customer relations, it's going to provide all these taxpayer-subsidized services. The private provider doesn't have to add to his costs of operation so it seems to me that it's putting a private provider at an unfair advantage over the MTC.

DRT/ Those costs aren't in here, either.

**Melanie Benson** - But I think when you look at public vs. private you have to look not only at the number of jobs that are in this case because that's an obvious concern; but what effect does that have on public service? The MTC has been in business since 1970 and is getting ready to celebrate its 20th anniversary as a public system. MTC commission meetings are open to the public. The records are open to the public. Once you start going private, that's not the case. The MTC has a very sophisticated radio control transmission/communications system. Every MTC vehicle has a radio on it that hooks up with the central control center and if there is an emergency on the bus, if there is a traffic problem or if there is a traffic light out, MTC drivers serve as eyes and ears of the community. They see what's going on out on the street, they are able to respond to emergencies and the private providers do not have access to that system.

**John Schelong**- I submit that if the entire system is operating under a subsidy then you shouldn't fix something that isn't broken. There is no reason to discontinue lines or sub-contract lines if the entire system is operating under that \$2.45 subsidy.

??? -I agree with you and state that philosophically if as a metropolitan area we're going to have service I think it has to be unified service and like running any business, when you start parcelling it out you create discrepancies in terms of how you are going to deal with problems, how you deal with employees. I think that's one of the nice things about our metropolitan system right now is that it is unified. There are obviously a few sub-contracts out I don't know how that's going- but I would think as a system and as a group of employees working for the Metropolitan Transit Commission they would want to work for that company and not for another company.

???-Another point I might make is that when Metro Mobility went out to a private carrier, they had so many problems and they treated those handicapped people so shabbily that it actually made the newspapers and there are a lot of complaints about that. They finally turned it around. They aren't trained to deal with the public like this.

????-I'd like to point out that when someone calls in a complaint to the Metropolitan Transit Commission, that complaint is followed up and most of the complaints the drivers will hear about it and it will be followed through step by step procedures and people will receive an answer one way or the other of what's going to be done and how the problem's going to be corrected. When you sub-contract out a route, you're going to have to go through a private carrier who is out there for profit and may not be out there to serve your interests and just out there to grab the money and run.

**I'm Scott Tollin** - I am a driver for 17 years and an officer for Local 1005. As a driver we're committed to public service to the communities. Because of the wages and benefits I can support my family and I have an incentive to do a good job out there and to serve you people. You people pay my wages. If we go to a private companies and so forth and we pay these people far less and no benefits, they don't care if they are there one day and not the next. They're not gonna be as quite as concerned and dedicated to the communities.

DRT- Before we break this meeting up, I would again like to say if you put your name and address down there I will send you a copy of the transcript of this meeting and I will also send any determinations that are made by the Commission that are forwarded to the Regional Transit Board.

???--One quick question: I hope everybody is on the mailing list. I was wondering does anybody object to being contacted again regarding any of this?

???- I would like to be.

DRT/Thank you very much.

DISK #9-A



## EXECUTIVE SUMMARY

### ST. PAUL ROUTE 19 WEEKDAY (St. Paul, Eagan)

Service Type: Peak Hour Express Route

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 19 provides reverse commute rush hour bus service from the St. Paul Midway area to the employment centers in Eagan. This route has always been marginally successful since started in the mid-1970s. Ridership has diminished recently partly attributable to the closing of the Unisys plant in Eagan. MTC has made several attempts to restructure the service based upon passenger requests but has not successfully increased ridership.

Daily Boardings	22
Subsidy/Boarding	\$6.85
Regional Standard (subsidy/boarding) for Peak Hour Express Routes	\$3.85
Annual Service Miles	6,484

### MARKETING PROMOTIONAL EFFORTS

- MTC distributes free bus schedules through many outlets.
- Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

No other regular route bus service is oriented from St. Paul to Eagan in a reverse commute fashion. Minnesota Rideshare does have on file active van pools and car pools oriented to the Eagan area employment centers.

**PUBLIC HEARING SUMMARY** (hearing minutes attached)

Time	-	7:00 p.m.
Date	-	August 16, 1990
Location	-	Highland Park Library 1974 Ford Parkway, St. Paul
Number of People Attending	-	10
Number of Letters Mailed to MTC Regarding Route 19	-	1

Issues and concerns raised included dependency on this route to get to work, lack of route specific advertising, changing businesses and growth in employment in Eagan should be considered a reason to continue Route 19, route restructuring ideas, need for more bus stop signage to identify bus routes, confusing routing should look at restructuring, apprehension about having non-union bus drivers operating Route 19.

**MTC RECOMMENDATION**

Subcontract service. MTC suggests forwarding Route 19 information to Minnesota Valley Transit Authority for review and recommendation.

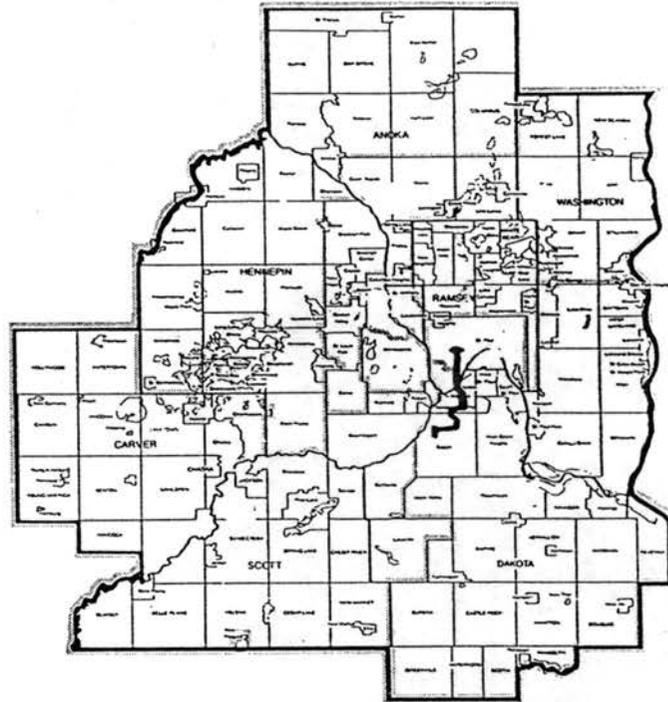
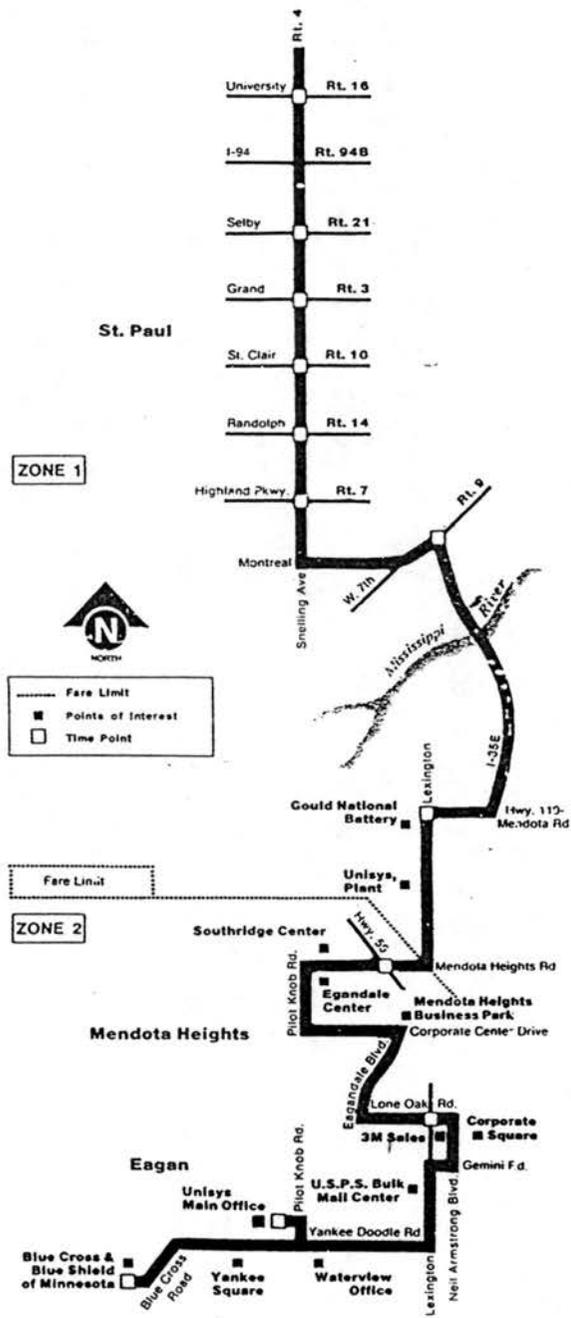
**RTB RECOMMENDATION**

Notify Minnesota Valley Transit Authority to eliminate Route 19. Route 19 services and patronage could more cost effectively be accommodated by formation of a van pool using a volunteer driver and, therefore, reduce public subsidy necessary to provide transportation to the 22 daily riders.

# ST. PAUL ROUTE 19

## ROUTE LOCATION

## ROUTE MAP



## CURRENT SCHEDULE

### Monday thru Friday

#### South: To Eagan Industrial Area

	Univ.	Selby	Grand	St. Clair	Randolph	Highland	35E & 7th	Hwy. 110 & Lexington	Hwy. 55 & Mendota	Lexington	Univ.	Blue Cross
19A	705	707	709	711	713	715	720	724	733	738	744	748

PICK UP ONLY-NO DISCHARGE on Snelling Avenue.

#### North: To St. Paul

	Blue Cross vac	Univ.	Lone Oak	Mendota	Lexington	Highland	Randolph	St. Clair	Grand	Selby	Univ.	
19A	439	443	449	454	503	507	512	514	516	518	520	523

DISCHARGE ONLY-NO PICK UP on Snelling Avenue.

## ROUTE DESCRIPTION

- St. Paul 19 is a peak only express route serving the communities of Eagan, Mendota Heights, and St. Paul. Specific destinations which highlight the 15 mile route include Blue Cross, Blue Shield, Unisys, Yankee Square, the USPS Mail Center, Eagandale Center, Southridge Center and several transfer points along Snelling Avenue.
- The route provides 1 daily peak period trips. There are no midday trips. The service runs from 7:05AM to 7:48 AM, and from 4:39 PM to 5:23PM.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 19</u>	<u>SYSTEM *</u>
Average Daily Boardings	22	240,000
Subsidy Per Pass.	\$4.10	\$1.01
Farebox Recovery	19%	31.3%
Passengers/Mile	.69	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	0%	6.2%
Percentage of under 18 riders	0%	6.3%
Patronage Objective	46	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	6484	27,672,561
Annual Cost	\$50,704	\$104,029,673
Route Length	15 miles	
Span of Service	7:05am - 7:48am 4:39pm - 5:23pm	
# of Daily Trips	1	
Service Frequency	1 trip	

\*1989 Actual Data

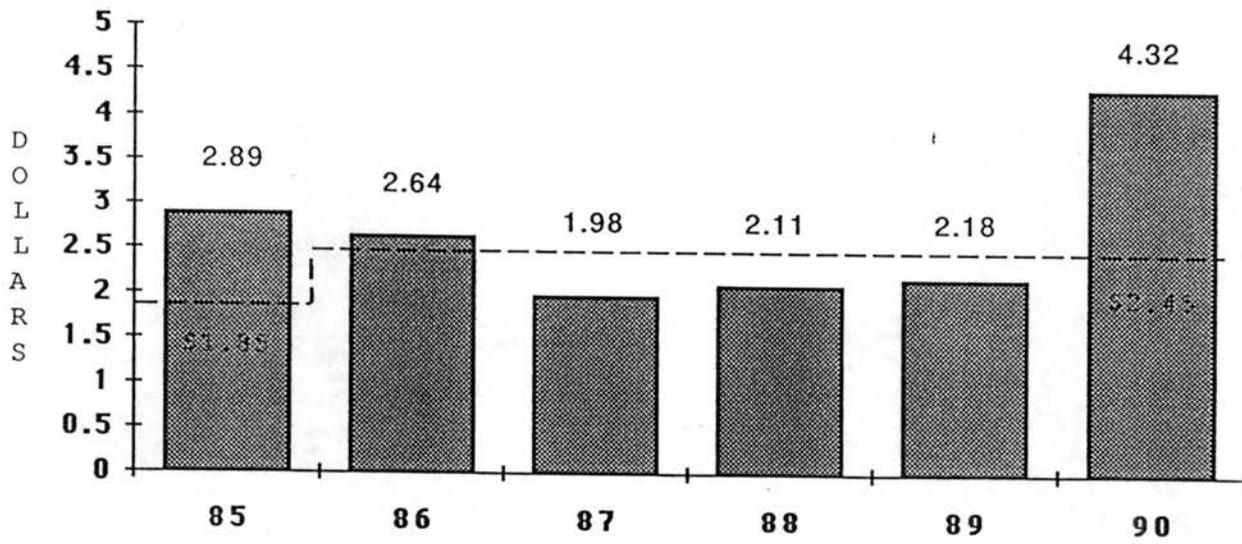
## ROUTE HISTORY

- **START OF SERVICE** pre 1977

### SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>PEAK FREQ.</u>	<u>MIDDAY FREQ.</u>	<u>WEEKEND SERVICE</u>
2-10-86	1		No service	No Service

SUBSIDY PER PASSENGER: 2-FACTOR COST MODEL



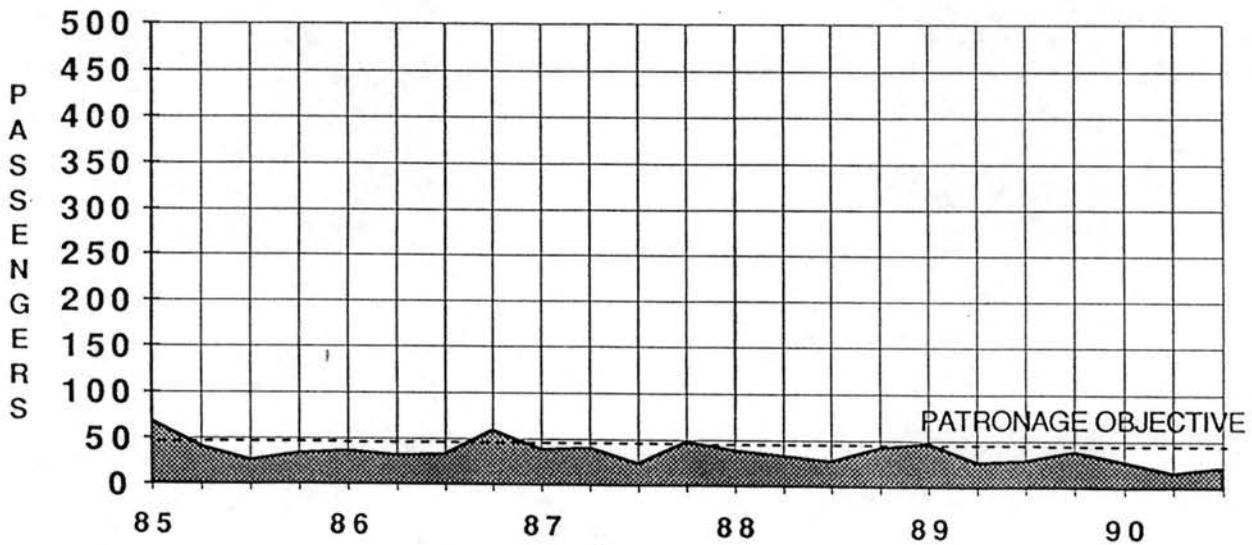
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.85

1989 SUBSIDY PER PASSENGER

\$6.85

DAILY RIDERSHIP HISTORY





ST. PAUL ROUTE #19

PUBLIC HEARING

HELD ON AUGUST 16, 1990

AT

HIGHLAND PARK PUBLIC LIBRARY

DRT/My name is Dennis Tollefsbol, I am the Manager of Planning for the Metropolitan Transit Commission. We have a member of the Regional Transit Board staff here, a bus driver, president of the union, and bus riders. I am glad that you're all here. We want to discuss the Route 19. I would like to tell you about the process of why we're having this hearing. Then I would just like to open the floor and listen to you- listen to what you have to say. If you have some recommendations and comments, I would like to hear them. The major reason we're having this meeting is to begin a process that takes a very close look at Route 19 because of low ridership. The Regional Transit Board tells the MTC how much money they can spend in subsidies per passenger on every bus route. Right now the subsidy level is \$2.45 maximum. Once that level is broached, then we begin a process of having a public hearing. Maybe we have to redesign the route; maybe we have to sub-contract the route; we have to get the costs down. Maybe we have to do more advertising, route specific advertising although it's very expensive - it can be done. Once this meeting is complete if you have signed up in the back there on that sheet and given me your name & address, I will send you a summary of this meeting. I will also send you a copy of any minutes from the Commission meetings that relate to Route 19.

DRT/Any Questions yet?

DRT/Okay

DRT/- Once a recommendation goes before the Commission, then the commissioners will decide what they would like to do and pass their recommendations on to the Regional Transit Board. The Regional Transit Board is the MTC's funding agency. The Regional Transit Board will have the final say on what happens to Route 19. The RTB can recommend leaving it alone. Let it run as it is even though the subsidy is beyond \$2.45. Another thing they could do is recommend MTC contract to another provider who has a lower cost. Finally they could discontinue the route. Route 19 right now is only carrying about 14-16 people on a trip. This level sets the subsidies in the high \$2.00 range,- approximately \$.50 per passenger over the subsidies that were allowed.

DRT/ I would like to open up the floor for your questions. If I can answer them I will and if not, I will get back to you. If you want to talk about something other than Route 19, I will be more than happy to discuss it with you after the meeting. If we could hold this meeting just for Route 19 and anything other than that, I will be happy to discuss with you after the meeting.

DRT/Ok - Please ?

I'm Jeanne - I depend on the Route 19 to get to work. I don't drive and it's very important for me to have a bus to get to work. How much more would we have to pay? I for one would be willing to pay a little bit more.

DRT/ A fare increase is not an option that I am aware of, although there are fare increases and fare change discussions going on. I don't think a fare increase on a specific route is allowable - it is only for the entire system. So just a fare increase on your route to protect your trip is not an option right now..

Jeanne-Okay

DRT/ Yes Sir?

My name is John O'Neill- I would like to know what are the factors that determine the price - average price? the costs per mile?

DRT/MTC's operating costs are based on a rate of \$28.00 per hour and \$1.80 per mile. When you take the number of miles and hours and then subtract the revenue that goes into the farebox you get the total subsidy. When you divide this by the number of riders you get a subsidy per passenger.

DRT/Does that answer your question?

???-Yes, but then the type of figures or transportation, is it with the equation?

DRT/ Labor is 85% of the cost of providing the service.

???-Labor and maintenance personnel?

DRT/Just the drivers

???/The maintenance is figured on a per mile cost?

DRT/Yes

??-We didn't know that the Route 19A becomes a 72. Is that right?

DRT/Yes

???-I heard a rumor a while ago. It was because Eagan didn't want to subsidize our 72?

DRT/That's not necessarily true. I think one of the things that could very well happen is the first of the year Dakota County is going to become Minnesota Valley Transit and Route 19 will become part of that. My opinion is, I don't have anything to lean on as far as substance, I do not think that Minnesota Valley would consider disbanding the route - they may shorten it up a bit, but I don't think they would disband it.

??-I think they need to advertise the #19 - I have been riding for 2 years now and I still have people that come to me and say "You mean there's a bus that comes out here?"

DRT/ If you look at route specific advertising direct mail is effective to do. Direct mail is also extremely expensive.

???-How about just advertising materials for the companies that you would serve?

DRT/We've tried that. Sometimes they will hand out pocket schedules with paychecks. There are places where the water company will drop a pocket schedule in the water bill in a specific area like within a zip code. It's very difficult to reach a person that needs the bus.

DRT/How did you hear of this meeting? - Believe it or not there were notices on the buses, and on public access cable television. It was in the newspaper at least two different ways: A legal notice and a press release. And I would

venture to say that all of you heard from the flyer on the bus.

**Arnie Entzel** - Yes I would like to make a couple of comments. My name is Arnie Entzel and we represent the drivers & mechanics that work for the MTC and we're concerned about any route that's gonna be dropped or contracted out or whatever. I think there is a couple very important things that you people that live in the neighborhood here in the district should take into account which Dennis mentioned on the outset here. That as you can see by this one sheet here starting back in November of '88 you had 42 passengers and subsidies down to a \$1.62. In '89 it went down to a \$1.22 and ridership went up. That's one thing that people living within the neighborhood or along the bus route these people have a big part of determining whether that route is going to stay there. Dennis mentioned that in the area route advertising or any advertising is very expensive. It might be one of the ways or probably one of the best ways of getting people within that area to know that there is bus service within that area. But, also the bus riders could do an awful lot of spreading the word that this bus runs in this neighborhood. Now, we've been involved in this thing since it got started and we're concerned about any route that's going to be dropped or contracted out, whatever the case might be. We sat down in my office here earlier this week or late last week and just brainstormed about some of the things that have taken place over the past few years that would cause some of the routes being dropped or how it got to this point. As Dennis said to start out with, the RTB has a subsidy of \$2.45 per passenger that they allow and they figure they're going to subsidize the route on. That figure has not changed in about 4-4 1/2-5 years. We all know that costs have gone up in that time. One of the things we feel is that costs should be tied to some form of a CPI - Consumer Price Index costs or whatever, because you can't just say okay it's gonna be this and that's as far as we're willing to go, because the costs do change. The other thing by splitting up these routes and giving this route to this man and these two routes over to this lady and this company, that company whatever it might be, we're getting back to the very same thing that brought the M.T.C. into being 18-20 years ago.

**ARNIE/Is** that a bunch of little routes out of this system and every route there is concern about their own route. Those drivers didn't know if you got on as a passenger, "where do I catch this one" - "I don't know we don't operate in that area". By doing what is or what transit is coming back to by splintering it up you give 'em a little bit to a bunch of different operators, the coordination of the service is just going to the dogs. You can see why, because they aren't all coordinated out of one area - drivers don't know where they transfer, the operators and you can check this out yourself I'm sure Dennis can tell you this, I can tell you for certain the operators change in those transit companies very frequently. I don't know - they aren't there long enough to know the route - know where you people can transfer and so forth. This is one of the main things I think that should be considered when you're busting up a system.-What happens to it when you get 10-12 different agencies involved in it - no one single coordination. The other thing I would wonder here how many people in this room have contacted their senators or representatives or the RTB, who sets the subsidy level? One of the major things you could do is contact the RTB indicating that this subsidy level hasn't changed. But the RTB also has to go to the Legislature, to your state senator and your representative and get that subsidy. You can talk about this any way you want and it boils down to one thing- dollars and cents and that has to come through the Legislature. The people you elected into office or that are appointed to these different commissions play a major role in the amount of subsidy that goes for transit. I think those factors are things that really have to be considered. - What happens when you break up a system and the subsidy level at a dollar figure forever and forever and they never changed that no matter what costs go to.

DRT/Anybody else?

DRT/Yes Sir?

???-Has West Publishing been taken into consideration? West Publishing is moving into Eagan, - that would be quite a number of affected people.

DRT/In anticipation of their ridership?

???-Yes

DRT/No, it has not- these figures and ridership numbers are past not future - just what we've had in the past.

???/The number of people working for that company and it is changing it's bound to go up it's not gonna go down we know that.

DRT/It's very possible

???/Just to ask you a question, I know I have worked the 19 and there is one particular trip- where you go out as a 72 and come back as a 19. How is that figured in your subsidy?

DRT/You don't get the ridership off the 72 - what you do get though is no deadhead miles charged route 19 for that trip.

???/Ok, is it compensated for?

DRT/ Yes absolutely!

???-That has been figured in?

DRT/Absolutely!- We like to keep the costs down too - if we can save deadhead miles, which are miles that don't carry passengers, we will do it if it is at all within reason.

DRT/Yes Sir?

**My name is Ed Stewart** - and I am an occasional rider of 19. I don't use it all the time, it's not my only means of transportation, but I do appreciate the option of taking the bus. I'd like to make a couple of points. I also have the point that this gentleman said about other business coming into that area down there. It's an increasing area and specifically there are some places right now being remodeled along the route. 3M is going in the corner of Lexington. It's been remodeled, I don't know if it's opened up yet. I don't know what kind of people are going to be working there, but it's just another example that the Eagan business area is a dynamic growing area. I also wonder what kinds of attempts are they doing to try to tie-in other routes to the 19 route. I used to live on the West Side of St. Paul and I know there was a 29 route that comes down Dodd Road and then stops some place for quite some time and just sits there for a turnaround to go back north again. It can go down Dodd Road just a little bit further and across and it's at Lexington and it could tie-up and people could get on the bus - the 19 bus at that point. That's only one I know about and there's a big complex map here of what kinds of options are there.

DRT/ If there are transfer options for the most part we try to catch as many as we can.

Ed Stewart/I think that's the Route 29 I'm not sure?

DRT/The 29

???:/And it just sits there for 10-15 minutes. I don't know just the amount of time it could take to go down and drop off some people for the 19 bus. There's no way for people on the West Side I couldn't get to work from that part of town.

DRT/We will look at it - I will in fact have some of my staff look at the 29 and the 19 tomorrow. The 77's from Minneapolis go down into Eagan, Apple Valley, Burnsville - there is a number of things that you can do but the problem is, is there any return for the investment. - What's the potential?

Ed Stewart/I don't know, but it wouldn't come overnight. You'd start the bus that way and you wouldn't see a bunch of riders all of a sudden.

DRT/ I understand that

Ed Stewart/ I don't know of any other options at this point.

DRT/Yes Sir

My name is Jim -I don't ride the 19 but my wife does and she's handicapped and during the winter time. (The transcript tape was being replaced at this time. The testimony continues here). I would also like to mention that I don't understand the subsidy part. I ride the 94B to Snelling and most of the time I don't have a seat. I have to wait sometimes for other buses. That's a high ridership area - there's no problem subsidizing that. I guess my feelings are that this isn't so full and yet I can't even get a seat. I still go along with it. Maybe it might be possible for those that really need a bus to be subsidized. That's my feeling. You must get far more revenue off the 94B than anywhere else and I don't even get a chance to sit and sometimes buses go by full. So there's inequity all over but people who don't have any ride, that's a different thing.

DRT/It is the policy that routes and their subsidies do not mix. It is also the policy that the routes within itself operating Weekday, Saturday and/or Sunday do not mix. So service like the 19 is within itself when it's looked at. So you don't bring some of the subsidies from Route 16 or Route 94B to help the 19. I'm not saying that's wrong; all I'm saying is it's not done. It would make it very difficult to evaluate that route if you did it, because you wouldn't know where your revenue is coming from/or your subsidies.

DRT/Yes Ma'm

Melanie Benson/Just to follow up on the question which was just asked and the comment that Dennis made I think it's unfortunate that the system isn't considered as a whole as far as the zeros are concerned. There is a route profile that comes out every few months which details what the subsidy is on each particular route and according to the March 1990 subsidy list, the subsidy level on the 94B is \$.24 per passenger. As you said it is a very low per passenger subsidy and if you total all the routes and all of their subsidy levels together and look at the system as a whole, the subsidy level is way below even the \$2.45 figure that was set. I think that's a policy that needs to be looked at. Why are these routes being contracted out? There was a study that was done by a group called the Economic Policy Institute just recently, it came out this last fall, that challenged the whole idea of separating particular routes out of a system and scrutinizing individual routes instead of

looking at the system as a whole. - Public transit was built on the idea it was a coordinated system that operates in harmony with each route complementing the other. So that's one of the considerations. I also wanted to point out another thing concerning sub-contracting. There are some routes that have already been sub-contracted that have now been either proposed for discontinuation or discontinued altogether. Two routes in Minneapolis, Route 26 on Saturday and Route 67 on Saturday, went through some serious restructuring over the years. If you look at the statistics in July of '87, the MTC was operating that service and carried 137 passengers on a daily basis and the route subsidy was \$4.53. In 1990 after an 18 month evaluation period of sub-contracting, the passenger ridership level had gone from 137 daily passengers down to 59 daily passengers and the subsidy level had gone down only slightly. That was recommended for discontinuation and Route 67 on Saturday went down from 43 daily passengers in 1987 to 16 daily passengers during the sub-contracting period and the subsidy level went up from \$8.60 to \$23.51. So it's not necessarily a factor that sub-contracting will improve the subsidy level or not resolve the continuation of service. So that's a consideration I think we should look at.

**DRT/Arnie?**

**Arnie Entzel/** I would just like to follow-up on that. I guess that comment - the point that I made - splitting up the system like that and getting your transit providers to provide service. There is a prime example as I was saying before that they don't necessarily know what the other routes are doing - where the passengers can connect and are they going to do anything to build up the ridership on that route or are they gonna milk it to what they can get out of it financially? That's where public transit came the private sector, because that's what the Twin City Lines - I drove a bus for 13 years, that's what they were doing. They keep the routes as long as there was a good financial income from it. They weren't out there to build up the system. They milked them as much as they could and then they dropped it and that's when the state took over in 1969 and 1970 and so on in Minnesota and in all the other major transit companies. So that's one thing that has to be considered.

**DRT/**You also must consider that your and my tax dollar is paying for this and maybe sub-contracting a route in some cases doesn't work maybe in some cases it does - It is still yours and my tax dollars that pays for it. If you mix all your route profiles together you'll never know that it's costing you \$8.00 to carry a passenger on some routes.

**My Name is Ruth** -We were speaking of advertising the bus. I think one thing they could do is put more signs along the road (MTC signs) and get people aware of it. It wouldn't be too costly to do that in comparison with some other advertising. Speaking for Blue Cross/Blue Shield, we've got 10 years of service of people tonight and I think we need our jobs and we hope you do everything possible.

**???**/Speaking from my experience as a bus driver, I've been driving MTC for approximately 21/2 years - before that I drove for 3 or 4 different school bus contractors for 12 years across the state. MTC is organized labor - the drivers are paid more than private school bus contractors who are unorganized and therefore the drivers that stay around longer and you don't have such a rapid turnover. Ball park figures of 70% turnover for school bus drivers and along with your turnover naturally they keep your wages down the person cannot afford to stay there that long, and they end up with high accident rates. That's speculation, I haven't seen any statistics on it, but I would guess that would be a fairly good speculation comparing the two companies with MTC and their whole accident rate.

My name is Cheryl Kinzell -I'm a bus driver with MTC and I'm just a little distressed by Dennis' comments talking about our tax dollars. I live in Eagan and you get a lot of taxes. My tax dollars are also going to the people, politicians that are working to cut down our jobs. It's like what your saying, I really want to pick up on that - that talk to your employers, I mean talk to your senators and your representatives find out more about the RTB learn more about what the subsidy is, transit is a political football ya know. If you depend on the bus you have to realize that and become a more educated consumers because otherwise the bus isn't going to be there. It doesn't matter if the MTC runs it - it doesn't matter who runs it. Melanie is making a point that if this goes to a company for profit and they're looking out at dollar signs, that's what it's gonna be. You don't have the numbers there you're not gonna have a bus. So I'm just saying my tax dollars are going against my job too so keep that in mind when you're talking about tax dollars.

DRT/. Ok

DRT/Melanie?

Melanie/-I just I was thinking about the winter coming up - and thinking about the years of experience and professionalism that MTC drivers have compared to the drivers of private providers who, through no fault of their own, don't receive nearly the training that MTC drivers do. When we're hired, we receive weeks and weeks of intensive training. When private providers hire drivers they hire them on a part-time basis, they pay them low wages and some of them train their people at the minimum. When I think about commuting from St. Paul to Eagan on slippery/icy highways, I would want my drivers to be the most skilled professional - experienced drivers that you won't find with a private provider.

??/?I would like to make one more comment on that route too: I've driven this route and it took me a week to even get this route down to where I felt I wasn't gonna make a wrong turn. You're not gonna send somebody out there for maybe \$5.00 to \$6.00 an hour who is going to pick this up and do it. I consider myself pretty astute - I make myself little maps and this is a hard route for me to learn.

???-Provide a co-pilot for the drivers.

??/It's a very difficult route, so you want some drivers out there that know what they're doing and know how to handle the equipment. Otherwise you're looking at someone making a wrong turn or getting lost or whatever.

??/?Back to the subsidy computation. Why couldn't you use the average subsidy per passenger?

DRT/Anybody else?

DRT/Yes Sir!

I don't ride the bus. I have on a couple of occasions. I work in Human Resources, so I'm concerned about our employees that will lose the bus. I think the point that has been made is that there are some pretty good companies going in there. West Publishing, which is huge and has a large number of people, and I really think that should be taken into consideration. I would suspect there would be pretty large ridership from that move. - I have no statistics to prove that, but I would think that anybody that's looking at this has grounds to be concerned.

DRT/It is my understanding that West Publishing is renown for providing parking space for every single employee in their company including a surface lot downtown St. Paul.

??? -The price of gas rising steadily. I think that should be considered also.

DRT/Yes for a moment that it is very effective

???-I work at Blue Cross/Blue Shield. We got free parking and there are plenty of extra places. Our concern is for people who don't drive or can't drive. It's just not for our employees, but for anyone else that might come in this area.

DRT/-That's why we're here.

DRT/-Anyone else?

DRT/-I think we have had some good discussion. I will again tell you if you have signed up back there, I will send you a synopsis of this hearing. I will also send the recommendations of the Metropolitan Transit Commission or the Regional Transit Board.

DRT/Arnie?

ARNIE Entzel-/One more thing. I think one of the most effective things people can do is contacting the Regional Transit Board, contacting your senator/representative. - They are the people that are gonna listen - if they get a number of residential calls that's where the buck stops and that's what we need!

MELANIE BENSON/-How soon can expect these transcripts?

DRT/As soon as I'm done with the 1991 budget.

MELANIE/That helps - no answer

DRT/-Do you have a specific comment on Route 19 Melanie?

MELANIE/-Would anybody who attended this meeting - be adverse to being contacted by anybody else at this meeting about this topic?

DRT/-I would!

???/Does the RTB look at the performance of the system the way MTC does route by route?

DRT/Both the RTB and the MTC look at it that way

???/-Okay

MELANIE?-One additional comment- About the RTB they didn't even exist before 1984 and their current budget is \$2.7 million dollars a year.

DRT/I don't expect any changes before the beginning of the year. Thank you for coming.

## EXECUTIVE SUMMARY

### ST. PAUL ROUTE 49 SATURDAY AND SUNDAY (Downtown St. Paul, St. Paul, Maplewood)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

In 1983, MTC restructured bus service operated in the East Side of St. Paul. One of the restructuring activities included route structure simplification on Route 3, which at the time had several route branches scattered through the East Side. MTC restructured Route 3 and separated the services operated on Burns Avenue/Upper Afton Road into a new route--Route 49. Weekend Route 49 services are designed to "line up" with other MTC routes in downtown St. Paul, allowing scheduled connections and system transferrability. However, route connections in downtown St. Paul are not focused in one location and need to be reevaluated for effectiveness.

	<u>Saturday</u>	<u>Sunday</u>
Daily Boardings	351	194
Subsidy/Boarding	\$3.65	\$3.39
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25	\$3.25
Annual Service Miles	12,864	7,208

### MARKETING PROMOTIONAL EFFORTS

- 43 outlets provide free Route 49 bus schedule information.
- Transit Information Center--operator assisted telephone service providing free route and schedule information weekdays 6:00 a.m. to 11:00 p.m.; weekends 7:00 a.m. to 11:00 p.m.
- Cityline preprogrammed bus schedule information available via telephone 24 hours a day, 7 days a week.
- In 1990, MTC installed bus schedule and route information displays in all private and city owned bus shelters in downtown St. Paul.

### SERVICE ALTERNATIVES

- Other MTC bus routes are within one-half to one mile walking distance of Route 49.
- Private taxicab service.

**PUBLIC HEARING SUMMARY** The public hearing on Route 49 was held simultaneously with hearings on Routes 10, 11 and 61 (hearing minutes attached)

Time	-	7:30 p.m.
Date	-	August 2, 1990
Location	-	St. Paul Courthouse Annex Downtown St. Paul
Number of People Attending	-	18
Number of Letters Mailed to MTC Regarding Route 49	-	2

**MTC RECOMMENDATION**

Subcontract Route 49 Saturday and Sunday service.

**RTB RECOMMENDATION**

Direct MTC to continue Route 49 Saturday and Sunday service and examine current route and scheduling practices for ways to improve system transferability.



## SATURDAY ROUTE DESCRIPTION

- St. Paul 49 Saturday is a local radial route serving Maplewood, Woodbury, and St. Paul. Specific destinations include Ramsey County Correctional Facility, Sunray Shopping Center, Mounds Park Hospital, and downtown St. Paul.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 49 SAT</u>	<u>SYSTEM *</u>
Average Daily Boardings	351	100,000
Subsidy Per Pass.	\$2.64	\$1.01
Farebox Recovery	16%	31.3%
Passengers/Mile	1.22	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	4.6%	6.2%
Percentage of under 18 riders	17.6%	6.3%
Patronage Objective	257	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	12864	27,672,561
Annual Cost	\$47,568	\$104,029,673
Route Length	8 miles	
Span of Service	5:20am - 1:30pm	
# of Daily Trips	20	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

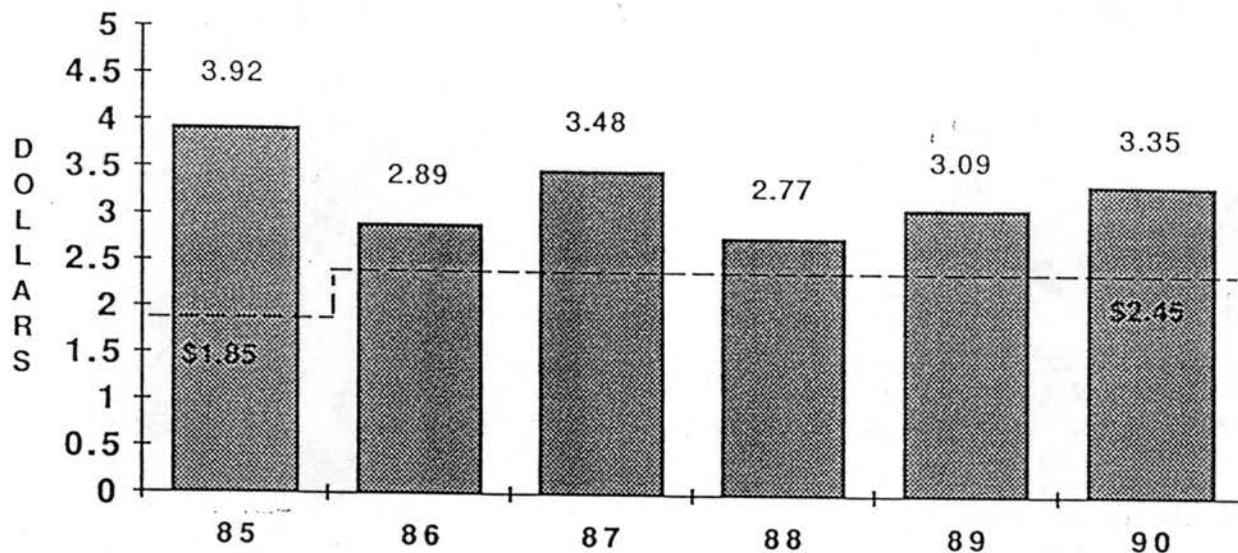
- START OF SERVICE pre 1984

### SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF SAT TRIPS</u>	<u>SAT FREQ</u>
12/28/85	23	60 min
1/13/86	20	60 min

49 SATURDAY

2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



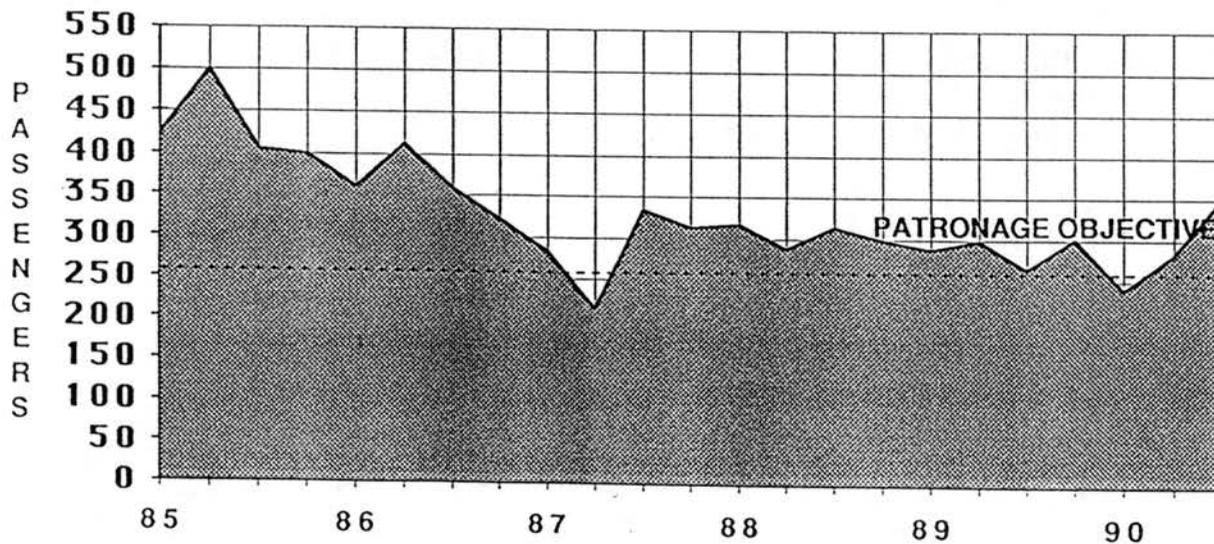
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$3.65

DAILY RIDERSHIP HISTORY



## SUNDAY ROUTE DESCRIPTION

- Route 49 Sunday service follows the same route as the Saturday service and has hourly service from 9:02 AM to 6:57 AM.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 49 SUN</u>	<u>SYSTEM *</u>
Average Daily Boardings	194	50,000
Subsidy Per Pass.	\$242	\$1.01
Farebox Recovery	17%	31.3%
Passengers/Mile	1.3	2.50
 <u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	6.7%	6.2%
Percentage of under 18 riders	17%	6.3%
Patronage Objective	141	
 <u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	7208	27,672,561
Annual Cost	\$29,276	\$104,029,673
Route Length	8 miles	
Span of Service	9:00am - 7:00pm	
# of Daily Trips	10	
Service Frequency	60 minutes	

\*1989 Actual Data

## ROUTE HISTORY

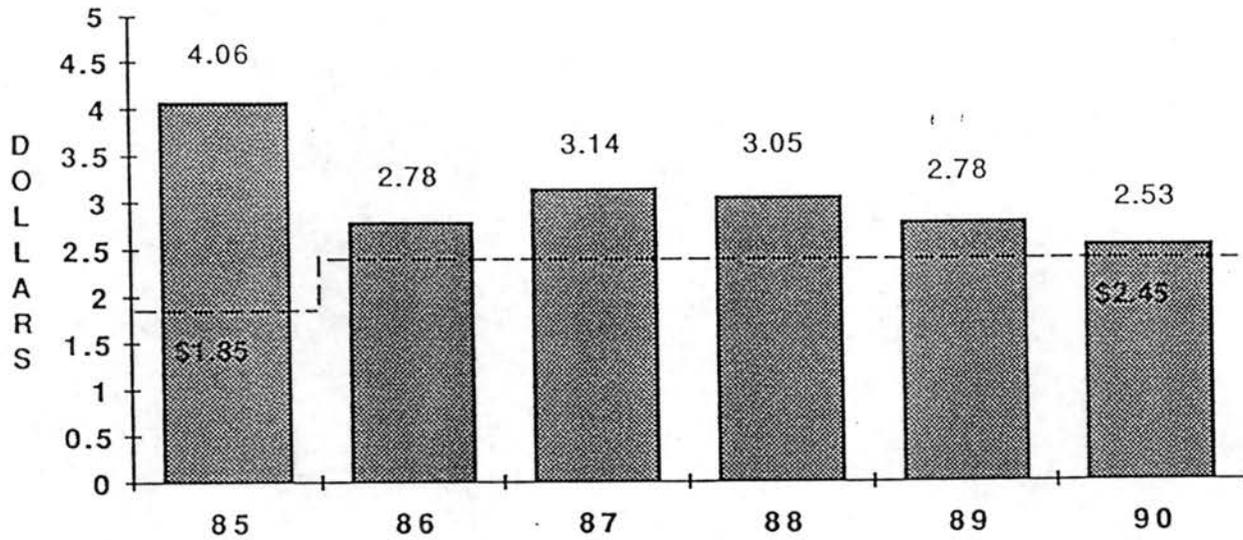
- START OF SERVICE pre 1984

SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF SUN TRIPS</u>	<u>SUN FREQ</u>
12/28/85	10	60 min

# 49 SUNDAY

## 2-FACTOR COST MODEL METHOD: SUBSIDY PER PASSENGER



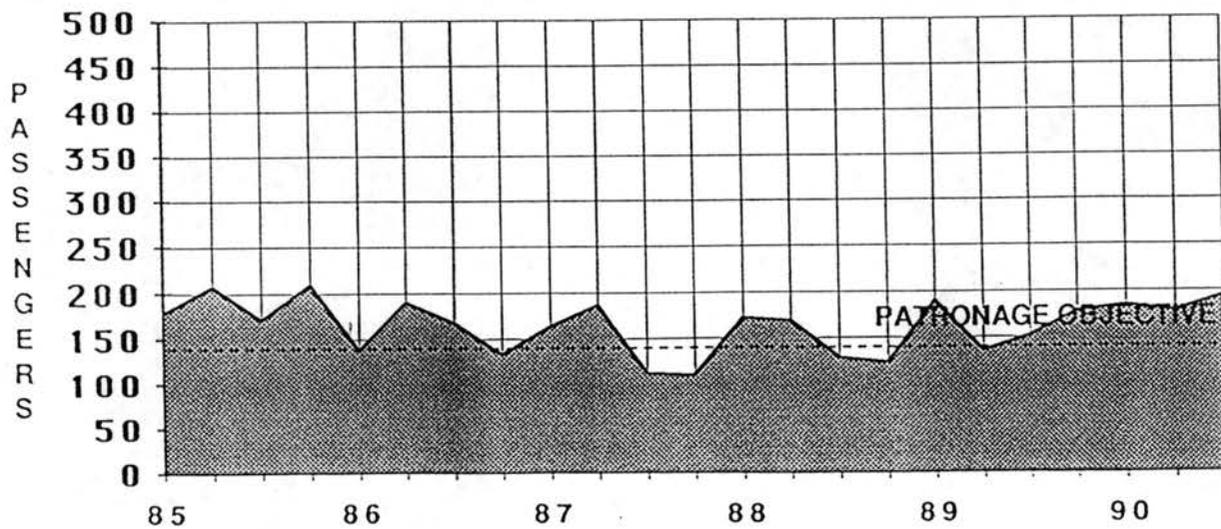
## 4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.25

1989 SUBSIDY PER PASSENGER

\$3.39

## DAILY RIDERSHIP HISTORY





PUBLIC HEARING  
ON  
ROUTES 10, 11, 49 & 61  
HELD ON AUGUST 2, 1990

The meeting began around 7:00 P.M. My name is Dennis Tollefsbol, I'm the Manager of Planning & Scheduling for the Metropolitan Transit Commission. The reason for the public hearing is to start a process. The MTC is mandated by the Regional Transit Board to operate its service as efficiently as it can, and when it is not efficient to begin a process: to re-investigate the service, to look at re-routing it, to talk to the public, to have public hearings. We want to listen to the public. I will listen to what you have to say, I am not particularly here to answer questions for you what I would like to do though is for you to sign in if you will please. We will have a transcription of this tape made and I will send you all the minutes of this meeting. Also, when recommendations go from the Metropolitan Transit Commission to the Regional Transit Board I will mail the results to you so if service is being re-routed or a trip is being removed or something like that - you'll be the first to know. The process that we're going to go through for high subsidy service, which we are talking about tonight, is to do the public hearings, listen to the public, receive written comments from the public (which we are doing on a daily basis coming into our office) and send a recommendation to the Commission. The chairman of the Metropolitan Transit Commission is here tonight, Carol Faricy. Also, once that recommendation goes to the Regional Transit Board, the Regional Transit Board will make a final determination. This determination could be a number of things: The Regional Transit Board could say don't do anything, just leave the service as it is. Another thing they could do is they could tell the Metropolitan Transit Commission to sub-contract the service. with the MTC being the contractor- we would go out and look for another provider and hire them to operate the service. The Regional Transit Board also could go out and sub-contract the service. And last but not least they could just say just discontinue the service, if this is one of the options that we're looking at. Tonight the only one we are looking at discontinuing is Saturday Route 61 service. The Route 10 Saturday and Sunday, the Route 11 Saturday and Sunday and the Route 49 Saturday and Sunday we are considering as subcontractable service - we feel that with lower costs this service would be viable and could stay under the \$2.45 limit that is set for us. Here is a list of each route that we're talking about tonight. If it's Saturday and Sunday they're both listed and it gives you information on the average number of passengers on a selected average day for that month for the past year and half. It also tells what the subsidy is over and above the fare it cost to operate the service. If I may, I would like to open up the floor for comments. By the way would you please identify yourself as you speak so we could get this into the record.

**Daniel Storms** - Looking at Route 49, if you look at January 1990 there were 238 passengers and a subsidy of \$4.04 and Sunday there were 184 passengers and a subsidy of \$2.52. Where are the costs incurred to make the subsidy less with fewer passengers for Sunday?

**DRT/** It depends on how many buses you have out there; what the service day is and what the frequency of the service is.

**???**, Are the subsidy figures in dollar amounts per passenger?

**DRT/** They are dollar amounts per passenger.

??? - So that's the subsidy per passenger?

DRT/Yes: The cost to operate the service is the fare + the subsidy per passenger, times the total number of passengers for that day.

Arnie Entzel - I have a comment relating to mostly to Routes 10, 11, and to some degree Route 49.

DRT/Both services Saturday & Sunday?

ARNIE/Yes. Particularly on the 10 line the Sunday subsidy level is well within the guidelines that have been set. For everybody's information here - these guidelines were set back in 1986. I think one thing that the Regional Transit Board and the MTC should take into account when they're considering whether to sub-contract or discontinue service is this subsidy level and that it is 4 years old. The RTB operating costs, their staff, complement, wages have gone up quite a lot since then. One thing they have not touched, though, is the subsidy level. The big discussion on this was last Monday at the RTB and this issue was brought up by myself as something that should be considered there, to increase the subsidy in conjunction with other costs have done over the past 4 years.

The other thing that I mentioned is that, especially on a route like the 11 line which is quite close to the existing subsidy level that has been set at this time; wouldn't it be well to go into an intense marketing program on those lines? Not a big billboard some place, but a local marketing program that let's the people know what is going on, what they're going to have to do if they want to keep that service. They're going to have to talk to their friends or neighbors and do something to help increase the ridership on those lines. I think that with a marketing program you might get Routes 10, 11 and 49 down near the \$2.45 subsidy level. You people who live in the area can also let the RTB know that you don't want the subsidy level kept at \$2.45 when costs have increased.

Mr. Bird - I would like to present a resolution from the City Council of the City of Cottage Grove but before I do that I'd like to make a couple of comments that our City Council passed this resolution with full knowledge of the number of passengers and subsidies. Madam chair, I wanted you to know that Dennis provided those to us and was very gracious in his dealings with us and we appreciate that. So they did this with the full knowledge of what they were getting into. I understand they basically are following suit with the City of St. Paul Park in opposing the discontinuance of the Saturday service on Route 61 from the City of Cottage Grove to St. Paul. (Please see Attached Copy). This was passed last night the first day of August, 1990 and signed Richard Peterson, Mayor. I would like to present this resolution for your public record.

??? We're sorry we're late, but this is the earliest that your Route 49 could accommodate us. I don't know what transpired before we got here.

DRT/ The floor is open for comments on the proposal of discontinuing Route 61 Saturday service and sub-contracting of 10, 11, and 49 Saturday & Sunday service.

??? There are a certain number of people that do depend on Route 61 Saturday service. Taken away it's a catastrophe to them.

??? - What is the timing after the testimony is received? When will this information be forwarded to the Metropolitan Transit Commission and discussed at their meeting and what is the time line for their recommendation to be forwarded to the Regional Transit Board for discussion at their meeting? In other words is there time between now and the time that the final decision is made by the Metropolitan Transit Commission or the Regional Transit Board to do anything?

DRT/ There is quite a bit of time - I do not foresee anything of any significance happening other than transmittal from one agency to another between now and the end of the year. I would think that the Metropolitan Transit Commission's recommendation would go to the Regional Transit Board in late fall. There are 8 public hearings of which all this information the Transit Commission is going to take under advisement, so it is not going to be a small task. I think it would be late fall at the earliest.

??? - A long time ago the 10:45 bus on Route 61 was cut, which they should not have done.

DRT/Yes Sir

??? - What are your specific reasons for wanting to sub-contract these lines? I am a person that relies heavily on the 49. I ride it twice a day 5 days a week and on weekends during the winter time.

DRT/The reasoning for sub-contracting is that 85% of the costs of operating the service is labor. It is our feeling that if you have a smaller labor cost then you can bring the total overall route cost down and keep under the \$2.45 subsidy limit.

??? -What is this \$2.45 subsidy limit?

DRT/ The MTC is mandated by the Regional Transit Board to operate service under \$2.45 or to begin this process sub-contracting or discontinuing. The Regional Transit Board could sub-contract; it they have their choice of about four different items that they can do but this is the beginning of the process.

??? - How long have you been running this line on Saturday and staying under that cost?

DRT/- I've only listed in the last 14 months worth of this information. Route 49 is over \$2.45.

???? I live out there on Wilson where the Branden House apts. are The people in the apartment there can get the bus right on Wilson. On Sunday if you cut this line out they're going to have to walk all the way down to 3rd Street. These are elderly people.

DRT/Understand please we are not recommending the cutting of the Route 49.

??? We would like to keep the 49 in the Sunray area too because it's easy for them to get on it.

DRT/ We are not advocating the discontinuation of 10, 11 and 49.

?? - I basically have two questions 1) As a person who rides the 49, where you're not proposing discontinuing service on Saturday and Sunday I'd like to know specifically what the consequences to me as a user would be and that relates to things like complaints about service, and issues about scheduling - cutback of scheduling and that sort of thing. 2) Also I guess you addressed this before but it looks to me like this is a way for you to circumvent whatever your agreed labor contracts are in terms of what salaries are paid to people who are driving buses for MTC. Is that a correct assessment?

DRT/ Not from my standpoint it's not, no. I don't have anything to do with the labor rates. We are instructed by the Regional Transit Board to begin this process when the cost of operating that service exceeds a specified dollar amount. Once that takes effect, then this process begins. The recommendation might be any number of things: sub-contracting, discontinuing service, or maybe an aggressive marketing program.

??? -I have another suggestion: I think that the schedule on the 49 is a particularly inconvenient schedule in terms of using that bus to actually get places at times when events start. We took the bus tonight: We would have either gotten here 45 minutes early or 15 late as we were. We would ordinarily in the evening drive during the summer just to avoid that inconvenience of timing and I think on a bus like the 49 which runs as infrequently as it does it might be worth considering alternative scheduling rather than discontinuing it. You might be able to increase your ridership by being more attentive to your scheduling.

DRT/ Not too many years ago we did have 40 minute service on Route 49. It did not work - the subsidies were higher than what they are here. One of the easier things to do is to shorten the service day or to increase the time between buses, so we went to an hour headway. Going from a 60 minute minute headway like it is now to a 30 minute headway in anticipation of increased ridership may sound good but it doesn't work.

??? - Keep it an hour but change the time when you arrive downtown and when you depart downtown relative to incoming buses and relative to events that are likely to start on the hour or half hour that's all I'm suggesting.

DRT/ Okay That's good

??? - I don't understand why the MTC thinks it's feasible to sub-contract out some of these routes when the RTB is not willing to look at increasing the subsidy, Any private company is in there for profit and they want to go in there with substantial knowledge that they're going to make a profit. If you don't look at increasing the subsidy, their costs surely are going to go up just the same as the MTC or maybe even higher. And then you also have the problem like with Medicine Lake Lines overbilling, fraudulent practices and all that kind of stuff.

DRT/Arnie?

**Arnie Entzel** -If the route is sub-contracted who is responsible for the marketing?

DRT/Depends on how the contract is written. You could have it done by the provider, you could continue to have it done by the MTC - however you wish.

**Arnie Entzel** - What has the MTC done in the past?

DRT/The MTC normally keeps the advertising to itself or the contractor will ask us to maintain it since we already have an advertising firm.

**ARNIE/** Is that generally done by the MTC?

DRT/ That has been the practice in the recent past.

DRT/Before we go on, may I introduce another commissioner - Commissioner Bruce Nawrocki who has joined us tonight.

**My name is Melanie Benson**- I am an MTC bus driver with almost 14 years of service with the Metropolitan Transit Commission and I am also I guess what the transit professionals call a transit-dependent because of my 18 years of living in the twin cities area - I've never owned a car so I rely very heavily on the MTC service. A number of us have also done a lot of research on what sub-contracting to private providers would mean. There was a study that was done by the Economic Policy Institute on the privatization of transit which speaks very strongly against the kind of approach that MTC or the RTB is taking now of subdividing the system and judging each route based on a subsidy criteria that is only for that route. It speaks very strongly in favor of the integrity of a public transit system that serves the public and meets the public need rather than serving private providers and meeting their particular needs. It seems to me that an agency that was formed in 1984 being the Regional Transit Board that currently has an annual budget of 2.7 million dollars and 30 people on its staff has a lot of gall recommending that sub-contracting or elimination of the service that serves the general public. The statistics from what I can tell show very clearly that sub-contracting doesn't necessarily even save taxpayers money and probably would ultimately lead to a deterioration of service. As the gentlemen up here pointed out private providers are in the business for private profit not primarily for public service - they're in it to make some money and in this case to make it out of taxpayers' money. They are also notorious for providing mostly part-time jobs 99% to 100% part-time jobs, where they pay their employees very little, no benefits, the turnover is extremely high, the quality of service is going to suffer, because again their bottom line is their the money they make. Now the Regional Transit Board has sub-contracted some service. There is an experimental project right now called the Roseville Area Circulator that's in effect in St. Paul where in June 1990 the cash fares from the service of that route were \$3,000.00 is what Morley Bus Company a private provider took in. The difference between the cash fares and the expenses were made up by the Regional Transit Board subsidy which is taxpayers' money. They took in \$3,000.00 in the fare boxes and the Regional Transit Board subsidy was \$47,000.00. Where the RTB is recommending or mandating that the MTC meet a \$2.45 subsidy, Roseville Circulator service has a \$3.45 per passenger

subsidy. Where the Regional Transit Board wants the MTC to have a 35% fare box recovery ratio, Morley Bus Company has a 6% fare box recovery ratio. In another instance there is high subsidy service that already went through the process of public hearings and was already sub-contracted by the MTC. Prior to the sub-contracting of this particular service in 1987 which was Saturday service on Route 26, there were 137 daily riders when the MTC provided that service and the subsidy per passenger was \$4.53. After a year and half of sub-contracting the daily riders were up from 137 to [159?] and the subsidy per passenger only declined \$.34. Minneapolis Route 67 on Saturday: in August of 1987 when the MTC created that service there were 43 daily passengers and the subsidy per passenger was \$8.60. After 18 months of sub-contracting, the passengers had dropped from 43 to 16 and the subsidy level had jumped almost three times to \$23.51. It seems to provide some information that maybe sub-contracting isn't going to benefit the public at all it may eventually lead to the loss of those routes and increased costs to the public.

DRT/Any other comments?

???-Are there routes that reap super profits that can take/absorb all these subsidies?

DRT/-The closest thing we have to a profitable route is the Route 16 and it operates right around the 0 subsidy level.

??? - If you were to take all of your routes, the system as a whole, what's the subsidy level?

DRT/It's under \$2.45

**My Name is Marlin Jensen** - I am a driver in Minneapolis. I've got some statistics here from March of 1990 broken down to every route in the system and their subsidies per passenger. Stemming off from Melanie's comments about the system being interlocking: if a passenger wants to go from Point A to Point B he may use 2 different or maybe even 4 different lines to do that. Therefore, I don't think you can separate out each line and do each line individually with their own subsidies. The averages for weekday in Minneapolis without the cuts and Saturday and Sunday in Minneapolis are well below the \$2.45 subsidies. For St. Paul before the cuts, Saturday and Sunday routes Sundays are \$2.45 average and Saturdays are \$2.84 and if you combine the two cities and take an average of the whole metropolitan area it drops it well below \$2.45. Therefore, I don't see any reason why the averages cannot be combined for the system and the system is coming out ahead well below the subsidies.

**My name is Bill Kenney** -I'm the administrator of the former Mounds Park Hospital now known as the Marion Center St. Paul. We have 2 employees and 2 residents from Marion Center who are here. We are a growing business on the East Side. We look at expanding to have about another 150 people in the next 2-3 years which means that we're going to have another 150-200 employees at Marion Center. For those of you who drive the bus I have not heard comments from my employees that the bus is late it's usually the car's broken down and that's the reason why people aren't showing up. But there are certainly problems in terms of the scheduling of the bus. It's not convenient in Jackie's case who comes to work at 2:30 P.M. to arrive at 1:15

and have an hour and 15 minutes to wait so I think that maybe on the 49 the schedule needs to be looked at and possibly make some changes. As I look at the Sunday service I would hope that the Marion Center has had some impact on lowering that subsidy cost. Many of our residents do go out to church on Sunday and I think that the ridership might be increasing because of that. I am also concerned about the whole idea of sub-contracting and what effect that would have and I am hearing from drivers over here that it could have a dramatic effect. In sub-contracting does the provider have the choice over the scheduled times, or do they have to comply with the scheduled times?

DRT/ It is negotiable.

Mr. Kenney -It is negotiable? So certainly we could be without the hourly service that we are receiving at this point?

DRT/ Probably not but I suppose there could be. Virtually anything is possible.

Mr. Kenney - I guess my last point is that if the cap has been at \$2.45 for 4 years that certainly needs to be looked at. I am in a business that has very slim operating margins but I have gotten increases of 4%-6% from the state and federal government over the course of the last 4 years and I would think that this business would be dependent upon those increases as well.

DRT/Arnie?

Arnie Entzel - This past weekend we had 8 or 10 people on the buses passing out information on this hearing tonight. A good majority of the comments these people got from the passengers when we were talking about sub-contracting was about what kind of service would they get, and they did not want to have the MTC operation lost. They liked the service they were getting as far as treatment by the driver and so on.

DRT/ As an aside to that, I noticed that some of the handouts you received are colored. Additional ones were requested by the local 1005 Transit Union, which I and my staff are very appreciative of.

???- I would like to respond to your comments about sub-contracting. I have been with the MTC approximately 2 years. I left home to go to college. I drove a school bus part-time for 12 years where I saw a big turnover. I drove for three different contractors throughout the state. I saw a big turnover of drivers, a low pay raise per year for the drivers, and therefore once the drivers get high in seniority with their experience, they can no longer afford to stay there. It just doesn't support families; therefore they lose their experienced drivers. I've seen a lot of high accident rates among these companies because they have no experience. The state law for a school bus drivers license requests the age of 18 and I've seen 18 year olds out there driving buses. I speculate that if we turn over these runs to sub-contractors for lower wages, what we'll end up with is high accident rates because they lack experience as drivers.

???- I am an employee of MTC I think one of the things that's really important for the people in the metropolitan area to realize is that the MTC employees are taxpayers- they're contributing members of the community and the RTB has to be made aware of that. We don't want to lose our jobs - and that's the bottom line.

???-I've been working for the state 15 years now. When one person retires it seems like they want get one other person in there for cheaper. Also just doing that there the same thing with me at the state. Once we have a guy that retires, they want to take somebody out there that doesn't have any experience and put him in there.

DRT/ Yes Sir?

Joseph Johnson - In the event of sub-contracting, would the sub-contractor honor an MTC all you can ride card or would you have to put in additional money?

DRT/ All convenience fares would be acceptable.

Mr. Johnson - All convenience fares?

DRT/ Yes all transfers, convenience fares, anything MTC uses as a fare would be acceptable.

???- And all problems with service would be referred to MTC and dealt with by MTC?

DRT/ Yes

???- Which raises some interesting questions.

DRT/Yes Melanie

Melanie Benson - The cost to the private providers is allegedly less because their labor costs are lower but the MTC which is a public agency is going to provide customer relations, it's going to provide all these taxpayer-subsidized services. The private provider doesn't have to add to his costs of operation so it seems to me that it's putting a private provider at an unfair advantage over the MTC.

DRT/ Those costs aren't in here, either.

**Melanie Benson** - But I think when you look at public vs. private you have to look not only at the number of jobs that are in this case because that's an obvious concern; but what effect does that have on public service? The MTC has been in business since 1970 and is getting ready to celebrate its 20th anniversary as a public system. MTC commission meetings are open to the public. The records are open to the public. Once you start going private, that's not the case. The MTC has a very sophisticated radio control transmission/communications system. Every MTC vehicle has a radio on it that hooks up with the central control center and if there is an emergency on the bus, if there is a traffic problem or if there is a traffic light out, MTC drivers serve as eyes and ears of the community. They see what's going on out on the street, they are able to respond to emergencies and the private providers do not have access to that system.

**John Schelong**- I submit that if the entire system is operating under a subsidy then you shouldn't fix something that isn't broken. There is no reason to discontinue lines or sub-contract lines if the entire system is operating under that \$2.45 subsidy.

??? -I agree with you and state that philosophically if as a metropolitan area we're going to have service I think it has to be unified service and like running any business, when you start parcelling it out you create discrepancies in terms of how you are going to deal with problems, how you deal with employees. I think that's one of the nice things about our metropolitan system right now is that it is unified. There are obviously a few sub-contracts out I don't know how that's going- but I would think as a system and as a group of employees working for the Metropolitan Transit Commission they would want to work for that company and not for another company.

???-Another point I might make is that when Metro Mobility went out to a private carrier, they had so many problems and they treated those handicapped people so shabbily that it actually made the newspapers and there are a lot of complaints about that. They finally turned it around. They aren't trained to deal with the public like this.

????-I'd like to point out that when someone calls in a complaint to the Metropolitan Transit Commission, that complaint is followed up and most of the complaints the drivers will hear about it and it will be followed through step by step procedures and people will receive an answer one way or the other of what's going to be done and how the problem's going to be corrected. When you sub-contract out a route, you're going to have to go through a private carrier who is out there for profit and may not be out there to serve your interests and just out there to grab the money and run.

**I'm Scott Tollin** - I am a driver for 17 years and an officer for Local 1005. As a driver we're committed to public service to the communities. Because of the wages and benefits I can support my family and I have an incentive to do a good job out there and to serve you people. You people pay my wages. If we go to a private companies and so forth and we pay these people far less and no benefits, they don't care if they are there one day and not the next. They're not gonna be as quite as concerned and dedicated to the communities.

DRT- Before we break this meeting up, I would again like to say if you put your name and address down there I will send you a copy of the transcript of this meeting and I will also send any determinations that are made by the Commission that are forwarded to the Regional Transit Board.

???--One quick question: I hope everybody is on the mailing list. I was wondering does anybody object to being contacted again regarding any of this?

???- I would like to be.

DRT/Thank you very much.

DISK #9-A

## EXECUTIVE SUMMARY

**ST. PAUL ROUTE 61 SATURDAY** (Downtown St. Paul, Cottage Grove, St. Paul Park and Newport)

Service Type: Local Radial

**SUMMARY** (see attached information packet providing route, schedule, historical performance and ridership data)

Route 61 Saturday service has been a high subsidy route for a long time. In 1987, MTC conducted public hearings and considered elimination of the service. However, at the request of the public, service was reduced to just one daily round trip. Since this restructuring, ridership plummeted.

Daily Boardings	28
Subsidy/Boarding	\$24.99
Regional Standard (subsidy/boarding) for Local Radial Routes	\$3.25
Annual Service Miles	4,314

### MARKETING PROMOTIONAL EFFORTS

- MTC distributes free route and schedule information on Route 61 to 40 outlets in the Twin Cities including the MTC Transit Store in downtown St. Paul. MTC mailed out revised schedules to all persons attending the public hearing held in 1987.
- MTC Transit Information Center, operator-assisted telephone service weekdays 6:00 a.m. to 11:00 p.m. and weekends 7:00 a.m. to 11:00 p.m.
- Cityline, pre-programmed bus schedule information available via telephone 24 hours a day, seven days a week.

### SERVICE ALTERNATIVES

No other regular route public bus service operates during Saturdays between downtown St. Paul and Newport, St. Paul Park and Cottage Grove.

**PUBLIC HEARING SUMMARY** The public hearing regarding Route 61 was held simultaneously with hearings on Routes 10, 11, 49 Saturday and Sunday services (hearing minutes attached)

Time	-	7:00 p.m.
Date	-	August 2, 1990
Location	-	St. Paul Courthouse Annex Downtown St. Paul
Number of People Attending	-	18
Number of Letters Mailed to MTC Regarding Route 61	-	3

Cities of Cottage Grove and St. Paul Park presented resolutions requesting continued Saturday bus service since no alternative transportation is available.

#### **MTC RECOMMENDATION**

Eliminate Saturday Route 61 service.

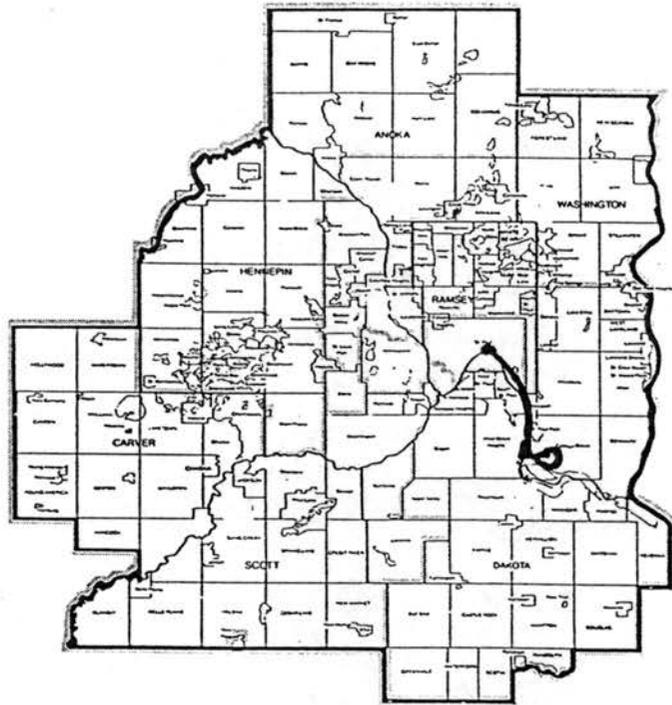
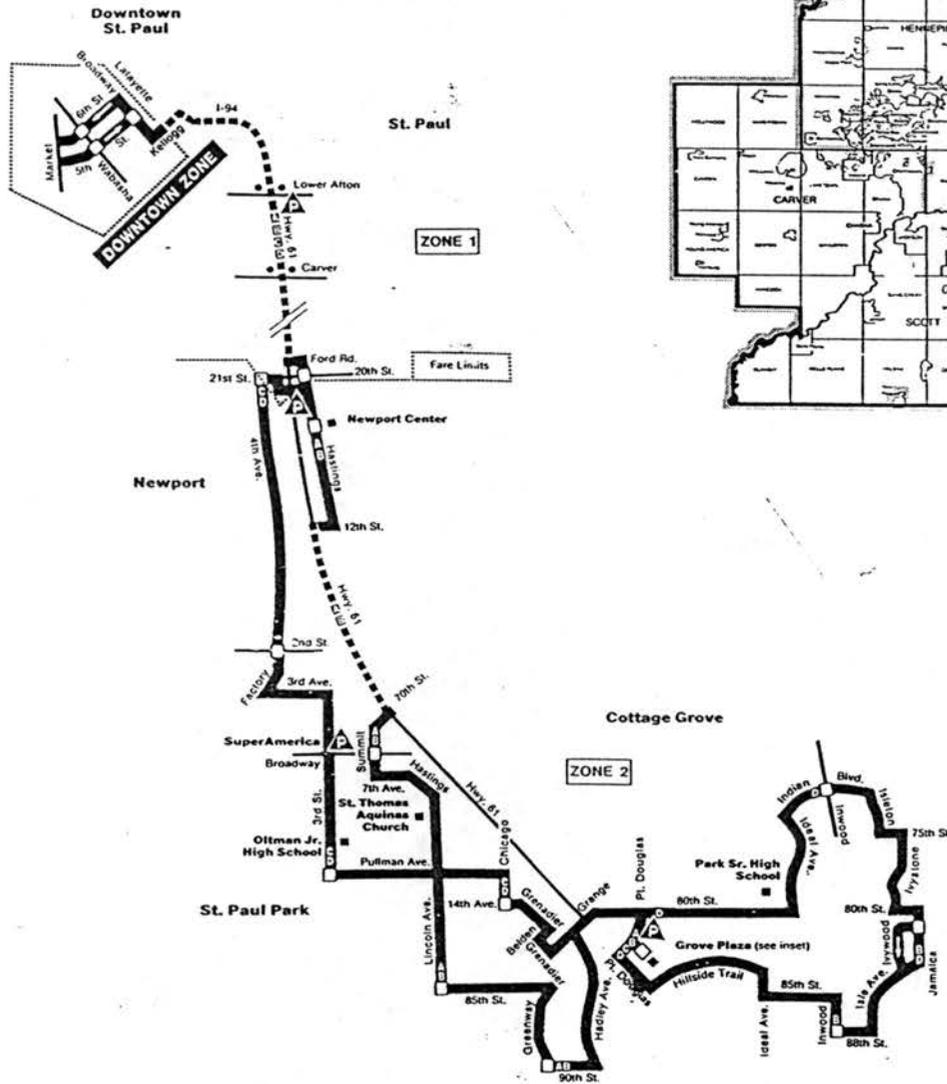
#### **RTB RECOMMENDATION**

Direct MTC to eliminate Saturday Route 61 service upon ample notification to all existing riders.

# ROUTE 61 Saturday

## ROUTE LOCATION

## ROUTE MAP



## CURRENT SCHEDULE

### Saturday

West: To Downtwn										Dwntwn		East: From Downtwn							
Ivy-wood Jam.	In-wood 88th	Grove Plaza	Green-way 90th	Lincoln 85th	Summit Broad-way	Newport Center	21st & Hast-ings	5th & Broad-way	6th & Wab-asha	5th & Broad-way	5th & Broad-way	Newport Center	Summit Broad-way	Lincoln 85th	Green-way 90th	In-wood Grove Plaza	Ivy-wood 88th	Ivy-wood Jam.	
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
657	701	707	713	716	722	727	728	740	745	515	521	534	539	545	548	554	600	604	

SERVICE OPERATES MONDAY THROUGH SATURDAY EXCEPT ON THE FOLLOWING HOLIDAYS: New Year's, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.

## ROUTE DESCRIPTION

- St. Paul 61 Saturday is a local radial route serving Cottage Grove, St. Paul Park, Newport, and St. Paul. Specific destinations which highlight Saturday service along the 26 mile route include Park Senior High School, Grove Plaza, St. Thomas Aquinas Church, Newport Center, and downtown St. Paul.
- The route provides 1 Saturday trip. The service runs from 6:57AM to 7:45AM and from 5:15PM to 6:04PM.

<u>PERFORMANCE CHARACTERISTICS</u>	<u>ROUTE 19</u>	<u>SYSTEM *</u>
Average Daily Boardings	28	100,000
Subsidy Per Pass.	\$7.43	\$1.01
Farebox Recovery	9%	31.3%
Passengers/Mile	.35	2.50

<u>PASSENGER CHARACTERISTICS</u>		
Percentage of senior riders	0%	6.2%
Percentage of under 18 riders	14.3%	6.3%
Patronage Objective	76	

<u>OPERATING CHARACTERISTICS</u>		
Daily Vehicle Requirements	1	
Annual Service Miles	4314	27,672,561
Annual Cost	\$13,274	\$104,029,673
Route Length	26 miles	
Span of Service	6:57am - 7:45pm 5:15am - 6:04pm	
# of Daily Trips	1	
Service Frequency	1 trip	

\*1989 Actual Data

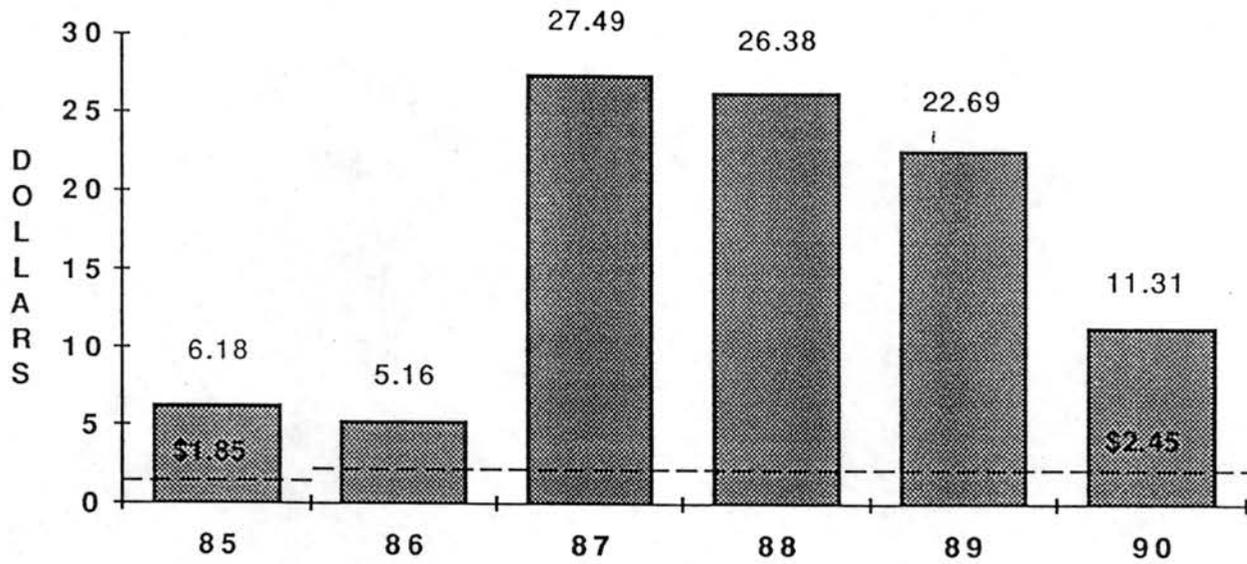
## ROUTE HISTORY

- START OF SERVICE 1977

### SERVICE LEVEL CHANGES (in last 7 years)

<u>DATE</u>	<u># OF TRIPS</u>	<u>SATURDAY FREQUENCY</u>
3/23/85	5	120 minutes
6/14/86	1	

2-FACTOR COST MODEL: SUBSIDY PER PASSENGER



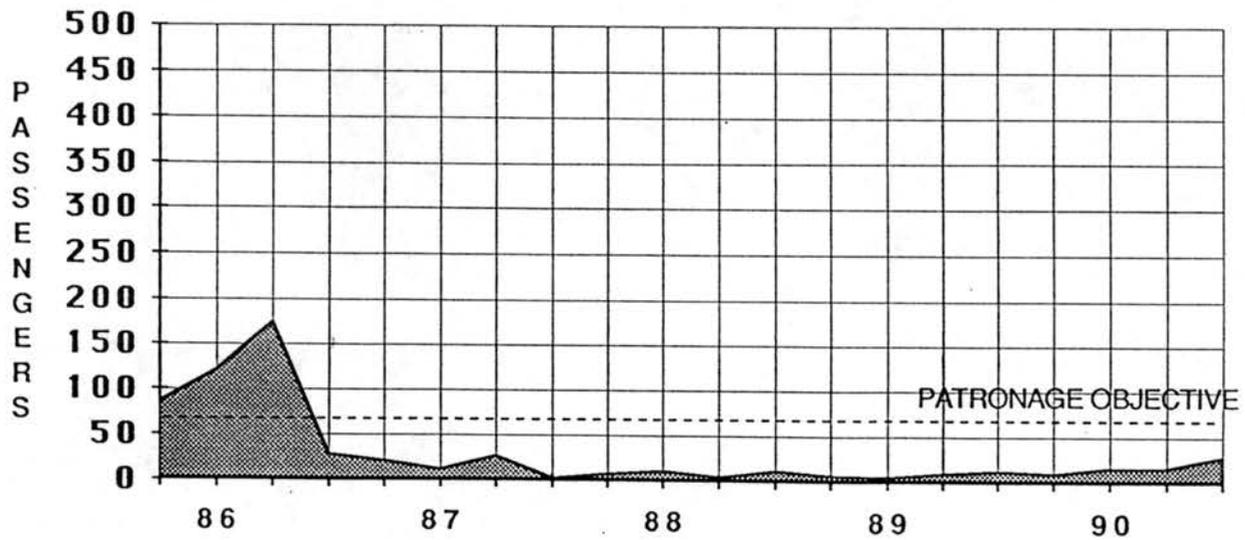
4 FACTOR COST MODEL METHOD

THRESHOLD SET AT \$3.85

1989 SUBSIDY PER PASSENGER

\$24.99

DAILY RIDERSHIP HISTORY



RESOLUTION

RESOLUTION REQUESTING THE METROPOLITAN TRANSIT  
COMMISSION TO CONTINUE SATURDAY SERVICE  
FROM THE CITY OF COTTAGE GROVE TO ST. PAUL

WHEREAS, the Metropolitan Transit Commission is holding a public hearing on Thursday, August 2, 1990; for the purpose of receiving public and municipal testimony, and

WHEREAS, teenagers, senior citizens, workers and those with driver impairments depend heavily on weekend and workday mass transportation, and

WHEREAS, any reduction in weekday or weekend service or convenience reduces the public confidence and attitude of using regional transit opportunities,

WHEREAS, all forms of transportation linkages that serve the core cities from the suburbs need to be expanded for access to retail markets, job mobility, and social, governmental and cultural services, and

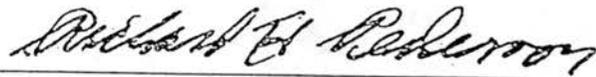
WHEREAS, mass transit ridership from the suburbs to the core cities should be aggressively marketed and encouraged by all levels of government, and

WHEREAS, the City of Cottage Grove recognizes the need for sustaining strong retail economics of the core cities in the Metropolitan area, and

NOW THEREFORE BE IT RESOLVED, that the City Council of the City of Cottage Grove vigorously opposes any loss of mass transit routes from the City of Cottage Grove to downtown St. Paul or other destination centers,

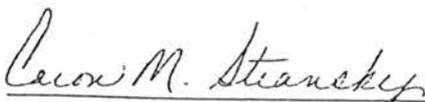
BE IT FURTHER RESOLVED, the City of Cottage Grove specifically requests that the Metropolitan Transit Commission continue Saturday service on Route 61.

Passed this 1st day of August, 1990.



Mayor

Attest:

  
City Clerk

# City of Saint Paul Park

JOHN H. HUNZIKER  
MAYOR

BARRY J. SITTLOW  
CITY ADMINISTRATOR

900 THIRD STREET  
ST. PAUL PARK, MINNESOTA 55071-1898  
PHONE: (612) 459-9785

July 18, 1990

Metropolitan Transit Commission  
Service Planning & Scheduling  
560-6th Avenue North  
Minneapolis, MN 55411

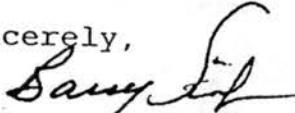
Dear Sir or Madam:

Our City Council met on July 16th and at that meeting I passed along to the Mayor and Council the proposed change "Discontinue Route 61" servicing Newport, Cottage Grove and St. Paul Park and downtown St. Paul.

It was the general consensus of everyone that they DID NOT want service discontinued on Route #61 on Saturday. This is the only link with St. Paul that would be available to the citizens of St. Paul Park on Saturday.

Please review this letter at the public hearing on August 2, 1990 at 7:00 p.m.

Sincerely,



Barry J. Sittlow  
City Administrator



PUBLIC HEARING

ON

ROUTES 10, 11, 49 & 61

HELD ON AUGUST 2, 1990

The meeting began around 7:00 P.M. My name is Dennis Tollefsbol, I'm the Manager of Planning & Scheduling for the Metropolitan Transit Commission. The reason for the public hearing is to start a process. The MTC is mandated by the Regional Transit Board to operate its service as efficiently as it can, and when it is not efficient to begin a process: to re-investigate the service, to look at re-routing it, to talk to the public, to have public hearings. We want to listen to the public. I will listen to what you have to say, I am not particularly here to answer questions for you what I would like to do though is for you to sign in if you will please. We will have a transcription of this tape made and I will send you all the minutes of this meeting. Also, when recommendations go from the Metropolitan Transit Commission to the Regional Transit Board I will mail the results to you so if service is being re-routed or a trip is being removed or something like that - you'll be the first to know. The process that we're going to go through for high subsidy service, which we are talking about tonight, is to do the public hearings, listen to the public, receive written comments from the public (which we are doing on a daily basis coming into our office) and send a recommendation to the Commission. The chairman of the Metropolitan Transit Commission is here tonight, Carol Faricy. Also, once that recommendation goes to the Regional Transit Board, the Regional Transit Board will make a final determination. This determination could be a number of things: The Regional Transit Board could say don't do anything, just leave the service as it is. Another thing they could do is they could tell the Metropolitan Transit Commission to sub-contract the service. with the MTC being the contractor- we would go out and look for another provider and hire them to operate the service. The Regional Transit Board also could go out and sub-contract the service. And last but not least they could just say just discontinue the service, if this is one of the options that we're looking at. Tonight the only one we are looking at discontinuing is Saturday Route 61 service. The Route 10 Saturday and Sunday, the Route 11 Saturday and Sunday and the Route 49 Saturday and Sunday we are considering as subcontractable service - we feel that with lower costs this service would be viable and could stay under the \$2.45 limit that is set for us. Here is a list of each route that we're talking about tonight. If it's Saturday and Sunday they're both listed and it gives you information on the average number of passengers on a selected average day for that month for the past year and half. It also tells what the subsidy is over and above the fare it cost to operate the service. If I may, I would like to open up the floor for comments. By the way would you please identify yourself as you speak so we could get this into the record.

Daniel Storms - Looking at Route 49, if you look at January 1990 there were 238 passengers and a subsidy of \$4.04 and Sunday there were 184 passengers and a subsidy of \$2.52. Where are the costs incurred to make the subsidy less with fewer passengers for Sunday?

DRT/It depends on how many buses you have out there; what the service day is and what the frequency of the service is.

???, Are the subsidy figures in dollar amounts per passenger?

DRT/ They are dollar amounts per passenger.

??? - So that's the subsidy per passenger?

DRT/Yes: The cost to operate the service is the fare + the subsidy per passenger, times the total number of passengers for that day.

Arnie Entzel - I have a comment relating to mostly to Routes 10, 11, and to some degree Route 49.

DRT/Both services Saturday & Sunday?

ARNIE/Yes. Particularly on the 10 line the Sunday subsidy level is well within the guidelines that have been set. For everybody's information here - these guidelines were set back in 1986. I think one thing that the Regional Transit Board and the MTC should take into account when they're considering whether to sub-contract or discontinue service is this subsidy level and that it is 4 years old. The RTB operating costs, their staff, complement, wages have gone up quite a lot since then. One thing they have not touched, though, is the subsidy level. The big discussion on this was last Monday at the RTB and this issue was brought up by myself as something that should be considered there, to increase the subsidy in conjunction with other costs have done over the past 4 years.

The other thing that I mentioned is that, especially on a route like the 11 line which is quite close to the existing subsidy level that has been set at this time; wouldn't it be well to go into an intense marketing program on those lines? Not a big billboard some place, but a local marketing program that let's the people know what is going on, what they're going to have to do if they want to keep that service. They're going to have to talk to their friends or neighbors and do something to help increase the ridership on those lines. I think that with a marketing program you might get Routes 10, 11 and 49 down near the \$2.45 subsidy level. You people who live in the area can also let the RTB know that you don't want the subsidy level kept at \$2.45 when costs have increased.

Mr. Bird - I would like to present a resolution from the City Council of the City of Cottage Grove but before I do that I'd like to make a couple of comments that our City Council passed this resolution with full knowledge of the number of passengers and subsidies. Madam chair, I wanted you to know that Dennis provided those to us and was very gracious in his dealings with us and we appreciate that. So they did this with the full knowledge of what they were getting into. I understand they basically are following suit with the City of St. Paul Park in opposing the discontinuance of the Saturday service on Route 61 from the City of Cottage Grove to St. Paul. (Please see Attached Copy). This was passed last night the first day of August, 1990 and signed Richard Peterson, Mayor. I would like to present this resolution for your public record.

??? We're sorry we're late, but this is the earliest that your Route 49 could accommodate us. I don't know what transpired before we got here.

DRT/ The floor is open for comments on the proposal of discontinuing Route 61 Saturday service and sub-contracting of 10, 11, and 49 Saturday & Sunday service.

??? There are a certain number of people that do depend on Route 61 Saturday service. Taken away it's a catastrophe to them.

??? - What is the timing after the testimony is received? When will this information be forwarded to the Metropolitan Transit Commission and discussed at their meeting and what is the time line for their recommendation to be forwarded to the Regional Transit Board for discussion at their meeting? In other words is there time between now and the time that the final decision is made by the Metropolitan Transit Commission or the Regional Transit Board to do anything?

DRT/ There is quite a bit of time - I do not foresee anything of any significance happening other than transmittal from one agency to another between now and the end of the year. I would think that the Metropolitan Transit Commission's recommendation would go to the Regional Transit Board in late fall. There are 8 public hearings of which all this information the Transit Commission is going to take under advisement, so it is not going to be a small task. I think it would be late fall at the earliest.

??? - A long time ago the 10:45 bus on Route 61 was cut, which they should not have done.

DRT/Yes Sir

??? - What are your specific reasons for wanting to sub-contract these lines? I am a person that relies heavily on the 49. I ride it twice a day 5 days a week and on weekends during the winter time.

DRT/The reasoning for sub-contracting is that 85% of the costs of operating the service is labor. It is our feeling that if you have a smaller labor cost then you can bring the total overall route cost down and keep under the \$2.45 subsidy limit.

??? -What is this \$2.45 subsidy limit?

DRT/ The MTC is mandated by the Regional Transit Board to operate service under \$2.45 or to begin this process sub-contracting or discontinuing. The Regional Transit Board could sub-contract; it they have their choice of about four different items that they can do but this is the beginning of the process.

??? - How long have you been running this line on Saturday and staying under that cost?

DRT/- I've only listed in the last 14 months worth of this information. Route 49 is over \$2.45.

???? I live out there on Wilson where the Branden House apts. are The people in the apartment there can get the bus right on Wilson. On Sunday if you cut this line out they're going to have to walk all the way down to 3rd Street. These are elderly people.

DRT/Understand please we are not recommending the cutting of the Route 49.

??? We would like to keep the 49 in the Sunray area too because it's easy for them to get on it.

DRT/ We are not advocating the discontinuation of 10, 11 and 49.

?? - I basically have two questions 1) As a person who rides the 49, where you're not proposing discontinuing service on Saturday and Sunday I'd like to know specifically what the consequences to me as a user would be and that relates to things like complaints about service, and issues about scheduling - cutback of scheduling and that sort of thing. 2) Also I guess you addressed this before but it looks to me like this is a way for you to circumvent whatever your agreed labor contracts are in terms of what salaries are paid to people who are driving buses for MTC. Is that a correct assessment?

DRT/ Not from my standpoint it's not, no. I don't have anything to do with the labor rates. We are instructed by the Regional Transit Board to begin this process when the cost of operating that service exceeds a specified dollar amount. Once that takes effect, then this process begins. The recommendation might be any number of things: sub-contracting, discontinuing service, or maybe an aggressive marketing program.

??? -I have another suggestion: I think that the schedule on the 49 is a particularly inconvenient schedule in terms of using that bus to actually get places at times when events start. We took the bus tonight: We would have either gotten here 45 minutes early or 15 late as we were. We would ordinarily in the evening drive during the summer just to avoid that inconvenience of timing and I think on a bus like the 49 which runs as infrequently as it does it might be worth considering alternative scheduling rather than discontinuing it. You might be able to increase your ridership by being more attentive to your scheduling.

DRT/ Not too many years ago we did have 40 minute service on Route 49. It did not work - the subsidies were higher than what they are here. One of the easier things to do is to shorten the service day or to increase the time between buses, so we went to an hour headway. Going from a 60 minute minute headway like it is now to a 30 minute headway in anticipation of increased ridership may sound good but it doesn't work.

??? - Keep it an hour but change the time when you arrive downtown and when you depart downtown relative to incoming buses and relative to events that are likely to start on the hour or half hour that's all I'm suggesting.

DRT/ Okay That's good

??? - I don't understand why the MTC thinks it's feasible to sub-contract out some of these routes when the RTB is not willing to look at increasing the subsidy, Any private company is in there for profit and they want to go in there with substantial knowledge that they're going to make a profit. If you don't look at increasing the subsidy, their costs surely are going to go up just the same as the MTC, or maybe even higher. And then you also have the problem like with Medicine Lake Lines overbilling, fraudulent practices and all that kind of stuff.

DRT/Arnie?

**Arnie Entzel** -If the route is sub-contracted who is responsible for the marketing?

DRT/Depends on how the contract is written. You could have it done by the provider, you could continue to have it done by the MTC - however you wish.

**Arnie Entzel** - What has the MTC done in the past?

DRT/The MTC normally keeps the advertising to itself or the contractor will ask us to maintain it since we already have an advertising firm.

**ARNIE/** Is that generally done by the MTC?

DRT/ That has been the practice in the recent past.

DRT/Before we go on, may I introduce another commissioner - Commissioner Bruce Nawrocki who has joined us tonight.

**My name is Melanie Benson**- I am an MTC bus driver with almost 14 years of service with the Metropolitan Transit Commission and I am also I guess what the transit professionals call a transit-dependent because of my 18 years of living in the twin cities area - I've never owned a car so I rely very heavily on the MTC service. A number of us have also done a lot of research on what sub-contracting to private providers would mean. There was a study that was done by the Economic Policy Institute on the privatization of transit which speaks very strongly against the kind of approach that MTC or the RTB is taking now of subdividing the system and judging each route based on a subsidy criteria that is only for that route. It speaks very strongly in favor of the integrity of a public transit system that serves the public and meets the public need rather than serving private providers and meeting their particular needs. It seems to me that an agency that was formed in 1984 being the Regional Transit Board that currently has an annual budget of 2.7 million dollars and 30 people on its staff has a lot of gall recommending that sub-contracting or elimination of the service that serves the general public. The statistics from what I can tell show very clearly that sub-contracting doesn't necessarily even save taxpayers money and probably would ultimately lead to a deterioration of service. As the gentlemen up here pointed out private providers are in the business for private profit not primarily for public service - they're in it to make some money and in this case to make it out of taxpayers' money. They are also notorious for providing mostly part-time jobs 99% to 100% part-time jobs, where they pay their employees very little, no benefits, the turnover is extremely high, the quality of service is going to suffer, because again their bottom line is their the money they make. Now the Regional Transit Board has sub-contracted some service. There is an experimental project right now called the Roseville Area Circulator that's in effect in St. Paul where in June 1990 the cash fares from the service of that route were \$3,000.00 is what Morley Bus Company a private provider took in. The difference between the cash fares and the expenses were made up by the Regional Transit Board subsidy which is taxpayers' money. They took in \$3,000.00 in the fare boxes and the Regional Transit Board subsidy was \$47,000.00. Where the RTB is recommending or mandating that the MTC meet a \$2.45 subsidy, Roseville Circulator service has a \$3.45 per passenger

subsidy. Where the Regional Transit Board wants the MTC to have a 35% fare box recovery ratio, Morley Bus Company has a 6% fare box recovery ratio. In another instance there is high subsidy service that already went through the process of public hearings and was already sub-contracted by the MTC. Prior to the sub-contracting of this particular service in 1987 which was Saturday service on Route 26, there were 137 daily riders when the MTC provided that service and the subsidy per passenger was \$4.53. After a year and half of sub-contracting the daily riders were up from 137 to [159?] and the subsidy per passenger only declined \$.34. Minneapolis Route 67 on Saturday: in August of 1987 when the MTC created that service there were 43 daily passengers and the subsidy per passenger was \$8.60. After 18 months of sub-contracting, the passengers had dropped from 43 to 16 and the subsidy level had jumped almost three times to \$23.51. It seems to provide some information that maybe sub-contracting isn't going to benefit the public at all it may eventually lead to the loss of those routes and increased costs to the public.

DRT/Any other comments?

???-Are there routes that reap super profits that can take/absorb all these subsidies?

DRT/-The closest thing we have to a profitable route is the Route 16 and it operates right around the 0 subsidy level.

??? - If you were to take all of your routes, the system as a whole, what's the subsidy level?

DRT/It's under \$2.45

My Name is Marlin Jensen - I am a driver in Minneapolis. I've got some statistics here from March of 1990 broken down to every route in the system and their subsidies per passenger. Stemming off from Melanie's comments about the system being interlocking: if a passenger wants to go from Point A to Point B he may use 2 different or maybe even 4 different lines to do that. Therefore, I don't think you can separate out each line and do each line individually with their own subsidies. The averages for weekday in Minneapolis without the cuts and Saturday and Sunday in Minneapolis are well below the \$2.45 subsidies. For St. Paul before the cuts, Saturday and Sunday routes Sundays are \$2.45 average and Saturdays are \$2.84 and if you combine the two cities and take an average of the whole metropolitan area it drops it well below \$2.45. Therefore, I don't see any reason why the averages cannot be combined for the system and the system is coming out ahead well below the subsidies.

My name is Bill Kenney -I'm the administrator of the former Mounds Park Hospital now known as the Marion Center St. Paul. We have 2 employees and 2 residents from Marion Center who are here. We are a growing business on the East Side. We look at expanding to have about another 150 people in the next 2-3 years which means that we're going to have another 150-200 employees at Marion Center. For those of you who drive the bus I have not heard comments from my employees that the bus is late it's usually the car's broken down and that's the reason why people aren't showing up. But there are certainly problems in terms of the scheduling of the bus. It's not convenient in Jackie's case who comes to work at 2:30 P.M. to arrive at 1:15

and have an hour and 15 minutes to wait so I think that maybe on the 49 the schedule needs to be looked at and possibly make some changes. As I look at the Sunday service I would hope that the Marion Center has had some impact on lowering that subsidy cost. Many of our residents do go out to church on Sunday and I think that the ridership might be increasing because of that. I am also concerned about the whole idea of sub-contracting and what effect that would have and I am hearing from drivers over here that it could have a dramatic effect. In sub-contracting does the provider have the choice over the scheduled times, or do they have to comply with the scheduled times?

DRT/ It is negotiable.

Mr. Kenney -It is negotiable? So certainly we could be without the hourly service that we are receiving at this point?

DRT/ Probably not but I suppose there could be. Virtually anything is possible.

Mr. Kenney - I guess my last point is that if the cap has been at \$2.45 for 4 years that certainly needs to be looked at. I am in a business that has very slim operating margins but I have gotten increases of 4%-6% from the state and federal government over the course of the last 4 years and I would think that this business would be dependent upon those increases as well.

DRT/Arnie?

Arnie Entzel - This past weekend we had 8 or 10 people on the buses passing out information on this hearing tonight. A good majority of the comments these people got from the passengers when we were talking about sub-contracting was about what kind of service would they get, and they did not want to have the MTC operation lost. They liked the service they were getting as far as treatment by the driver and so on.

DRT/ As an aside to that, I noticed that some of the handouts you received are colored. Additional ones were requested by the local 1005 Transit Union, which I and my staff are very appreciative of.

???- I would like to respond to your comments about sub-contracting. I have been with the MTC approximately 2 years. I left home to go to college. I drove a school bus part-time for 12 years where I saw a big turnover. I drove for three different contractors throughout the state. I saw a big turnover of drivers, a low pay raise per year for the drivers, and therefore once the drivers get high in seniority with their experience, they can no longer afford to stay there. It just doesn't support families; therefore they lose their experienced drivers. I've seen a lot of high accident rates among these companies because they have no experience. The state law for a school bus drivers license requests the age of 18 and I've seen 18 year olds out there driving buses. I speculate that if we turn over these runs to sub-contractors for lower wages, what we'll end up with is high accident rates because they lack experience as drivers.

???- I am an employee of MTC I think one of the things that's really important for the people in the metropolitan area to realize is that the MTC employees are taxpayers- they're contributing members of the community and the RTB has to be made aware of that. We don't want to lose our jobs - and that's the bottom line.

???-I've been working for the state 15 years now. When one person retires it seems like they want get one other person in there for cheaper. Also just doing that there the same thing with me at the state. Once we have a guy that retires, they want to take somebody out there that doesn't have any experience and put him in there.

DRT/ Yes Sir?

Joseph Johnson - In the event of sub-contracting, would the sub-contractor honor an MTC all you can ride card or would you have to put in additional money?

DRT/ All convenience fares would be acceptable.

Mr. Johnson - All convenience fares?

DRT/ Yes all transfers, convenience fares, anything MTC uses as a fare would be acceptable.

???- And all problems with service would be referred to MTC and dealt with by MTC?

DRT/ Yes

???- Which raises some interesting questions.

DRT/Yes Melanie

Melanie Benson - The cost to the private providers is allegedly less because their labor costs are lower but the MTC which is a public agency is going to provide customer relations, it's going to provide all these taxpayer-subsidized services. The private provider doesn't have to add to his costs of operation so it seems to me that it's putting a private provider at an unfair advantage over the MTC.

DRT/ Those costs aren't in here, either.

**Melanie Benson** - But I think when you look at public vs. private you have to look not only at the number of jobs that are in this case because that's an obvious concern; but what effect does that have on public service? The MTC has been in business since 1970 and is getting ready to celebrate its 20th anniversary as a public system. MTC commission meetings are open to the public. The records are open to the public. Once you start going private, that's not the case. The MTC has a very sophisticated radio control transmission/communications system. Every MTC vehicle has a radio on it that hooks up with the central control center and if there is an emergency on the bus, if there is a traffic problem or if there is a traffic light out, MTC drivers serve as eyes and ears of the community. They see what's going on out on the street, they are able to respond to emergencies and the private providers do not have access to that system.

**John Schelong**- I submit that if the entire system is operating under a subsidy then you shouldn't fix something that isn't broken. There is no reason to discontinue lines or sub-contract lines if the entire system is operating under that \$2.45 subsidy.

??? -I agree with you and state that philosophically if as a metropolitan area we're going to have service I think it has to be unified service and like running any business, when you start parcelling it out you create discrepancies in terms of how you are going to deal with problems, how you deal with employees. I think that's one of the nice things about our metropolitan system right now is that it is unified. There are obviously a few sub-contracts out I don't know how that's going- but I would think as a system and as a group of employees working for the Metropolitan Transit Commission they would want to work for that company and not for another company.

???-Another point I might make is that when Metro Mobility went out to a private carrier, they had so many problems and they treated those handicapped people so shabbily that it actually made the newspapers and there are a lot of complaints about that. They finally turned it around. They aren't trained to deal with the public like this.

????-I'd like to point out that when someone calls in a complaint to the Metropolitan Transit Commission, that complaint is followed up and most of the complaints the drivers will hear about it and it will be followed through step by step procedures and people will receive an answer one way or the other of what's going to be done and how the problem's going to be corrected. When you sub-contract out a route, you're going to have to go through a private carrier who is out there for profit and may not be out there to serve your interests and just out there to grab the money and run.

**I'm Scott Tollin** - I am a driver for 17 years and an officer for Local 1005. As a driver we're committed to public service to the communities. Because of the wages and benefits I can support my family and I have an incentive to do a good job out there and to serve you people. You people pay my wages. If we go to a private companies and so forth and we pay these people far less and no benefits, they don't care if they are there one day and not the next. They're not gonna be as quite as concerned and dedicated to the communities.

DRT- Before we break this meeting up, I would again like to say if you put your name and address down there I will send you a copy of the transcript of this meeting and I will also send any determinations that are made by the Commission that are forwarded to the Regional Transit Board.

???--One quick question: I hope everybody is on the mailing list. I was wondering does anybody object to being contacted again regarding any of this?

???- I would like to be.

DRT/Thank you very much.

DISK #9-A