

SURVEY ANALYSIS

January 2024

METRO BUS

FORWARD



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INTRODUCTION & KEY FINDINGS

OVERVIEW

In the fall 2023, two surveys were conducted in support of Metro Bus Forward. An online **community survey** was conducted for three months between August and November 2023 and was designed primarily to solicit feedback from community members who are not using Metro Bus. A total of 167 completed community surveys were received. An **onboard passenger survey** was also conducted on Metro Bus fixed route buses in September 2023 to understand how riders are currently using the bus and their priorities for service improvements. A total of 495 completed surveys were collected.

Key findings from the two surveys are presented on the following pages; a detailed analysis of results from each survey are provided in separate chapters.

Metro Bus Forward Community Survey

Welcome to the Metro Bus Forward Community Survey!
Ku Soo Dhawoo Ra'yi ururinta Bulshada ee Metro Bus Forward!
iBienvenidos a la Encuesta Comunitaria de Metro Bus Forward!

OK

* 1. Please select a language.
Fadlan dooro luqad.
Por favor, seleccione un idioma.

English
 Somali
 Español

The online community survey was available in English, Somali and Spanish. The full survey is available in Appendix B.

Onboard Passenger Survey

We want to hear from you about how you use Metro Bus services!

1. How satisfied are you with Metro Bus service? (Please circle one)

2. What is your home zip code? (Please circle one)

3. How often do you ride Metro Bus service? (Please circle one)

4. Will/did you transfer between routes to complete your trip? (Please circle one)

5. What is the purpose of your trip today? (Please check all that apply)

6. Could you have made this trip if this service were not available? (Please circle one)

7. Do the current service hours of operation meet your transportation needs? (Please circle one)

8. Are there destinations or locations you'd like to travel to but there is no service? (Please circle one)

9. Which type of fare do you qualify for? (Check all that apply)

10. How did you pay for THIS trip? (Check all that apply)

11. Are you aware of our Free Travel Training program? (Please circle one)

12. Please rate your satisfaction with the following aspects of fixed-route Metro Bus Service. (Circle one for each row)

13. Do you have a disability that limits your mobility? (Please circle one)

14. What is your age? (Please circle one)

15. How many people live in your household, including yourself? (Please circle one)

16. Do you have access to a vehicle? (Check one)

17. What is the combined annual income for your household? (Please circle one)

18. What is your race or ethnicity? (Check all that apply)

19. What is your gender identity? (Check all that apply)

20. Do you have any other feedback about how Metro Bus could improve its services? (Please write in the space below)

Thank you for your participation, your responses will be kept confidential.

The onboard passenger survey questionnaire was available in English and Spanish. A separate Somali survey was available upon request. The full questionnaires are available in Appendix B.

QABYO RAYI URURIN EE BASKA METRO EE RAKAABKA GAADIIDKA SAARAN

Waxaanu rabaan inaan ka war helno sida aad u isticmaasho adeegyada Baska Metro Bus!

1. Intee in ka badan ayad ku qanacsan tahay adeega Baska Metro Bus? (Calaamadid miid katiyo)

2. Waa maxay lambarka zip code-ka gurigaaga? (Please circle one)

3. Intee jeer ayad raacdaa adeega Metro Bus? (Please circle one)

4. Miyaad u kala beddelatay/ma u kala beddelan doontaa jidadka si aad u dhimataytro safarkan? (Please check all that apply)

5. Waa maxay ujeedada safarkaaga maanta? (Please check all that apply)

6. Ma aadi kari lahayd safarkan haddii aan adeegan la heli kari lahayd? (Please circle one)

7. Saacadaha shaqada ee waqtii aad/rizqani miya bannaayn bannaayn baahiyaha gaadiidka? (Please circle one)

8. Ma jiraan meelo ama goobo aad jeceshahay inaad u safarto laakiin uuna jirin adeeg? (Please circle one)


9. Khidmad nooc ee baad u qalantaa? (Calaamadid miid katiyo)


10. Sidee ayad ku bixisay khidmada safarkan? (Calaameed dhamaan kuwa ku habboon)


11. Miyaad ka warqabta barnaamijka Tababaraka Safarka ee Billaash ah? (Please circle one)


12. Fadlan ku qiimee ku qanacsanaantaada dhinacyada soo socda ee adeega Metro Bus. (Please circle one for each row)


KEY FINDINGS: COMMUNITY SURVEY


- **RESPONDENTS ARE FREQUENT METRO BUS RIDERS**

About half of the community survey respondents have used Metro Bus in the past 2 years, which is not representative of how most people travel in the study area (less than 1% of total trips in the study area are made on transit). While this doesn't invalidate the results, responses reflect an engaged and vested proportion of the community. For this reason, some of the responses were evaluated separately among regular transit riders and non-transit riders.
- **TRANSIT CONTRIBUTES TO QUALITY OF LIFE IN THE COMMUNITY**

Both transit riders and non-transit riders are equally in agreement that transit contributes to quality of life in the area, contributes to the economic health of the region, and is important to have in the community.
- **HIGH LEVEL OF TRANSIT NEED**

Many respondents use Metro Bus due to their inability to drive on their own, and to a lesser degree because it is convenient or because it saves money. Long time riders are more likely to be older while new and frequent riders tend to be younger. All riders are also more likely to have lower household income.
- **TRIPS FOR WORK, SHOPPING AND SOCIAL ACTIVITIES ARE MOST IMPORTANT**

Work-related trips are the most common trip purpose, followed by "shopping/errands" and "personal/recreational/ social activity". Medical and education-related trips are less common trip purposes among respondents.
- **SERVICE COVERAGE AND LONG TRAVEL TIME ARE GREATEST BARRIERS**

Common reasons for not using Metro Bus are preference for driving, lack of service coverage, and long travel time.
- **DESIRE FOR FREQUENT BUSES AND LONGER HOURS OF SERVICE**

Higher weekday frequency and longer weekend service hours are likely to satisfy both transit riders and non-transit riders.

KEY FINDINGS: ONBOARD SURVEY



HIGH LEVEL OF TRANSIT NEED

Many customers are lower income (57% earn less than \$25,000 annually) and/or do not have access to a vehicle (71%). As such, Metro Bus is critical to daily travel needs for many customers. Similarly, about 90% of customers would experience inconvenience or would not be able to make their trip if Metro Bus were not available.



WORK AND SCHOOL TRIPS ARE MOST IMPORTANT

While customers use Metro Bus for many different purposes, trips to work and school or college represent 65% of all trips.



TRANSFERS ARE CRITICAL TO MANY CUSTOMERS

About half (47%) of Metro Bus riders require a transfer to complete their trip – and in some cases two transfers are required. Routes with the highest transfer activity include Routes 1, 2, 3, 6, and 21/22.



DESIRE FOR EARLIER AND LATER SERVICE HOURS

About a third (32%) of customers said the current service hours caused inconvenience or did not meet their needs.



DESIRE FOR IMPROVED SERVICE FREQUENCY

As the most requested improvement, improved (or restored) service frequency are a top request among existing riders.



REQUEST FOR ENHANCED COMFORT AT BUS STOPS

While customers were mostly satisfied with safety on Metro Bus (87%), far fewer (71%) were satisfied with stop amenities and some specifically requested additional shelters, benches, and lighting.



REQUEST FOR SERVICE EXPANSION

Some riders expressed interest in expanding Metro Bus to new areas, specifically to St. Joseph and St. Augusta (Opportunity Drive).

LO BUS

3

5

NOTICE

3 5



COMMUNITY SURVEY RESULTS

SURVEY METHODOLOGY AND ANALYSIS OUTLINE

COMMUNITY SURVEY

Nelson\Nygaard partnered with Metro Bus staff to develop an online community survey that was open for approximately three months (August 2023 to November 2023). A link to the survey was available on the Metro Bus Forward webpage (ridemetrobust.com/forward/) and was advertised through Metro Bus's social media channels and in-person community events.

The online survey was available in English, Somali, and Spanish. A total of 182 surveys were completed with 167 valid responses (163 in English, 3 in Somali and 1 in Spanish).

The English version of the survey questionnaire is provided in Appendix B.

This chapter presents the results of the community survey in the following sections:

- **Overall travel patterns**, which explores the travel habits of survey respondents who are both Metro Bus riders and non-riders.
- **Metro Bus use**, which presents service longevity and frequency of use, as well as reasons why people do – or do not – use Metro Bus.
- **Perceptions of transit services**, which presents how satisfied people are with Metro Bus service overall, how they value Metro Bus in the community, and how respondents would invest in the future of Metro Bus service.
- **Customer inputs**, which asks respondents to describe their challenges getting to work by transit and suggestions for improvements to Dial-a-Ride service.
- **Respondent demographics**, which assesses respondent characteristics such as age and household income. This information is also used to further evaluate how different demographic groups responded to other questions in the survey.

OVERALL TRAVEL PATTERNS

PRIMARY MODE OF TRANSPORTATION

Driving or riding in one's own vehicle is the most popular way for respondents to travel in the region, followed by riding the bus. Many people also share a ride in someone else's vehicle, walk, or use a mobility device.

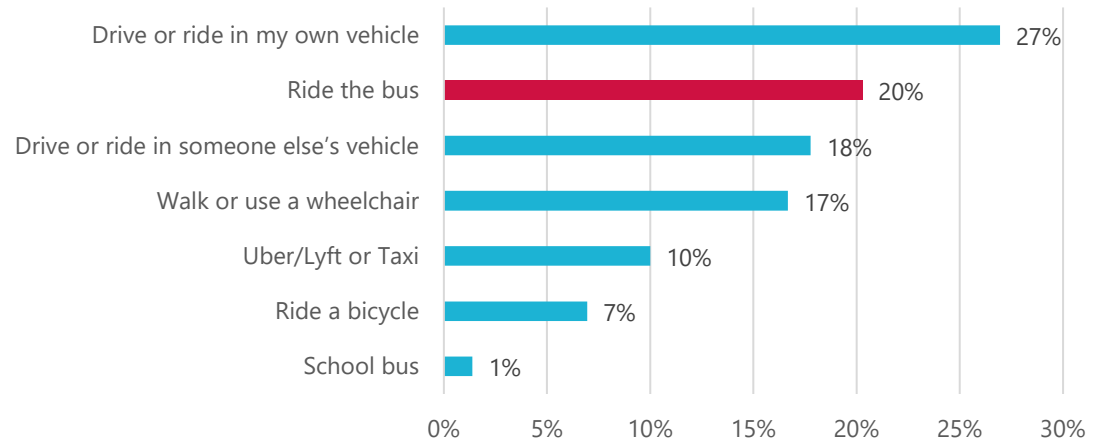
OVERALL METRO BUS USE

More than half (57%) of respondents have ridden Metro Bus within the last 2 years. By contrast, less than 1% of all trips across the four cities (St. Cloud, Sauk Rapids, Sartell and Waite Park) are made by transit.

METRO BUS SERVICE TYPE

Of the respondents who use or used Metro Bus in the last two years, about two thirds (66%) are most familiar with local fixed route services. Another third (34%) are also familiar with the Northstar Link service and Dial-a-Ride.

Figure 1: Top 3 ways to get to places (N = 360*)



* The total number of responses is higher than the total number of completed surveys because respondents could choose multiple options.

Figure 2: Have you ridden Metro Bus within the last two years? (N = 153)

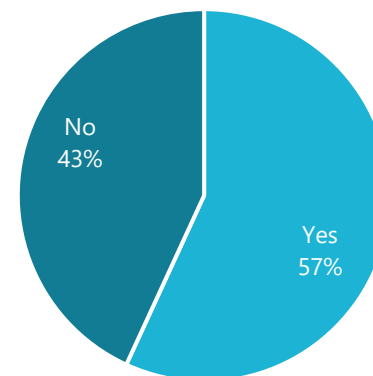
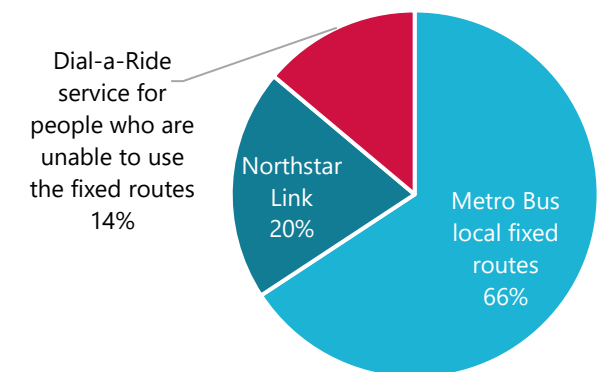


Figure 3: Which Metro Bus services do you use/have you used? Check all that apply (N = 108)



METRO BUS USE

HISTORY OF SERVICE USE

More than half (54%) of the respondents who have ridden Metro Bus within the last 2 years have been using the service for more than 5 years (Figure 4).

On the other hand, about a quarter (25%) of respondents are **new** to the system, saying they have been riding Metro Bus for less than one year.

FREQUENCY OF SERVICE USE

About a third (34%) of respondents who have ridden Metro Bus within the last 2 years also use the service frequently (5 days or more per week).

Metro Bus has both long time riders as well as those that use the service frequently. Longtime riders are older and have lower household incomes while frequent riders also have lower household incomes but tend to be younger.

About a quarter of riders are new to the system and tend to be younger and have lower household incomes.

Figure 4: How long have you been riding Metro Bus? (N = 79)

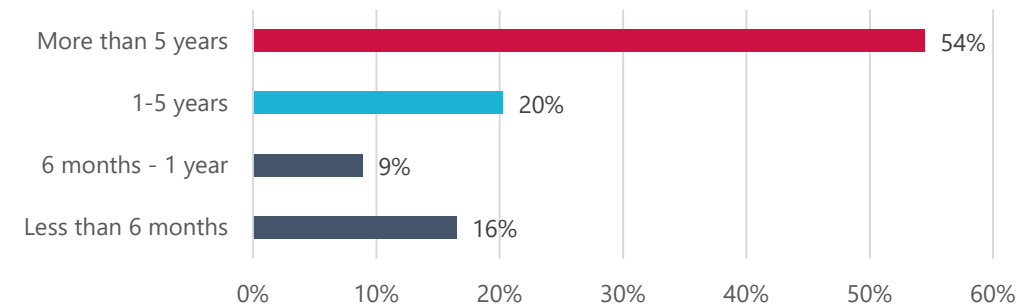
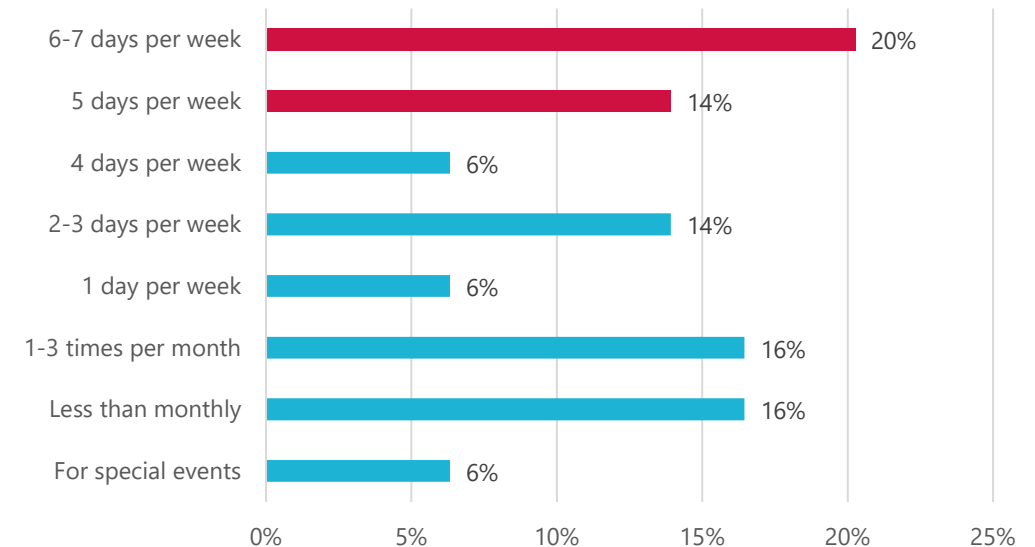


Figure 5: How often do you ride Metro? (N = 79)



METRO BUS USE

REASONS FOR USING METRO BUS

The primary reasons why respondents ride Metro Bus is attributed to their inability to drive their own vehicle ("unable to drive" and "I don't own a vehicle").

The second most common reasons people use the bus relates to its convenience and the fact that it saves them money.

TRIP PURPOSE

Work-related trips are the most common trip purpose (24%), followed by "shopping/errands" (21%), "personal/recreational/social activity" (20%) and medical appointments (16%).

Trips related to school and government/social service agencies are less common among respondents.

Several respondents also noted that they use Metro Bus for other reasons: they can assist clients or train students, it's good for the environment, and they can multi-task while riding the bus.

Figure 6: Why do you ride Metro Bus? (check all that apply) (N = 182)

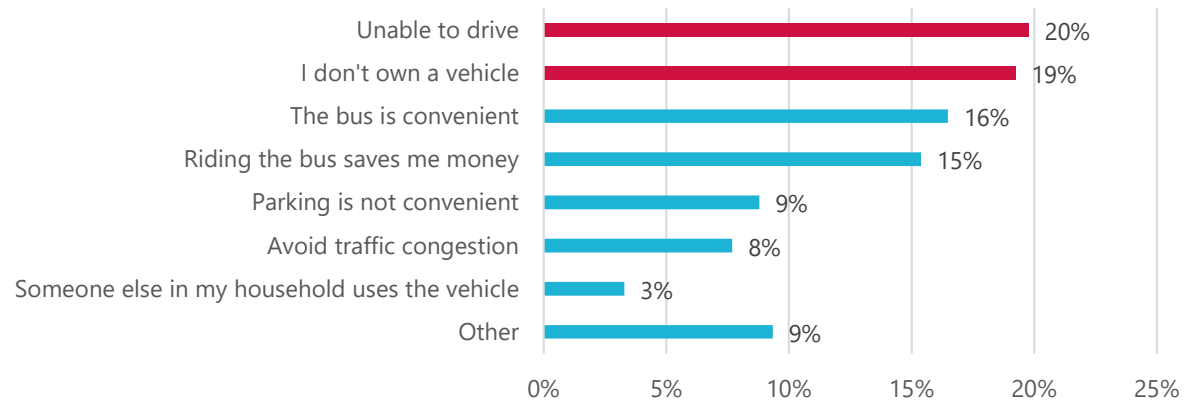
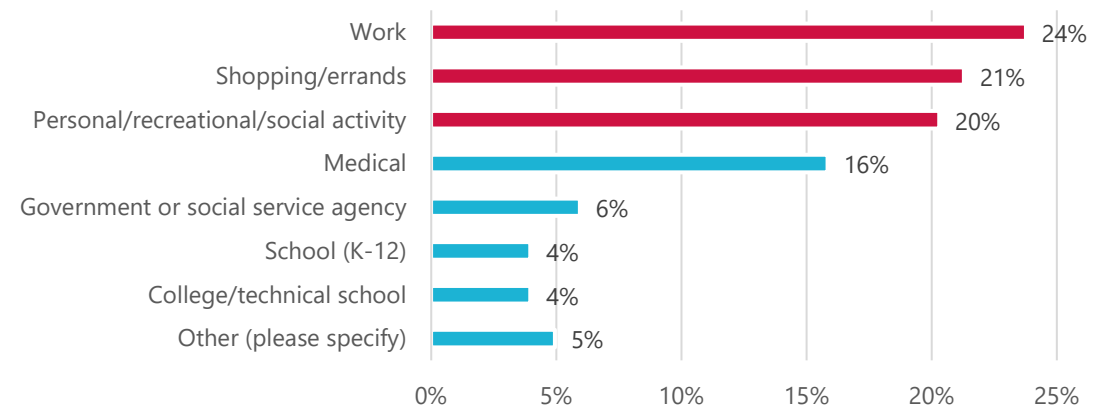


Figure 7: What is your usual trip purpose when using transit? Select all that apply. (N = 202)



METRO BUS USE

WHY NOT USE METRO BUS?

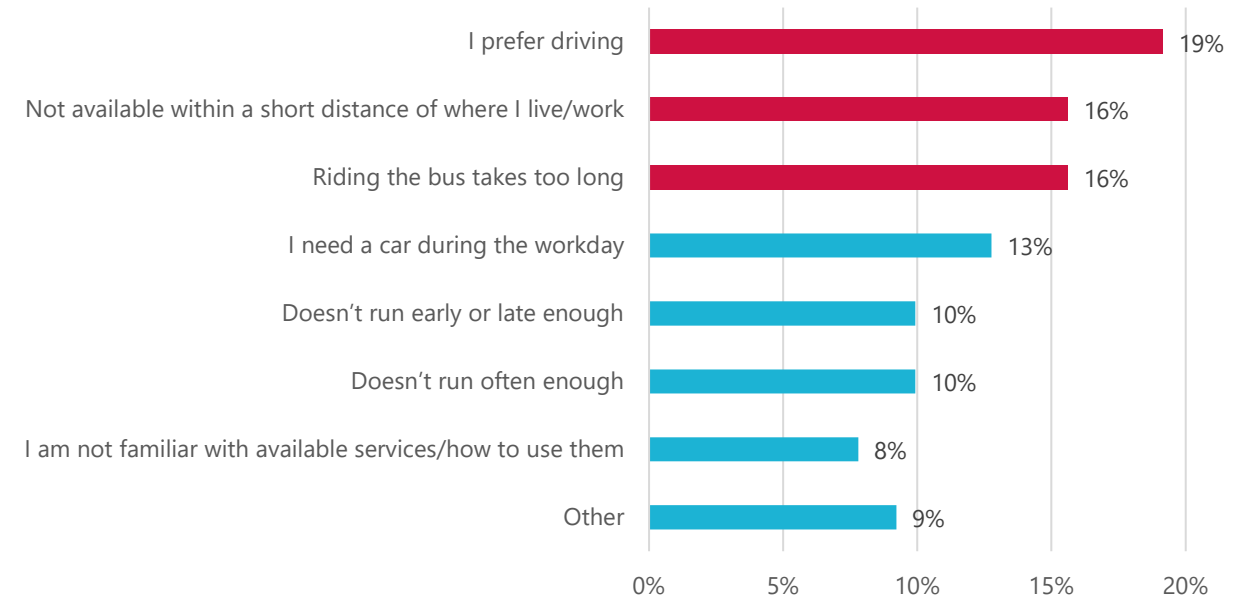
The preference to drive was the largest factor contributing to respondents not using Metro Bus (19%).

Service availability (16%) and the time it takes to travel on transit (16%) are the next largest factors that discouraged respondents from using Metro Bus.

About 10% of responses in the "Other" category don't use Metro Bus because they worry about their safety. It is important to note, however, that existing Metro Bus riders (as shown in a later chart) have a high level of satisfaction related to safety/security when compared to other elements of the service (frequency of service, service span, etc.).

Top 3 reasons for not using Metro Bus are **preference for driving, lack of service coverage, and long travel times.**

Figure 8: If you do not use Metro Bus, what discourages you from doing so? Select all that apply (N = 141)



METRO BUS USE

REASONS FOR NOT USING METRO BUS BY AGE

Most of the respondents who prefer driving are unfamiliar with available services or how to use them and live or work far from available services. They are most highly represented in the 35-44 age group (Figure 9). Other reasons are relatively evenly distributed across age groups.

REASONS FOR NOT USING METRO BUS BY INCOME

Respondents that have higher incomes (over \$75,000) prefer driving or need the car during the workday. The moderate- to lower- income respondents, however, are more concerned about the availability of services and service quality as reasons for not using Metro Bus.

The top 3 reasons for not using Metro Buses are mostly represented by **those aged 35 to 45 and earn \$100,000 or more annually.**

Figure 9: Reasons for not using Metro Bus by Age (N = 128)

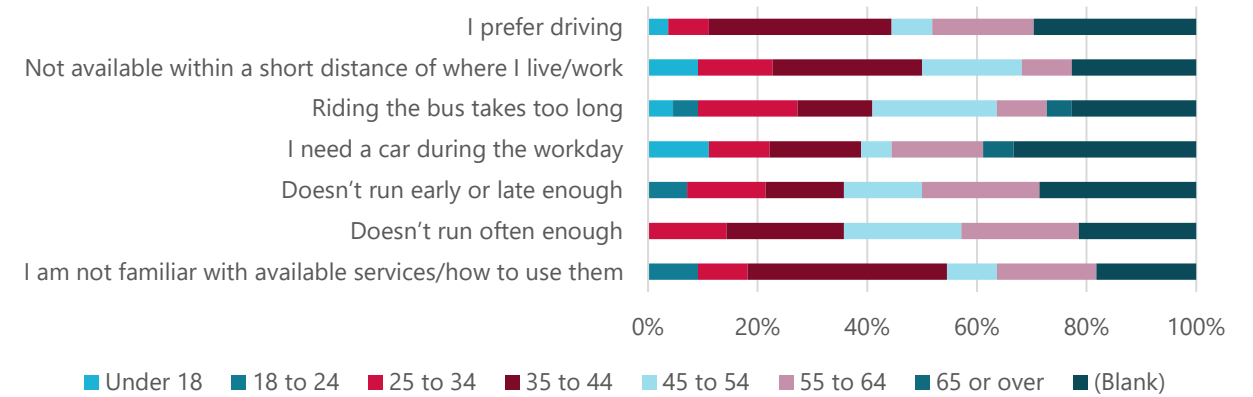
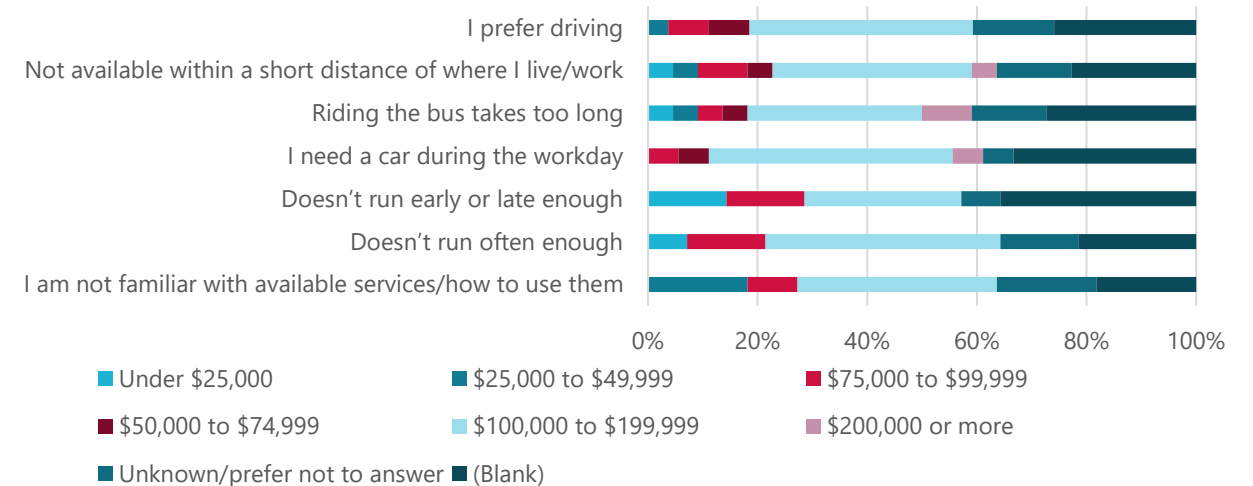


Figure 10: Reasons for not using Metro Bus by Income (N = 128)



PERCEPTIONS OF TRANSIT SERVICES

FIXED-ROUTE SATISFACTION

Respondents are most satisfied with safety on the bus, reliability of schedules, and the speed of service but are less satisfied with service hours and service frequencies.

DIAL-A-RIDE SATISFACTION

All respondents are very satisfied or satisfied with driver/dispatch courtesy and 86% of respondents are mostly satisfied with safety on the bus.

Respondents are least satisfied with service hours, response times, and service speed.

For both fixed-route and Dial-a-Ride services, **safety** on the bus ranked consistently high whereas **frequency and hours of service** ranked consistently low.

Figure 11: Please rate your satisfaction with the following aspects of fixed-route Metro Bus service (N = 66)

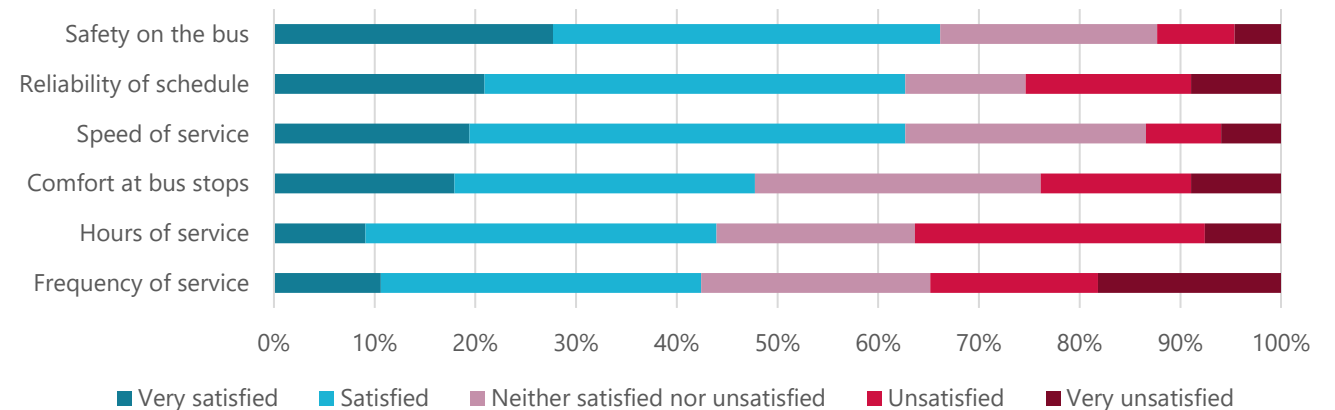
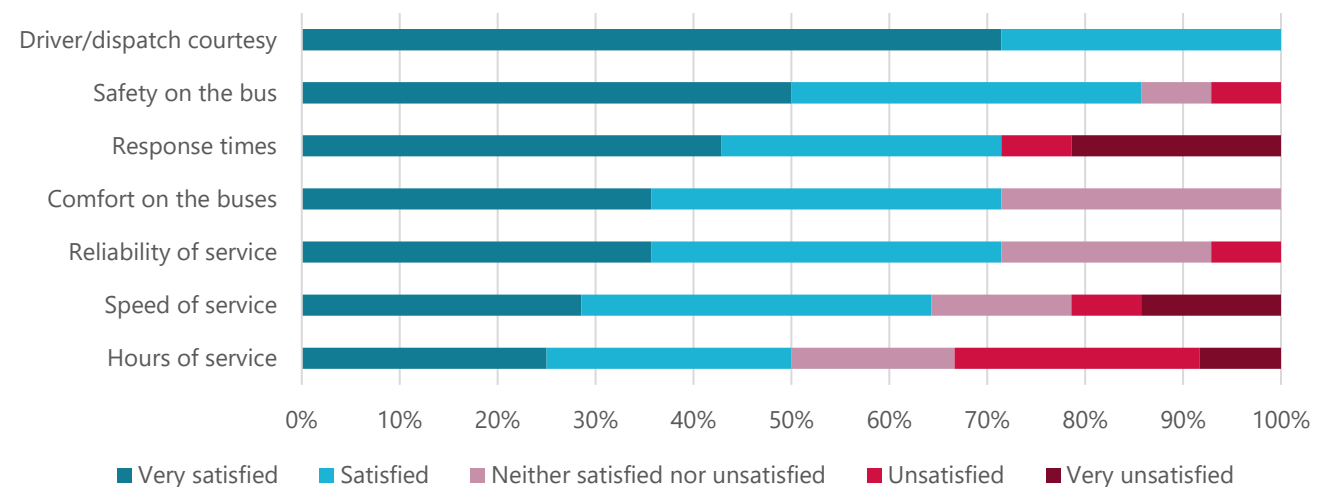


Figure 12: Please rate your satisfaction with the following aspects of Dial-a-Ride Metro Bus service (N = 14)



PERCEPTIONS OF TRANSIT SERVICES

VALUE OF METRO BUS IN THE COMMUNITY

Nearly 9 in 10 respondents agree or strongly agree that it is important for the community to have public transit. Similarly, about three quarters also agree or strongly agree that transit contributes to quality of life and the economic health in the area. This is true among transit riders as well as those that don't use transit.

Approximately 40% of respondents strongly disagree or disagree that the current transit service meets their daily travel needs and is easy to use to get to destinations.

Figure 13: Please indicate whether your level of agreement with the following statements about transit (N = 117)

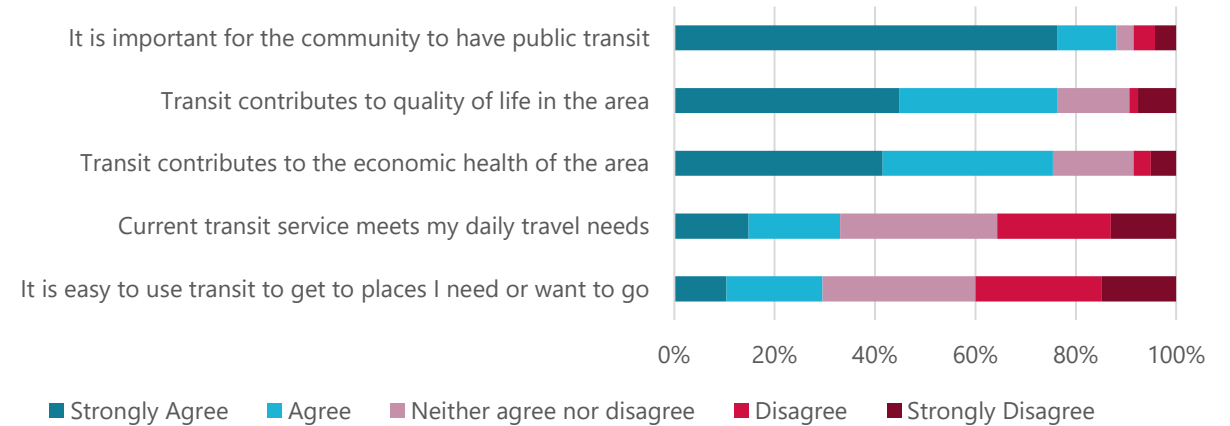
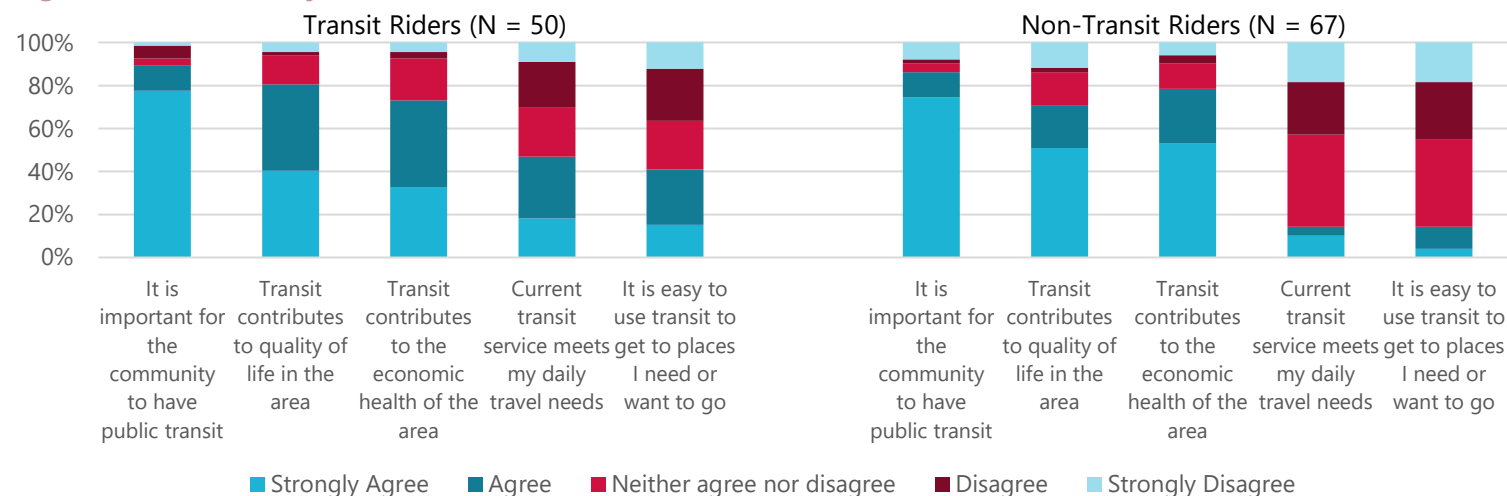


Figure 14: Community value of service of transit users and non-transit users



Both transit riders and non-transit riders agree that **transit contributes to quality of life in the area and is important to have in the community.**

PERCEPTIONS OF TRANSIT SERVICES

METRO BUS INVESTMENT/IMPROVEMENT PRIOROTIES

Overall, new service areas and higher frequencies ranked as the highest priorities when asked how to fund future Metro Bus investments (Figure 15).

Transit riders' service improvement priorities are more evenly spread out across options while non-transit riders' priorities heavily focus on new service areas and higher weekday frequency (Figure 16).

Figure 15: If you had \$100 to invest in Metro Bus service, how would you allocate funds to make service better for you? (N = 94, \$9,400)

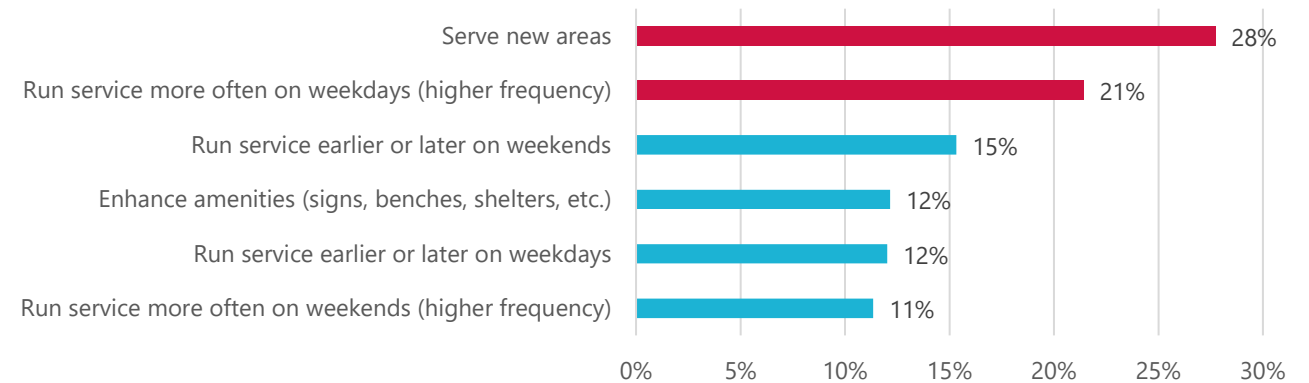
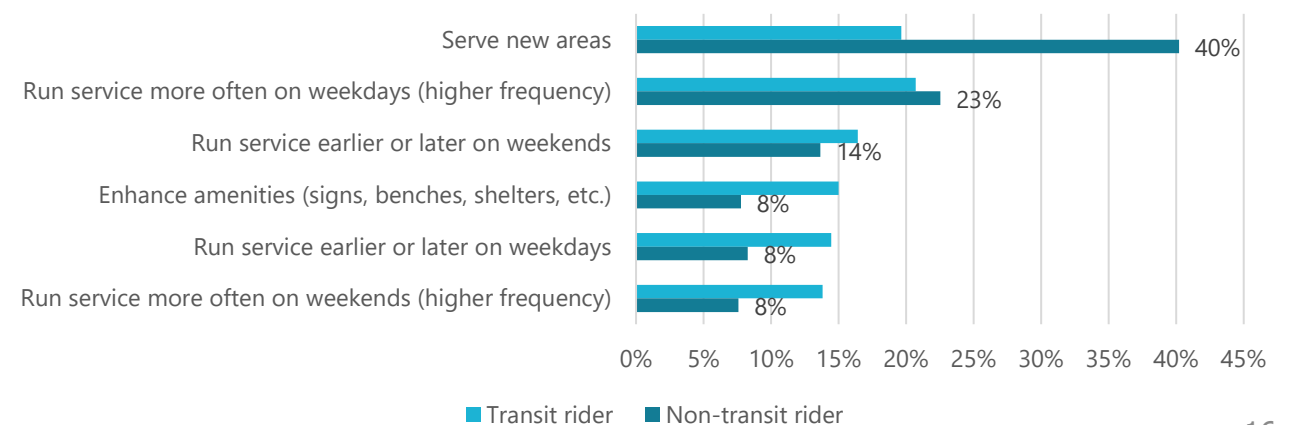


Figure 16: Service improvement priorities by transit use (N = 94, \$9,400)



Investing on new service areas may have the highest potential for attracting those who currently don't use Metro Bus.

Higher weekday frequency and expanded weekend service hours are likely to satisfy both transit riders and non transit riders.

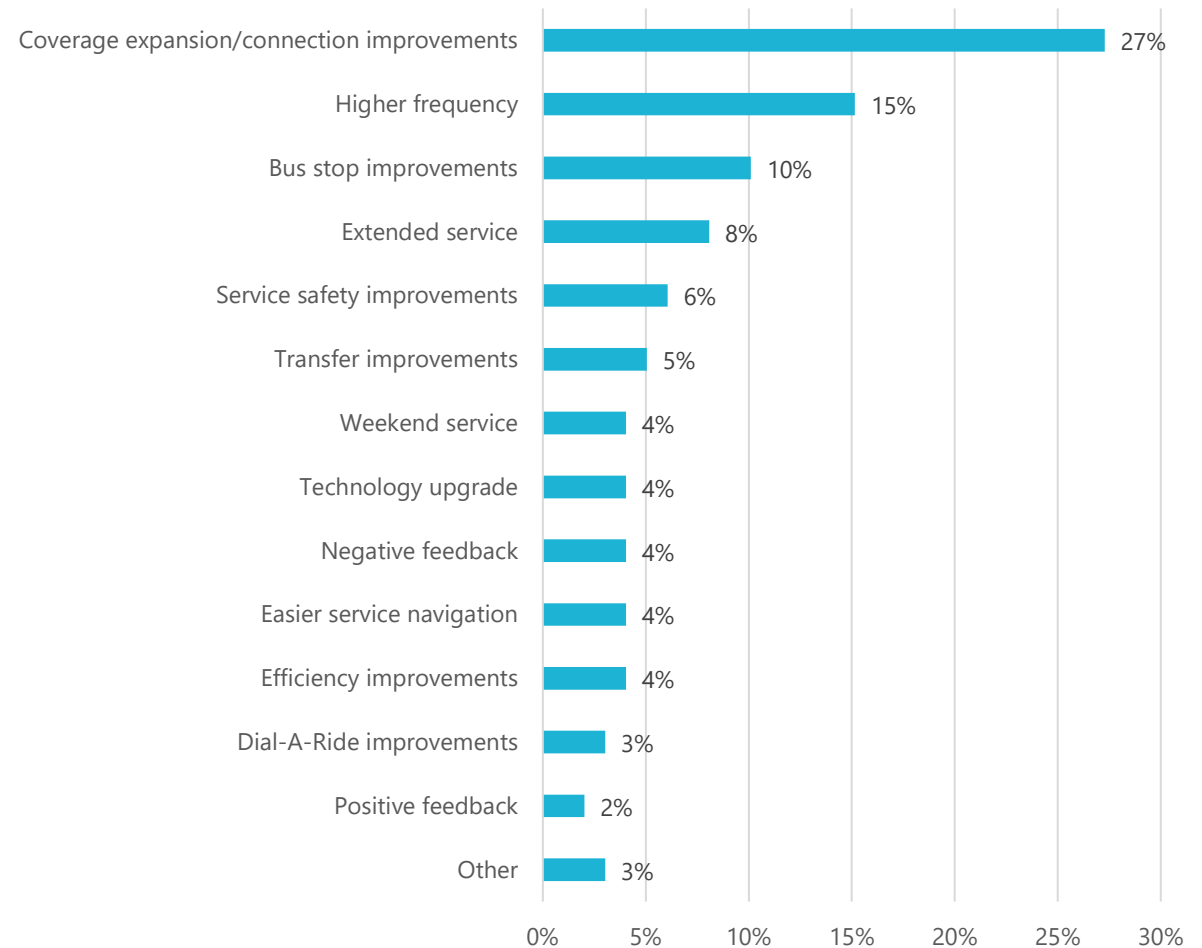
CUSTOMER INPUT

What other changes to the transit service would you like to see, if any?

Expansion of service coverage and extension of existing fixed routes are most desired by respondents (27%). Examples include restoring Route 7, expanding service to St. Joseph, and serving Opportunity Drive.

Higher frequency of fixed-route services (15%) and bus stops improvements, such as shelters, schedule posting, and a real-time dashboard (10%) are also highly desired.

Figure 17: Desired changes and comments on Metro Bus services by theme (N = 99)



Overall, respondents desire **extended service coverage, higher service frequency, and better amenities.**

Dial-a-Ride users specifically suggested **extended service hours.**

Expanded morning and evening service hours are most likely to address challenges related to using transit for work trips.

RESPONDENT DEMOGRAPHICS

INCOME LEVEL

The income of all survey respondents is mostly representative of the overall population (Figure 18).

However, when evaluating just transit riders, 62% earn below \$50,000 annually while 56% of non-transit riders earn over \$100,000 annually (Figure 19).

Figure 18: Income (N = 94)

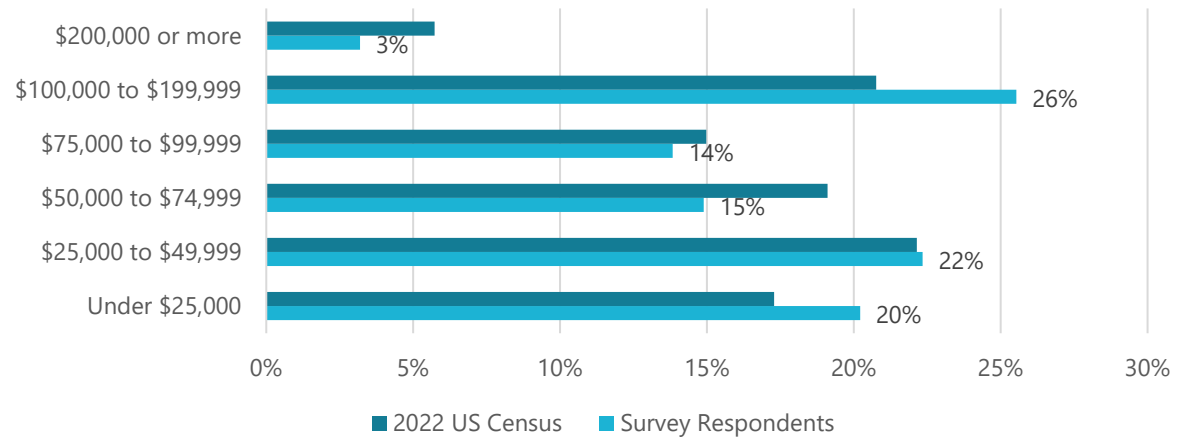
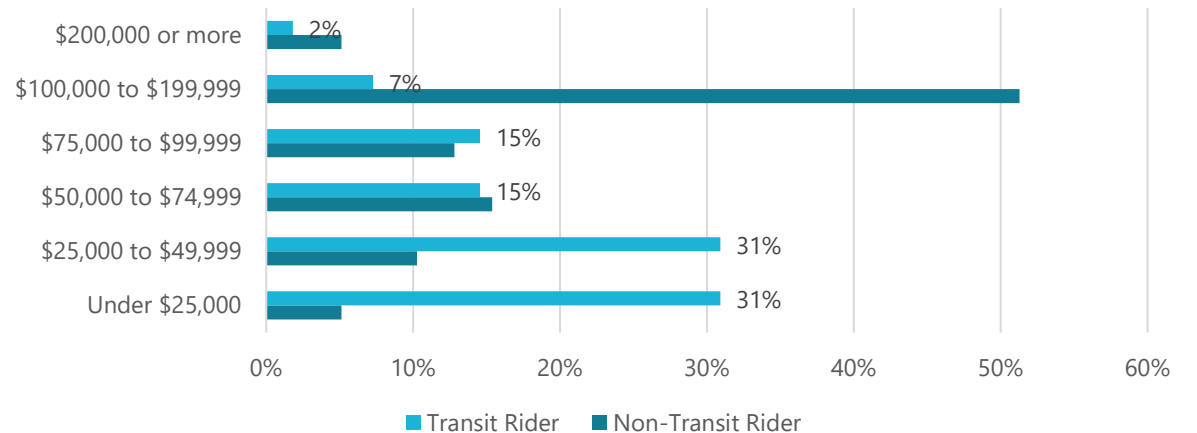


Figure 19: Income by transit use (N = 94)



RESPONDENT DEMOGRAPHICS

RACE, ETHNICITY AND GENDER

White respondents and respondents who identify as “Other” are slightly overrepresented in the survey, whereas Black or African American respondents are underrepresented in the survey.

Women represented more than half of the respondents (58%).

Figure 20: Race/Ethnicity (N = 94)

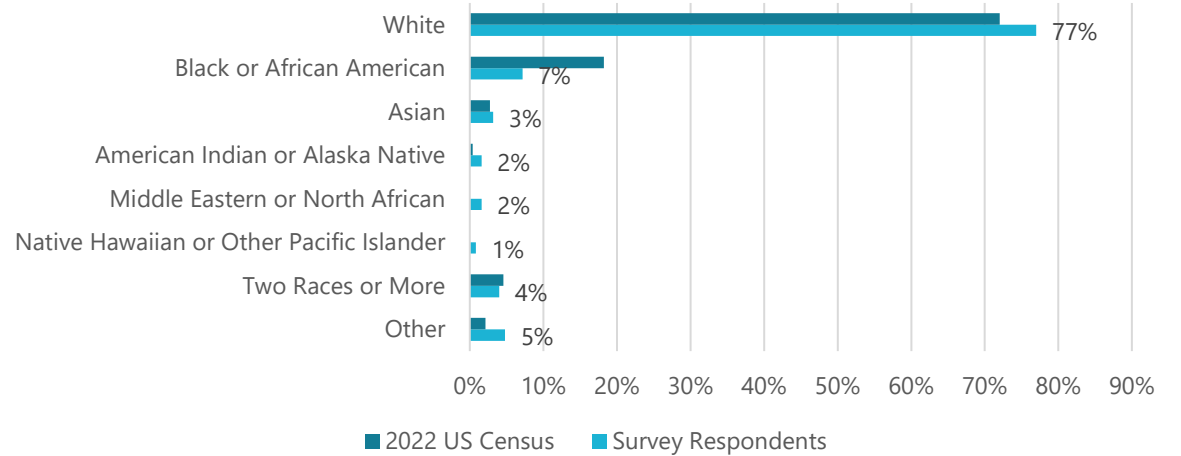
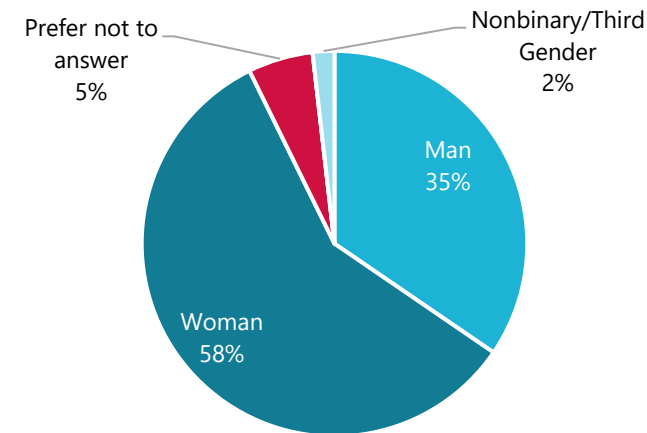


Figure 21: What is your gender identity? (N = 117)



RESPONDENT DEMOGRAPHICS

AGE

Those under age 24 are underrepresented while those who are between age 25 and 64 are overrepresented in the survey (Figure 22).

Those between age 25 and 44 represent about a half of the respondents (44%).

Transit riders almost evenly represent all age groups while non-transit riders have a much lower share of those under age 25 and those aged 65 or older.

DISABILITY

15% of the respondents have a disability that limits their mobility.

Figure 22: Age (N = 112)

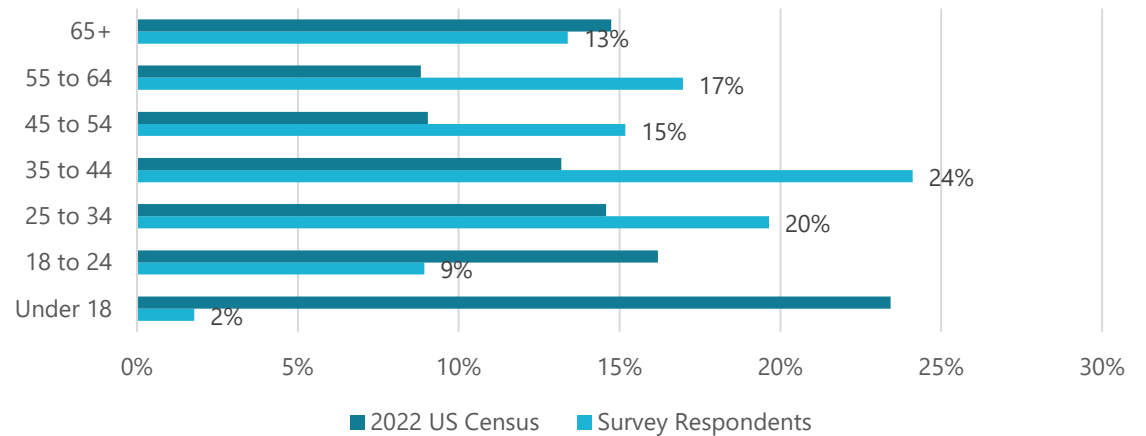
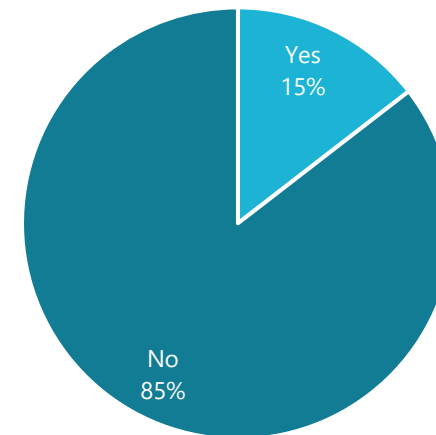


Figure 23: Do you have a disability that limits your mobility? (N = 117)



RESPONDENT DEMOGRAPHICS

HOME RESIDENCE

Almost 70% of the respondents live in St. Cloud.

PARENT, STUDENT, HIGHER EDUCATION

About a third (35%) of the respondents represent K-12 students, their parents, and college or university students and faculty/staff.

HOUSEHOLD SIZE

About 1 in 4 respondents (26%) live alone and 35% live in 2-person households.

INTERNET ACCESS

Most of the respondents (92%) own a smartphone or other internet-connected mobile devices.

Figure 24: Where do you live? (N = 99)

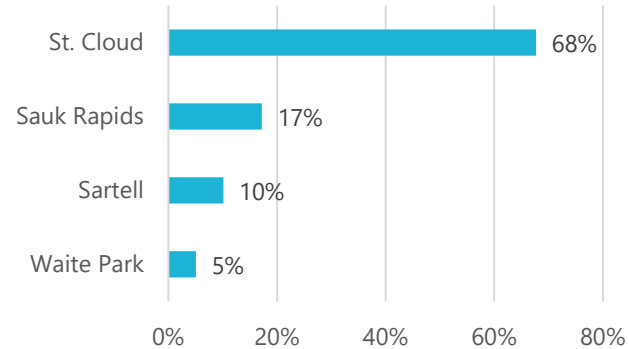


Figure 25: Which of the following describes you? (N = 118)

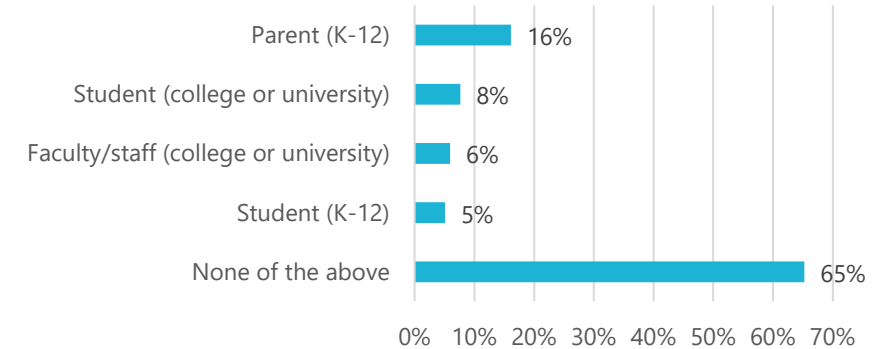


Figure 26: How many people live in your household? (N = 112)

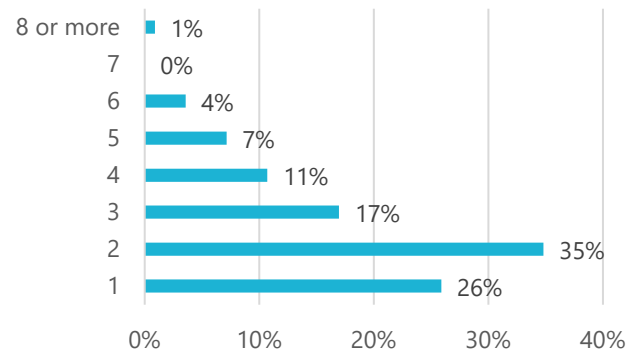
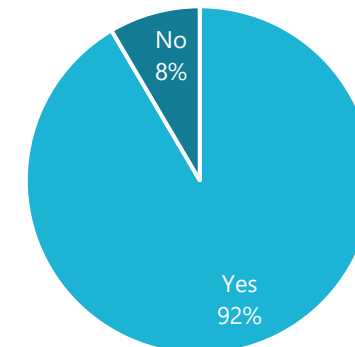


Figure 27: Do you own a smartphone or other internet-connected mobile device? (N = 118)





ONBOARD PASSENGER SURVEY RESULTS

SURVEY METHODOLOGY AND ANALYSIS OUTLINE

ONBOARD SURVEY

Nelson\Nygaard partnered with Metro Bus and AJM & Associates (Loveland, OH) to survey fixed route customers between September 18, 2023, and September 21, 2023. The survey instrument included English on one side and Spanish on the other and separate double-side surveys were also available in Somali upon request. The survey instruments are available in Appendix B.

This chapter presents the results of the onboard survey in five separate sections:

- **Customer profile**, which explores the types of customers using the system, how frequently they use the system, whether they have access to an automobile, and whether they could have made their trip if Metro Bus were not available.
- **Trip details**, which measures customers' trip purpose, bus stop access, trip starting and ending location, and transfer activity.
- **Service satisfaction**, which presents customers' level of satisfaction related to various aspects of Metro Bus service.
- **Customer input**, which includes open-ended comments that have been categorized to highlight key themes.
- **Customer demographics**, which assesses additional characteristics such as age, gender, race/ethnicity, and household income.

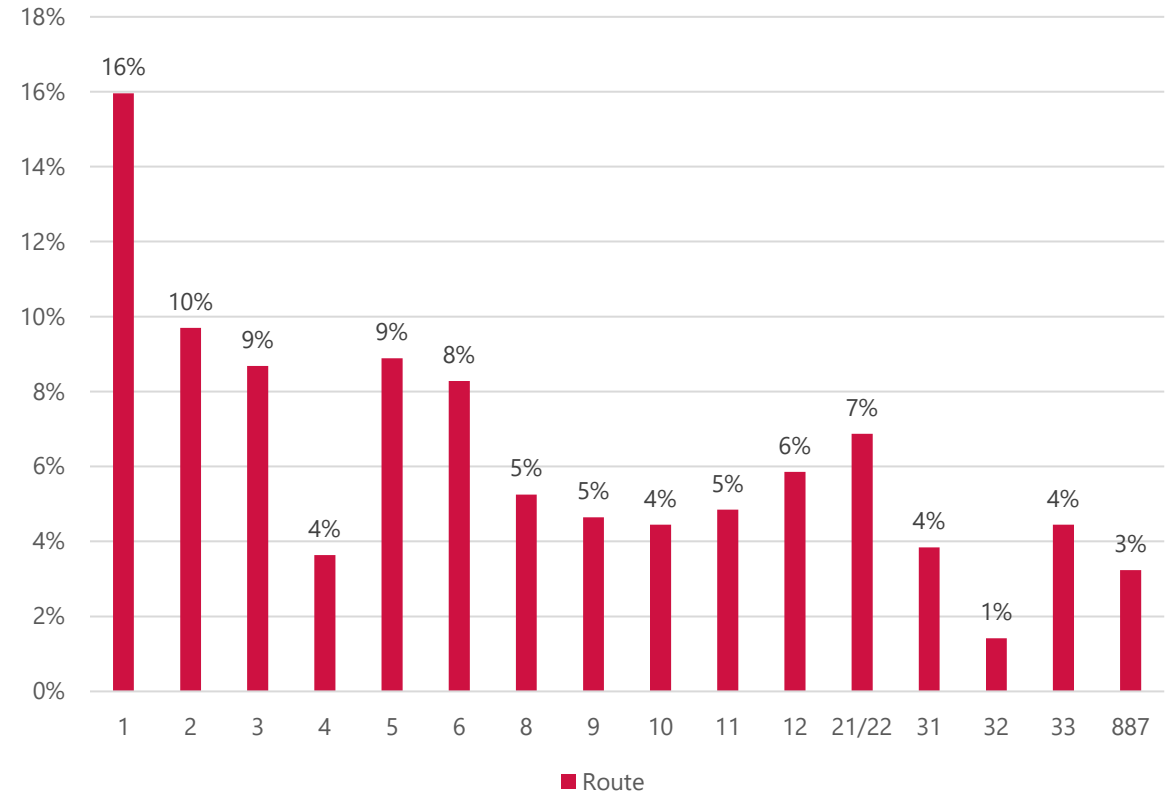
OVERVIEW

ROUTES SURVEYED

A total of 495 unique survey responses were collected, with the highest volume of surveys collected on Routes 1, 2, 5, 3, and 6 (Figure 28). Most of the routes where the response rate was highest are also some of Metro Bus's highest ridership routes.

While fewer surveys were collected on some routes (31, 4, 887, and 32), the survey is intended to offer customer input at the *system level* and not at the route level. The goal of the survey was to collect responses from a variety of routes and at different times of the day.

Figure 28: Surveys Received by Route (N = 495)



CUSTOMER PROFILE

TRIP FREQUENCY

Many Metro Bus riders are very frequent riders, with more than half (58%) using the system every day and less than 8% saying they ride once a week or less or only when they have no other choice (see Figure 29). About a third (34%) are occasional users of the system.

VEHICLE AVAILABILITY

Most Metro Bus customers are dependent on Metro Bus for their daily travel needs. Nearly three quarters (71%) do not have access to a vehicle (Figure 30) and another 18% have less reliable access to a vehicle.

Results from these two questions indicate a **high level of transit need** where most customers depend on Metro Bus for their daily travel and do not have access to a vehicle.

Figure 29: Trip Frequency (N = 488)

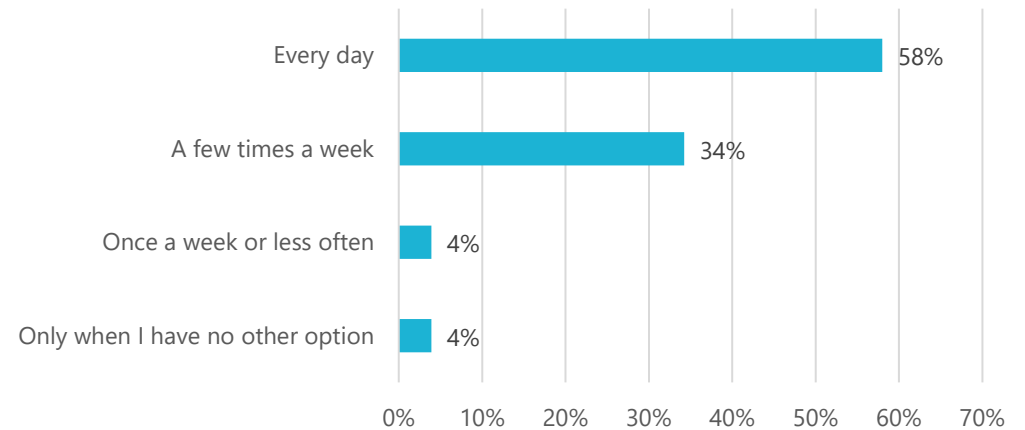
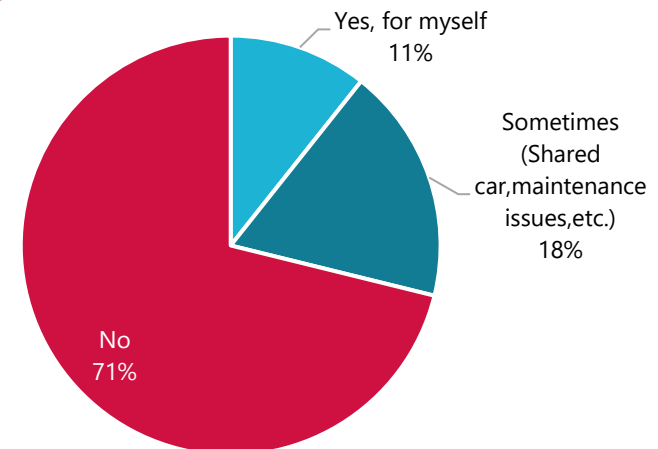


Figure 30: Vehicle Availability (N = 468)



TRIP DETAILS

TRIP PURPOSE

Almost half of Metro Bus customers (44%) use the bus for work-related trips (Figure 31), followed by school or college trips (21%) or shopping trips (12%). Less than 10% of customers use Metro Bus for medical or dental appointments (6%), "going out" (5%), and meeting with friends or family (2%).

At least half of trips made to a school or college are to St. Cloud State University.

Other less frequent destinations include daycare, laundry, gym, and senior center.

Figure 31: What is the purpose of your trip today? (N = 483)

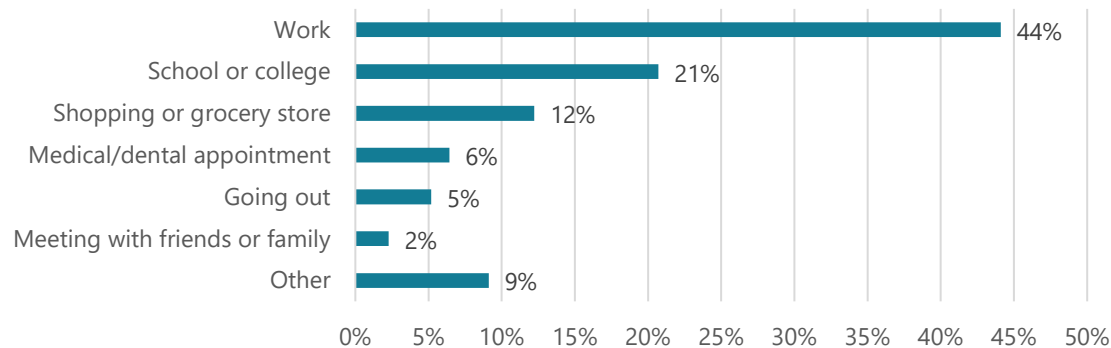
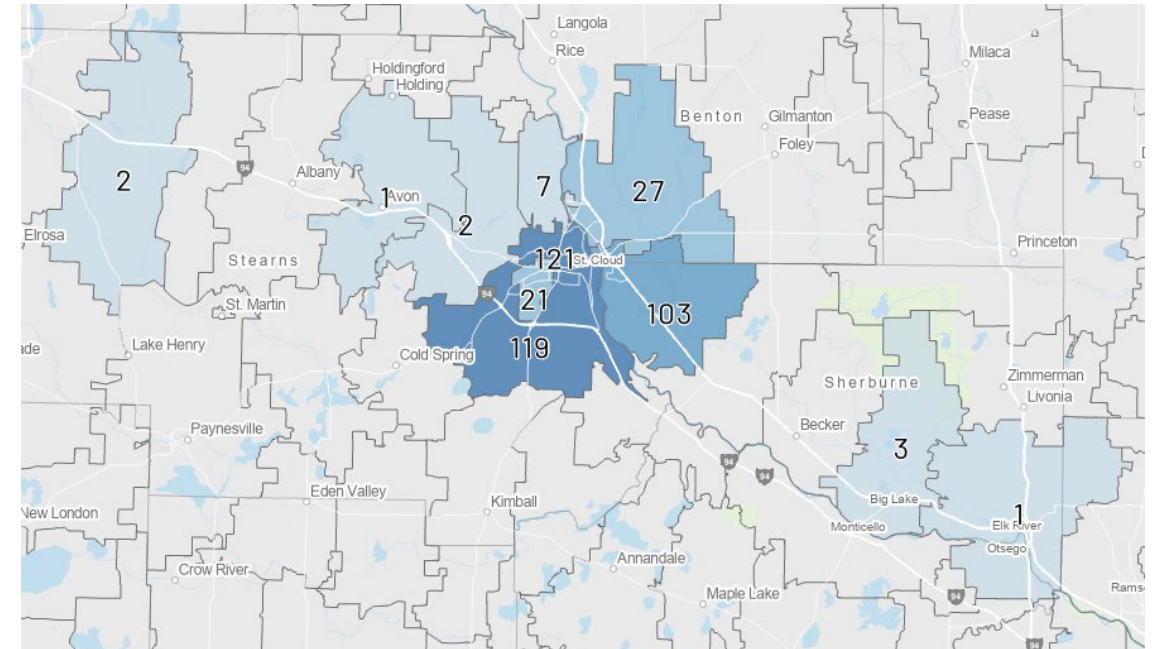


Figure 32: Metro Bus Customer Home Zip Code



HOME LOCATIONS

While Metro Bus customers live all over the service area (Figure 32), survey respondents are more concentrated in St. Cloud, Waite Park and Sauk Rapids. A smaller proportion of customers also live in Sartell and some of the outlying communities.

TRIP DETAILS

TRIP ORIGINS AND DESTINATIONS

About half of Metro Bus customers transfer to another route (47%) to get to their destination, which illustrates the importance of the various transfer locations throughout the system (primarily the Downtown Transit Center in St. Cloud). The high number of transfers also illustrates the importance of *timed* transfers between routes so that the wait time is as short as possible.

Routes with the highest transfer activity include Routes 1, 2, 3, 6 and 21/22.

About **half of Metro Bus riders require a transfer** – and in some cases, two transfers – to complete their trip.

Figure 33: Transfer Matrix (N = 146)

Starting Route	Ending Route																	Total
	1	2	3	4	5	6	8	9	10	11	12	21/22	31	32	33	887		
1	0	3	1	1	2	0	0	3	1	1	1	2	0	1	0	0	16	
2	0	2	1	1	1	0	0	2	1	2	0	3	0	0	0	0	13	
3	1	1	0	2	1	0	0	0	0	0	4	1	0	2	0	12		
4	1	0	1	0	3	0	1	0	1	0	1	3	0	0	0	0	11	
5	2	2	4	1	0	0	1	0	0	1	3	0	0	0	0	0	14	
6	6	2	2	3	0	0	0	0	1	2	2	0	0	0	0	1	19	
8	0	4	3	0	0	0	2	1	0	0	0	0	0	0	0	0	10	
9	4	0	1	1	0	2	1	0	0	0	2	0	0	0	0	0	11	
10	3	4	0	0	0	0	0	0	0	0	2	0	0	0	0	0	9	
11	2	4	0	0	0	0	0	0	0	0	2	0	0	0	0	0	8	
12	2	0	0	0	3	0	0	1	0	0	0	0	0	0	0	0	6	
21/22	3	0	0	1	0	1	0	1	0	1	1	1	0	1	0	0	9	
31	0	0	0	0	1	1	0	0	0	0	1	0	0	0	0	0	3	
32	1	0	0	0	1	0	0	0	0	0	0	1	0	1	0	0	4	
33	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	
887	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Total	25	17	17	8	9	11	1	4	8	4	7	18	11	0	5	1	146	

TRIPS DETAILS

SERVICE HOURS

More than half of customers (68%) said the current service hours of operation meet their transportation needs without inconvenience (Figure 34). Another 20% of customers have their transportation needs met but with some level of inconvenience. About 1 in 10 customers (12%) said the current service hours did not meet their needs.

ALTERNATIVE MODES OF TRANSPORTATION

Only 13% of the customers could have made their trips without experiencing inconvenience if Metro Bus service were not available (Figure 35). A third (34%) of customers still would have been able to complete their trip, though they would face some inconvenience if the service were not available. More than half of customers (53%) could not have made their trips without the service.

FREE TRAVEL TRAINING PROGRAM

About half (47%) of customers are aware of the Free Travel Training program (N = 469).

Figure 34: Do the current service hours of operation meet your transportation needs? (N = 480)

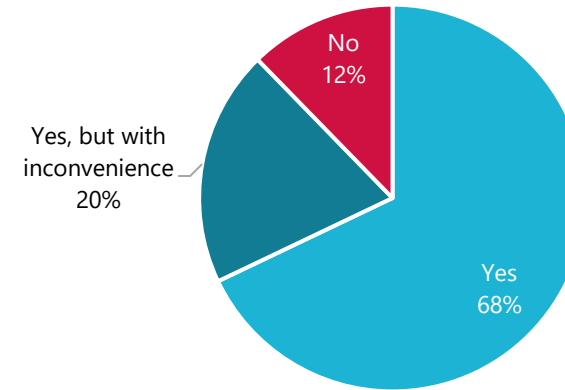
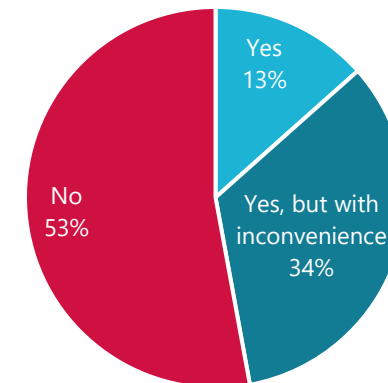


Figure 35: Could you have made this trip if this service were not available? (N = 484)



TRIP DETAILS

QUALIFIED TRANSIT FARE

Most Metro Bus customers (62%) qualify for the regular fares while some customers qualify for the SCSU/SCTCC Ride Program (16%) and the reduced fare for seniors and people with disabilities (13%). Less than 10% of the customers are qualified to use the Service Connected Veterans Ride Free Program or U-Go Free Summer Youth Program.

METHOD OF FARE PAYMENT

Smart Ride Card with stored value was the most popular method of payment (22%) while a significant share of customers also use the 31-Day Pass (19%) or cash (19%). The SCSU/SCTCC Ride Program (16%) and 10-Ride Pass (12.3%) are also common fare payment methods. The other fare payment methods are used by less than 10% of customers.

Figure 36: Qualified Transit Fare (N = 502) *Select all that apply*

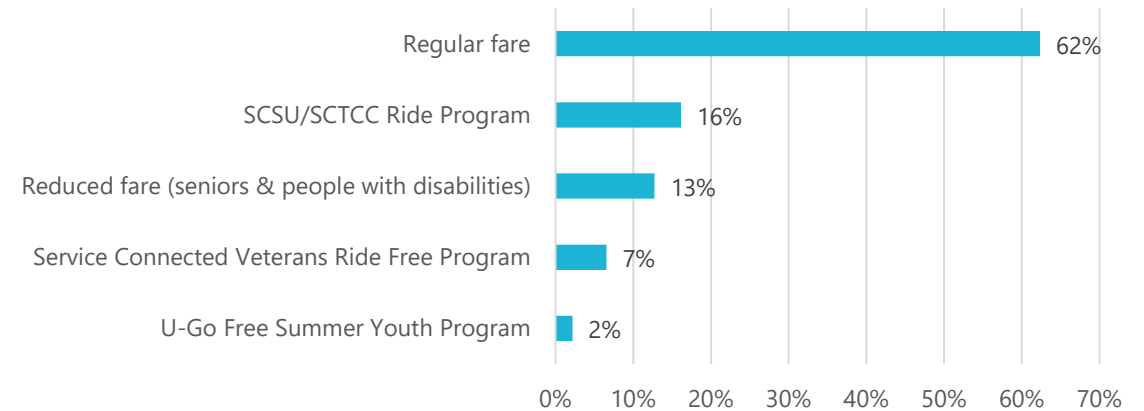
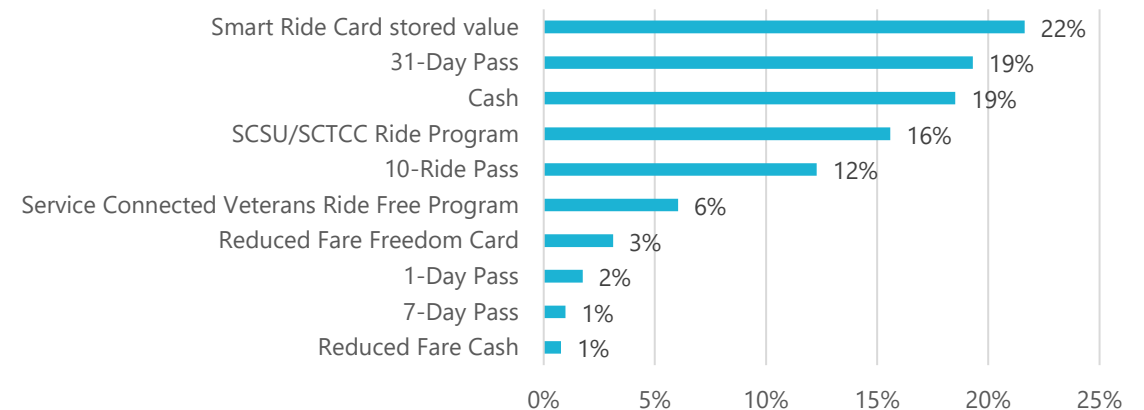


Figure 37: Method of Fare Payment (N = 468)



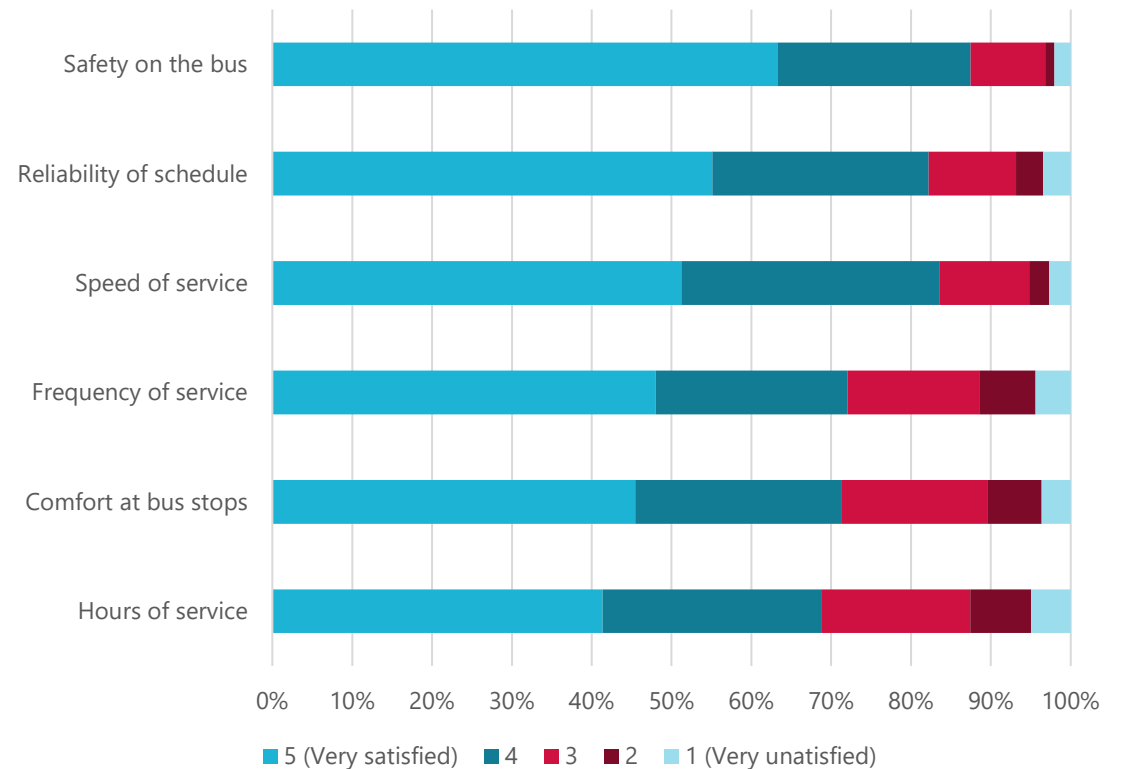
SERVICE SATISFACTION

Overall, Metro Bus customers are more satisfied with the service than unsatisfied. However, respondents were most satisfied with safety on the bus (87% said they are very satisfied or satisfied), service speed (84% very satisfied or satisfied), and reliability of schedule (82% very satisfied or satisfied) (Figure 38).

Customers are least satisfied with service frequency, comfort at bus stops, and service hours.

Targeted improvements to **service hours, improved frequency, and comfort at bus stops** are the most likely to improve customer satisfaction.

Figure 38: Metro Bus fixed-route service satisfaction (N = 443)



CUSTOMER INPUT

Do you have any other feedback about how Metro Bus could improve its services?

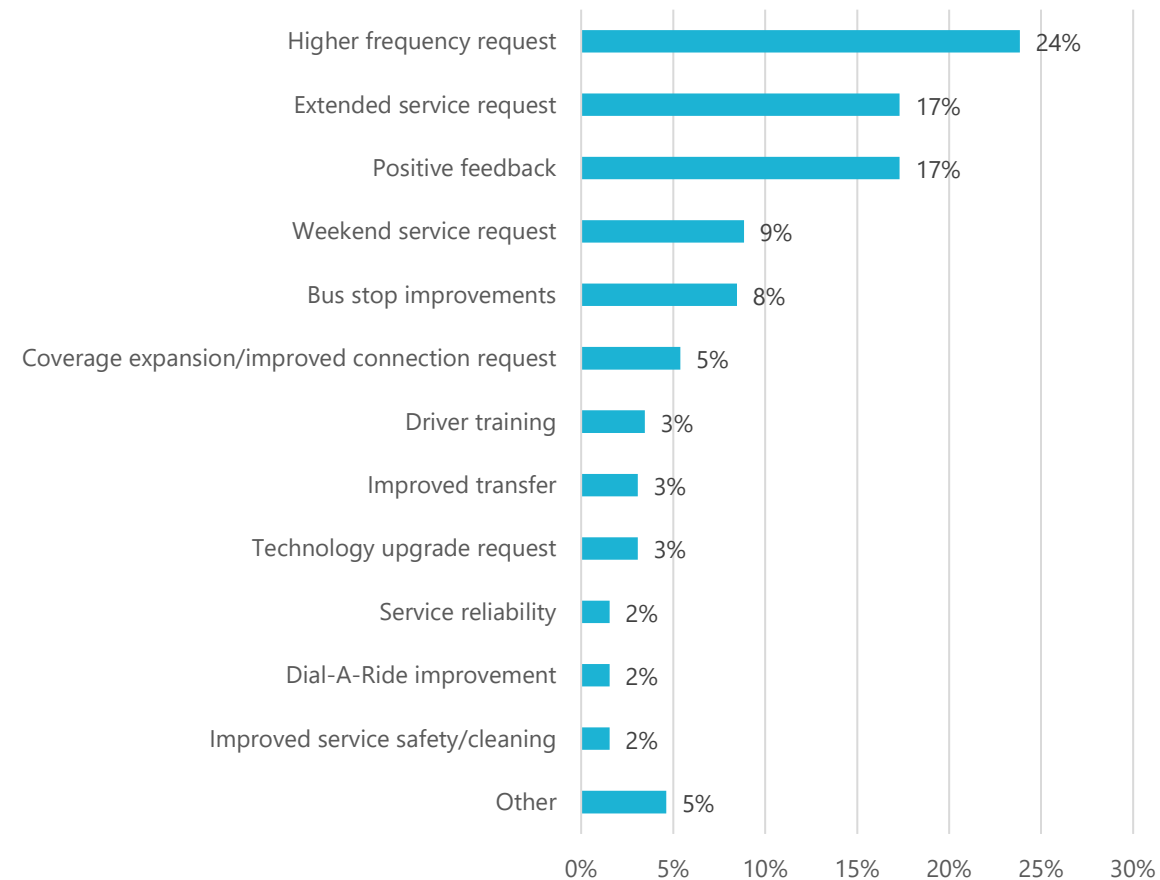
Higher frequency of fixed-route services (24%) and longer service hours that accommodate commuters in early morning and late night (17%) are the most desired by the existing customers (Figure 39).

Positive feedback, especially compliments to drivers, was expressed by many of the existing customers (17%).

Other comments focused on providing Wi-fi and more USB outlets on the bus, as well as expressing desire for free passes.

Existing riders are most interested in **more frequent service** and **longer service hours**.

Figure 39: Feedback for Metro Bus service improvements (N = 260)



CUSTOMER DEMOGRAPHICS

DISABILITY

About 17% of Metro Bus fixed-route customers have a disability that affects their ability to travel (Figure 40). Most of these customers are over 45 (70%), as shown in Figure 41.

Figure 40: Do you have a disability that limits your mobility? (N = 452)

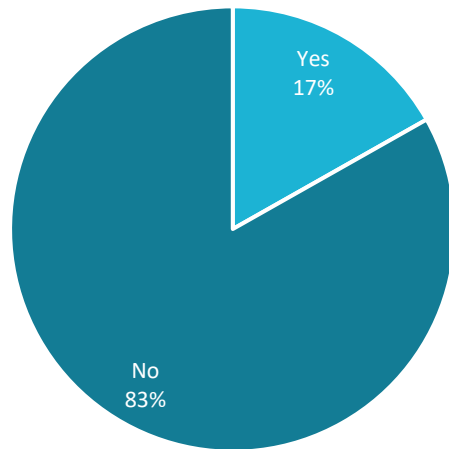


Figure 41: Disability by Age (N = 443)

Age	Yes, I have a Disability	No, I do not have a disability
Under 18	5%	4%
18 to 24	3%	23%
25 to 34	7%	24%
35 to 44	15%	13%
45 to 54	27%	14%
55 to 64	26%	13%
65 +	18%	9%

CUSTOMER DEMOGRAPHICS

HOUSEHOLD SIZE

About 45% of Metro Bus customers belong to a single-person household, which was significantly larger than this share in the community survey (just 26%).

INCOME LEVEL

Metro Bus’s customers are much more likely to be low income, which supports the high level of transit need (as presented earlier). Just under two thirds (57%) have a household income of less than \$25,000 and another 30% earn between \$25,000 and \$49,999. This contrasts with the all residents in the service area where just 39% have household incomes less than \$50,000.

Figure 42: Household Size (N = 405)

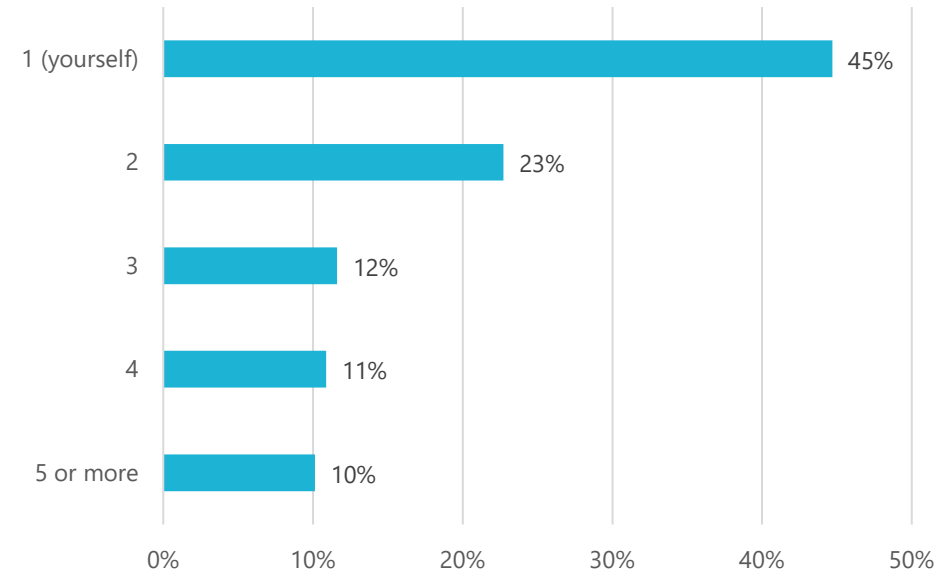
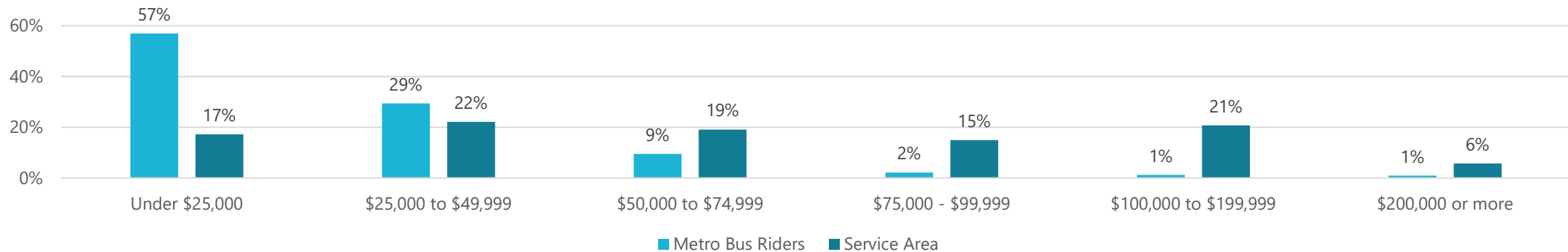


Figure 43: Income Level (N = 337)



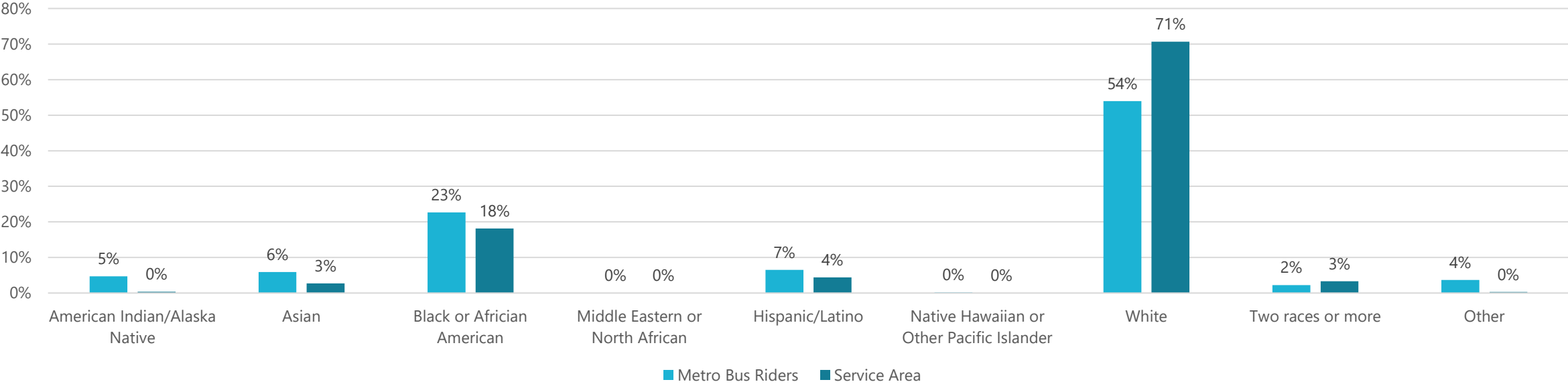
CUSTOMER DEMOGRAPHICS

RACE/ETHNICITY

Many Metro Bus riders identify as White (54%), followed by Black or African American (23%), and Hispanic/Latino customers (6.5%).

The demographic characteristics of Metro Bus customers closely mirror demographics of the region, being that it is a majority white region (71%) with Black residents accounting for 18% of the total population.

Figure 44: Race/Ethnicity (N = 489)



CUSTOMER DEMOGRAPHICS

GENDER AND AGE

Survey responses were nearly evenly distributed between men and women, with a slight majority of men filling out the survey.

Metro Bus customers represent a wide variety of ages, as shown in Figure 46. While about a quarter (27%) of customers are over 55, nearly half (45%) are under 35.

Figure 45: Customer Gender (N = 469)

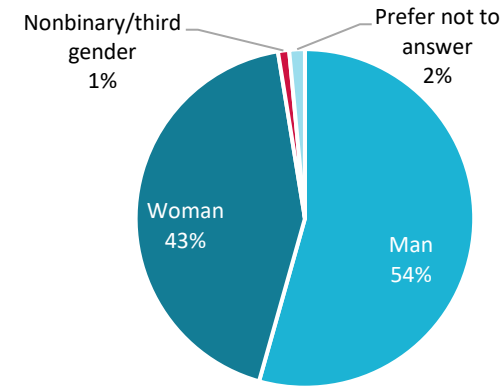
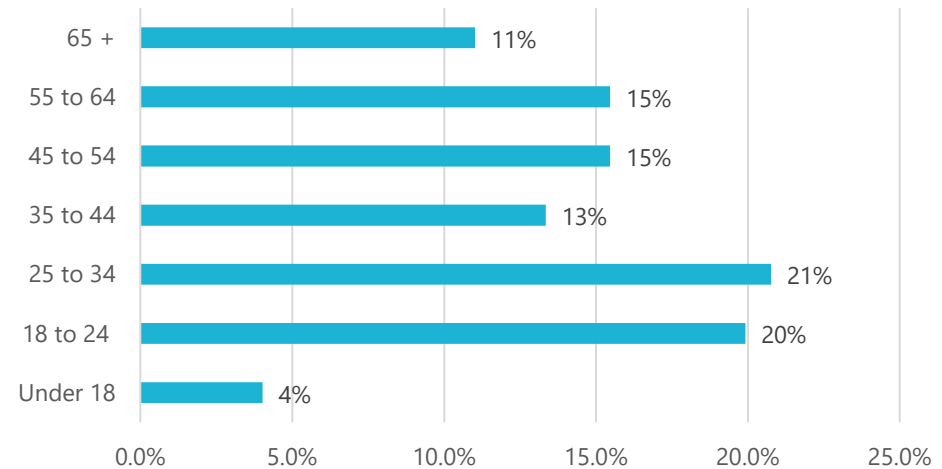


Figure 46: Customer Age (N = 472)





APPENDIX A: OPEN-ENDED COMMENTS

**FULL OPEN-ENDED COMMENTS
FROM COMMUNITY SURVEY**

FULL OPEN-ENDED COMMENTS: COMMUNITY SURVEY

Coverage expansion/improved connection request

Route 7 needs to be brought back

Bring back route 7 please

I remember reading in the previous Metro Bus Planning document on the idea of BRT along division street. I do not know if it is still in the minds of Metro Bus, but it would be interesting to see this come back maybe having the line start up at the Saint Cloud Amtrak Station, have a connection at Crossroads Mall, and ending around the Marcus Cinema area with a possible extension over to St. Joseph.

add "32/34" to a half-hour reverse route.

Expand further areas

I feel if public transportation was further out. Housing would be easier to find.

I'd like to see service on third Street all the way down to the theater, right now number one does not go behind NorthStar CrossRoads.

St. Cloud to Minneapolis

It would be awesome if there was a single route that went to and from the St. Cloud Hospital and the CentraCare Plaza. I would use it when traveling between the two for my job.

Need better connections to Sartell.

Regular service to St. JOE!!! SERVICE RO Collegeville even if only an express route at start, mid and end of business day

Service areas around Anderson Trucking/ St. Augusta

Enlarge the service area

Adding an connector bus from West St Cloud area through Sartell and or Sauk Rapids, Extending the Route 33 to service the Westside of 33rd Ave S heading southbound. I have found it to be extremely challenging, dangerous and an inconvenience for our elderly or general population to be having the option to cross over Division St or 33rd Ave N to get to the nearest bus stop.

Wider route coverage outside of areas that are currently covered - there are a lot of businesses to the south that aren't reached by current service.

I would like to see Metro bus service come to more of rural America and for them to change the image they portray.

I am more than happy with the current transit service, but would greatly appreciate seeing an occasional route into St. Joseph and earlier service on Saturday's.

A service to the pilgrims company

I have also encountered recent retirees who wanted to try bus service, but lack routes in their neighborhood (Cypress Rd) or unsafe places to stand/walk for the bus (Clearwater Rd).

Go out to opportunity drive

I live in the northwest edge of St Cloud- the bus does not come within a mile (?) of my house

I would love to see a St. Joe route added.

Route to New Flyer in st Augusta

I'd like to see route 7 return, it can be very difficult to plan things involving eastern st. Cloud/Sauk rapids with only the route 6 every hour

Have Route 31 or 32 stop at Aldi in Sartell. I want to shop at Aldi, but I don't want to take 3 buses to get there, when I only have to take 1. I also don't want to walk a mile to shop at Aldi, when it's convenient for the bus to stop in and come out on the roundabout.

Service to Kimball even if only once a week, on Saturday for shopping in Waite Park at Aldi etc...

I know at least 4 people who would use it if they could get to it.

FULL OPEN-ENDED COMMENTS: COMMUNITY SURVEY

Higher frequency request

possible change to every 30 minutes instead of 60

I would like the old routes frequency to be returned. I liked it when both routes 21 and 22 ran each hour until 5:45 weekdays

That fixed routes be more frequent

Route 12 to go by Tech High School every hour.

The new Sartell High school more Often

I would happily give up one of my cars and use the bus for in-town transport if it was feasible. With buses only coming once an hour, though, it isn't really feasible. If buses ran every 30 minutes, then I could take it to work. If buses ran every 15 minutes, I could take the bus everywhere.

I really just want to see the frequency increased again

Increase to ever half hour. I have not been out as much post covid but I know you won't increase ridership without improvements that benefit the riders. There are too many areas i can't bus to and this is problematic since we no longer have cabs

Get back to the original schedule.

At least every half hour

Better to and from schools especially for after school activities.

Go back to old way

I'd like to see the buses run more than once an hour

I would like to see the #1 and #2 go back to every half an hour on the weekdays

More often on weekdays at night. Can take over an hour to travel only a mile whereas in the morning it is a half hour.

Bus stop improvements

More bus shelters in areas service used alot

A shelter where the 32 and 21 connect, there is a half-hour layover currently.

More covered stops would be good for higher-ridership areas, so people aren't waiting in the snow/rain.

A bigger and safer bus stations

We need more bus stops. They are often too far apart for those of us with limited mobility. More benches would be nice

If one bus stop is closed for road work or something that's going to take a while to fix have a temporary one opened on the temporary route. Have heated bus shelters in the winter.

digital screens at bus stops, so know when bus coming and when next one is coming.

I have also encountered recent retirees who wanted to try bus service, but lack routes in their neighborhood (Cypress Rd) or unsafe places to stand/walk for the bus (Clearwater Rd).

have times posted at each stop as to when the bus will arrive at that stop.

More drop off sites in Sartell. Corborns!

FULL OPEN-ENDED COMMENTS: COMMUNITY SURVEY

Extended service request

Along with hours being longer and available all days

Add back the 22 to full hours

I would to metro bus go back to regular hours during the week again!!! Like what they used to be!!!

Weekend and evening services are poor.

Would like the bus to run later for shows at the paramount.

Get back to the original schedule.

Better to and from schools especially for after school activities.

Go back to old way

Service safety improvements

The harassment of women riding the bus. It's almost impossible to ride the bus as a woman. Bigger bus depot for more personal space

Too many people around that don't work, or cause trouble

Feeling more comfortable and safe

Safety

I work with a number of people who use the bus or have been very vocal in not using the bus. Usually the major factor is fear - not sure of what will happen, their perception of safety and anxiety.

Routes 5,8,11, and 12 The stop at Coborn's Plaza on Fifth Avenue should have a speed zone of 15 to 20 mph for all vehicles. Outbound it is blind and close calls (accidents involving vehicles and people running for the bus) happen on dry roads. Frightening close calls happen on winter roads. 30 mph is too fast for that corner where the stop was placed. Route 2: the NAPA stop on 33rd and 1st St N should be moved south after the intersection or back. Cars zip around the front of the bus and have near miss collisions on a daily basis. The Stop at Clearwater Road and 22nd Street is on a bend and too close to the stop light. It should be at least 1/2 block south. Again, near miss collisions happen there. It's on a bend and other vehicles are racing to beat the green light. REMOVE the stop on division! The Rider don't use crosswalks on division which is dangerous, sometimes running in front of the bus as it's trying to merge into traffic. Merging into traffic, especially at rush hour is dangerous and time consuming. With the stop on 33 Ave, it's overkill anyway.

Transfer improvements

in addition both Routes 6 and 7 should service the Northstar Link Park and Ride Lot

Bus routes in the morning should be able to make the connection to the Northstar for people working or going for appointments in the Twin Cities

Transfer durations downtown have become too long. I was previously accustomed to a 3-minute transfer, e.g. bus arrives at :12, next bus departs at :15. It seems that many transfer waits are now 15-45 minutes. I have attempted to help newcomers who ultimately refused to try bus service because transfer times were too long, e.g. Route 4 to SCSU and visa versa.

More time on the routes to assist the disabled. Often times transfers are missed because of the time used boarding and securing people in wheel Chairs.

Route one: the time point 23 after each hour (53 after during full service) should be 21. It's possible to make it at 20 after when the stop lights are with you. Waiting for the 23/53 timepoint makes the bus late by Midtown Square and by the time the bus reaches the mall it's many times already to make transfers with route ten. The Route 21 timepoint of 28 after by the Sauk Rapids Middle School at 1st Street South and 9th Ave so should be 26 after. It's possible to reach that stop earlier. Waiting for the current timepoint makes threatens transfers that early, especially on the high school runs ant 7am, 11am and 3pm. When drivers leave early they make transfers when they otherwise wouldn't. The Route 21 that we're doing should be Route 22-the opposite direction anyway. Route 22 is just simply easier to make transfers no matter what time of day(before COVID and reduced service)

FULL OPEN-ENDED COMMENTS: COMMUNITY SURVEY

Weekend service request

Along with hours being longer and available all days

Weekend and evening services are poor.

I am more than happy with the current transit service, but would greatly appreciate seeing an occasional route into St. Joseph and earlier service on Saturday's.

have all buses run the same hours on all days of the week...

Technology upgrade

digital screens at bus stops, so know when bus coming and when next one is coming.

A Metrobus App to see Route Schedules, Info and Trip Planner. It will also reduce paper schedules.

GoogleTransit/GTFS integration is critical for ease of use for the riders. The online Trip Planner does not work well.

Improve ability to navigate on website. I can not get to a route on mobile browser, say, if I need to utilize the bus to go somewhere other than normal route and do not know the routes needed. Frustrating since I do not have access to desktop all the time. The search is very confusing. Navigation needs to improve. Would be easier if the website could just select closest bus stop near the address inputted rather than saying there isn't a bus stop and for you to have to overly educate yourself on the routes to find where to go.

Negative feedback

I would discontinue Metrobus in the city of St Cloud. It is an extremely expensive transportation option that is grossly underutilized. No matter what you do to try and improve service it will always be a drain on the government budget. I live on a major route in south St Cloud and close to another major route. All the buses that pass through the area are either empty or have 2-5 riders at best.

Stay out of my neighborhood

No. 14 not working.

It takes too much time to get around using the metro bus. Families need to leave the house over an hour before they need to be some place, which makes the service not user friendly

Easier service navigation

Plus instead of having the bus saying route 2 or whatever!!! Can you please go back to having the name like pantown, Waite park, southwest crosstown.

Need larger print service information and better ways to get booklets of tickets.

I hate the meaningless numbering of route. It was so great when the Routes had names corresponding to where that bus was going. Way more user friendly.

Improve ability to navigate on website. I can not get to a route on mobile browser, say, if I need to utilize the bus to go somewhere other than normal route and do not know the routes needed. Frustrating since I do not have access to desktop all the time. The search is very confusing. Navigation needs to improve. Would be easier if the website could just select closest bus stop near the address inputted rather than saying there isn't a bus stop and for you to have to overly educate yourself on the routes to find where to go.

Efficiency improvement

Smaller busses so they don't drive around empty

Less scheduled routes and big busses.

My impression is that busses in St. Cloud don't have to be full-size. Based on my own observations, most busses are not even half full throughout the day. Just as school bus companies use half-size busses, why can't the city do the same? Wouldn't it be less expensive all-around? Maybe one or two full-size busses could be utilized as needed. Maybe my impression is not valid, but that's how I see it.

Route 8 and 9 should be combined somehow. Route 9 on busy days could be tricky and there is just so much wasted time on Route 8

FULL OPEN-ENDED COMMENTS: COMMUNITY SURVEY

Dial-A-Ride improvement

Consider changes to dial a ride to allow access for seniors without jumping through very expensive hoops which are often not fruitful because we don't have doctors who know us.

More scheduling ability for dial a ride. Long wait times currently.

To not have a one hour wait for dial a ride to be able to utilize again. have heard that you are not allowed to wait inside at the hub (winter it is cold outside and individuals have children

Positive feedback

I think Metro Bus is a great service, and that there's great coverage in the St. Cloud metro area.

I am more than happy with the current transit service, but would greatly appreciate seeing an occasional route into St. Joseph and earlier service on Saturday's.

Other

Music

keep the transit station downtown

Add services like Connex. Older adults will need ways to get around, and an on call service will be very helpful.

**FULL OPEN-ENDED COMMENTS
FROM ONBOARD PASSENGER SURVEY**

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Higher frequency request

30 minute stops.

Bring back every half hour schedules instead of every hour. I was told that was the frequency before covid. Make the 88H more frequent.

For Sauk Rapids add 22 during the week.

Hours of service should be reduced from every hour to every half hour.

Please could you leave every 30 minutes, since the hours to get to the activities are longer. Thank you.

Go back to having routes 1 and 2 to each run by the half hour.

Need to run every half an hour.

Every 30 minute departures.

Every half hour instead of hour

Buses to run every half hour instead of every hour.

It would definitely be of great impact if busses run more frequent, like every 30 minutes.

More frequency and St. Joe routes.

Add half hour routes.

32 needs more on the weekend, not stop at 4PM. Like every half hour would be nice.

30 minute stops.

Move bus back to old schedule before Covid.

Increase to old times during peak hours.

Run every half hour instead of every hour.

Would like the 1, 2 to run every half hour and for the 22 to run all day instead of just after 5:45.

Maybe one feedback is that instead of every one hour a bus arrives, maybe every half hour a bus arrives. That would be better for so many people. Increase frequency of buses per hour and not just one.

Have certain routes every half hour. If a person misses a bus a little bit, still let them on.

I do wish it ran more than once and hour as sometimes I miss the bus and have to wait an hour for the next one.

Would like the buses to go back to every half hour rather than every hour.

Would have the bus pick up every 30 minutes not every hour.

Half hour frequency.

Needs to run more frequently and longer.

The half hour service on certain routes and early morning and mid afternoon transfers when pay cash, runs until 11PM.

It would be nice for route 8 to run every 30 minutes instead of hour.

Thank you for your service. Hope bus comes in 21,22 route within 30 minutes time difference.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Half hour intervals.
30 Minute, connecting stops better timing.
Add more buses in routes within 30 minutes.
Bring back regular schedule, have bus more to my doctor.
Bring back the every 30 minutes.
Could use every half hour for each route.
Do every half hour on the 5.
Every 30 minute bus service.
Every half hour service would be nice again.
Every hour sucks.
more buses in an hour.
Frequency of service, 30 minute intervals would be perfect within class hours.
Go back to regular hours.
Go back to the every half hour schedule.
Have buses run more often during rush hours like they used too.
Have two more hours of operation at night.
Hours and frequency.
I miss having buses available more frequently, every half hour instead of every hour, during rush hour times. This lengthens my work commute a lot. Thank you for your survey.
I wish the route 12 went every half hour.
If there can be a bus passing every half hour.
It would be nice to go twice an hour.
Just going back to more time slots.
Make more frequent schedules, such as half hour intervals. Thank you.
Make the buses run every half hour.
Metro is fare and very helpful but it has to be. Start a service with at least 3 buses everyday to the cities, target field, mall of America, airport, so it will be very helpful.
Some routes run every 30 minutes. 21,22,6
Start back half hour service on crucial routes 1,2,3,6, etc.
The 21,22 should run more often. Sometimes I have to wait one hour because my transfer bus is late.
Wish you could go back to on the half hour. I spend too much time sitting and waiting for a bus'.
North star move more.
Reinstitute 22 services at the same hours as the 21 service.
The frequency could be improved. Because we have to wait an hour if we miss a bus.
Times changed to 30 minutes, not time efficient. Not a lot of people that ride out here.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Extended service request

Run longer.

Run longer on weekends.

Run longer on weekends.

Move bus back to old schedule before Covid.

Start at 4AM, end at 12PM.

Bus stop service ends too early.

Would like the 1, 2 to run every half hour and for the 22 to run all day instead of just after 5:45.

Great job, just later hours for 22 on weekends.

Needs to run more frequently and longer.

One hour earlier on Sunday route 1.

The half hour service on certain routes and early morning and mid afternoon transfers when pay cash, runs until 11PM.

Weekend, Sundays could run two hours more.

I would benefit from later service on weekends, otherwise everything is really great and I appreciate the service. Thanks for all you do.

A late night express route across town for late night workers, closers, overnight employees.

Bring back regular schedule, have bus more to my doctor.

Earlier hours

Also extended travel routes to business locations for more work options.

Extended hours on weekends for shows and entertainment downtown.

Go back to regular hours.

Early morning weekends. Later at night for night shifts

Hours and frequency.

I could use a metro for 5AM too.

7U it is leading 1 hour gap. 8 if I could serve in Lay-lay hour to SCSU and night metro too. Thank you.

I wish the 21 and 22 still ran from 6:00AM to 5:45 PM Monday through Friday.

I wish the timing was before 6am, like 5:30, but not 6:14. Other than that great service.

I would appreciate it if buses ran until at least 10:45 PM based on the route. As I sometimes need to stay at SCSU late and Ubers are too expensive.

If it could run later

It would be more convenient if the buses operated later into the evening.

Later day maybe.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Longer bus services on the weekend and early morning than they run now.

Longer hours on weekends would be nice.

Maybe earlier routes back to Big Lake at like 1 or 2 PM.

Run longer on weekends.

Run longer on weekends.

Run longer.

Saturday and Sunday hours extend 6AM.

Sometimes a later schedule, but limited areas, especially for events or areas run till midnight, but I understand staffing or ridership.

It would be good if they had an early morning on Saturdays.

The bus hours are food for people who work late and have to get to work extra early.

Work earlier on weekends.

Yes, the hours for the weekends should be extended to 7PM.

Yes, on weekends the service for buses stop too early.

Yes, buses need to run later for third shift workers.

Reinstitute 22 services at the same hours as the 21 service.

Weekdays longer hours, Saturday.

Positive feedback

Keep up the good work.

You provide an excellent service.

Very satisfied with bus service, very friendly and helpful.

Bus ride did a great job.

Just please keep doing what you are doing, so I get to work.

Thank you for your service.

Great job, just later hours for 22 on weekends.

Not really. Thank you to all the drivers and other staff members of Metro bus. You all are amazing.

I would benefit from later service on weekends, otherwise everything is really great and I appreciate the service. Thanks for all you do.

I'm happy to ride with Metro bus.

Excellent service.

Excellent service, friendly drivers.

Good service.

Good service.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

It's a good service.

It's great

It's great.

It's great.

I am satisfied with the good performance.

I appreciate being able to take dial a ride in winter.

I like taking the bus.

I think it is great.

I wish the timing was before 6am, like 5:30, but not 6:14. Other than that great service.

Metro bus rocks.

Metro is more than sufficient....not legible.

So far so good.

Thank you.

Thank you.

Thanks for everything.

Nope everything is fine.

Nope perfect service.

Perfect imperfections.

Metro bus is very comfortable. Satisfied and well trained personnel.

Pleasant drivers.

The drivers are nice.

Friendly, trusting drivers. Thank you Bob, David, Pete, Jeff, Rebecca, etc.

Friendly, caring and helping drivers.

Very satisfied with bus service, very friendly and helpful.

Thank you all the drivers and other staff members. I appreciate you all.

Very polite.

The bus and its drivers are quite good. Thanks.

Excellent service, friendly drivers.

All of the drivers are amazing. This driver goes way above and beyond.

The drivers are nice.

Metro bus is very comfortable. Satisfied and well trained personnel.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Weekend service request

Run longer on weekends.

Run longer on weekends.

Can we also increase bus hours on Saturdays and Sundays. Most people, like myself work weekends and it is difficult closing stores with no way home.

It would be nice if buses were open longer on Saturdays.

32 needs more on the weekend, not stop at 4PM. Like every half hour would be nice.

I wish the bus ran on weekends.

Great job, just later hours for 22 on weekends.

One hour earlier on Sunday route 1.

Weekend, Sundays could run two hours more.

I would benefit from later service on weekends, otherwise everything is really great and I appreciate the service. Thanks for all you do.

slightly longer hours during weekends.

Extended hours on weekends for shows and entertainment downtown.

Early morning weekends. Later at night for night shifts

Longer bus services on the weekend and early morning than they run now.

Longer hours on weekends would be nice.

Run longer on weekends.

Run longer on weekends.

Saturday and Sunday hours extend 6AM.

It would be good if they had an early morning on Saturdays.

Work earlier on weekends.

Yes, the hours for the weekends should be extended to 7PM.

Yes, on weekends the service for buses stop too early.

Weekdays longer hours, Saturday.

Bus stop improvements

Given the length of construction, temporary stops for some routes would have been great as well as updating online trip planner

Better padded seats and a place to sit at the bus stops.

Benches at the bus stops.

No, other than more benches.

Would like more sheltered bus stops

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

bus shelters to have benches.

Could use more benches at most of the stops without them.

shelters at the route 6 by Cedar Square area.

Benches at bus stops.

Benches or shelters at each bus stop.

Be aware that when people are at bus stops so they might get to where they are going too.

Check routes for visibility of bus stops. There is a tree right in front of my stop, so during the summer I have had to get creative to not be missed. I did get skipped a few times.

Have more frequent bus stops and more rides available so that people don't have to walk so far to find a stop and so that people don't have to wait so long for the bus.

The 31 bus needs to turn off of Dehler Drive and go to 19th street in Sartell so the 31 can stop beside St. Cloud Ortho instead of a block away. This is a long way to walk when you have broken bones or mobility issues.

Maybe add more seating options at bus stops. And a way to keep warm in the winter while waiting at bus stop.

Shelters better care, lots of spiders.

Winter shelters.

More shelters needed to wait for buses.

More shelters.

More stops that have a place to sit.

Please improve the bus stop station for winter.

More shelters for winter.

Coverage expansion/improved connection request

Would like to see routes like we had before covid.

Improve Eastside and go back to original bus route 11, bring back number 7.

Sartell area.

Up to the new flyer and those businesses.

Please bring back route 7.

Add Metro bus in St. Joseph.

Bring back route 7

Bring back route 7.

Bring back route 7.

I'm also not happy that the number 3 bus is not stopping at Wal-Mart. There are open lanes going passed Wal-Mart at this time. No construction is going on at this time.

At one time there was consideration of the bus going to St. Joe. What ever happened with that. I would like to be able to go to St. Joe on the bus.

It would be nice to have a bus that runs up and down pavis on St HWY 25.

More routes.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

More routes.
Please add a stop at Aldi in Sartell and don't go to the Centra Care Health Plaza twice in an hour.
Driver training
Drivers waiting for passengers to sit before driving.
Train workers before.
I would say try to wait, people if you see them coming. Most drivers don't wait, they just leave even seeing you running.
Just for the drivers to slow into curves. Please stop stopping at the last second. Was almost landed in the aisle because of my disability.
Some drivers could be more patient with people in electric chairs.
Some drivers should be more polite, slow instead of braking hard.
Please emphasize to ALL drivers to be courteous to riders. Some drivers are very cold and unfriendly.
Some drivers are nicer than others. Sometimes it's predictable on how you will be greeted or not at all when you get specific drivers.
The drivers need to be much more patient with waiting on people in the morning, afternoon and evenings.
Improved Transfer
2.5 hour transfer as in Twin City.
The half hour service on certain routes and early morning and mid afternoon transfers when pay cash, runs until 11PM.
30 Minute, connecting stops better timing.
A more timely manner to transfer.
I do not like wasting half an hour of my transfer waiting for a connecting bus.
Inform passengers that are waiting if bus is running late.
Is there an app that I could download to see all of the Metro bus schedules. I know in the website there is the trip planner. So it would be nice to have an app for it.
I also wait 45 minutes just for my next bus to get home after work.
Technology improvements
Trip planner could be better at finding routes within certain distances.
Connect to the transit app and have the metro app provide alternate routes.
Give customers ability to track buses on the app.
Better online interface, updates with easier usage.
Inform passengers that are waiting if bus is running late.
Is there an app that I could download to see all of the Metro bus schedules. I know in the website there is the trip planner. So it would be nice to have an app for it.
More information in your app and it would be better if you followed the route of the bus.
Probably if there is any way to update when bus change route in times of construction would be great to know what is the route. Maybe make these updates through the website so people can check.

FULL OPEN-ENDED COMMENTS: ONBOARD SURVEY

Service reliability

When the weather is very cold the bus should be on time.

Sometimes on Saturdays it is difficult for me to travel because the bus runs late.

Sometimes the 33 timing varies so more consistent results will help to keep the crackheads out. LOL.

Route 2's current route makes it late more often than not.

Dial-A-Ride improvement

On dial a ride, maybe we could get a heads up to know that we would have to wait for a longer time for the bus to arrive.

Service connected Vets ride for free, dial a ride.

Have had to use fixed route more because I can't get rides on dial a ride, so I don't go out much or skip doctor and other appointments.

And have dial a ? But time is limited there too.

Improved service safety/cleaning

Need to clean out shelters, spiders and creepy crawlies.

People being hostile twice one person on drugs and alcohol started a fight with me.

reporting people who are disruptive to others.

More safety while driving on the road and less speed.

Other

USB outlets to charge devices.

But was very nice to get free rides during covid times.

No masks if covid was bad.

Wish the time stopped at downtown was longer.

Wi-Fi on the bus

Buses with Wi-Fi.

Free passes,

Snow removal.

ensure that the later stops are always serviced during the week. There have been times where the last time wasn't serviced on route 3 during the week, not on the weekend.

More USB on buses.

Sound system.



APPENDIX B: SURVEY QUESTIONNAIRE

We want to hear from you about how you use Metro Bus services!

Ra'yi ururintan ayaa sidoo kale lagu heli karaa Soomaali haddii la codsado.

1. How satisfied are you with Metro Bus service?

(Very unsatisfied) 1 2 3 4 5 (Very satisfied)

2. What is your home zip code?

3. How often do you ride Metro Bus service?

- 1 Every day
- 2 A few times a week
- 3 Once a week or less often
- 4 Only when I have no other option

4. Will/did you transfer between routes to complete your trip?

- 1 No transfers
- 2 Yes, starting route: _____ Ending route: _____
- 3 If yes, where did you transfer (nearest intersection)?

5. What is the purpose of your trip today?

- 1 School or college (specify) _____
- 2 Work
- 3 Shopping or grocery store
- 4 Medical/dental appointment
- 5 Meeting with friends or family
- 6 Going out
- 7 Other: _____

6. Could you have made this trip if this service were not available?

- 1 Yes 3 No
- 2 Yes, but with inconvenience

7. Do the current service hours of operation meet your transportation needs?

- 1 Yes
- 2 Yes, but with inconvenience
- 3 No (specify): _____

8. Are there destinations or locations you'd like to travel to but there is no service?

9. Which type of fare do you qualify for? (Check all that apply)

- 1 Regular fare
- 2 U-Go Free Summer Youth Program
- 3 Service Connected Veterans Ride Free Program
- 4 SCSU/SCTCC Ride Program
- 5 Reduced fare (seniors & people with disabilities)

10. How did you pay for THIS trip? (Check all that apply)

- 1 Cash
- 2 Smart Ride Card stored value
- 3 10-Ride Pass
- 4 1-Day Pass
- 5 7-Day Pass
- 6 31-Day Pass
- 7 Service Connected Veterans Ride Free Program
- 8 SCSU/SCTCC Ride Program
- 9 Reduced Fare Freedom Card
- 10 Reduced Fare Cash

11. Are you aware of our Free Travel Training program?

- 1 Yes 2 No

12. Please rate your satisfaction with the following aspects of fixed-route Metro Bus Service. (Circle one for each row)

	(Very unsatisfied)	1	2	3	4	5	(Very satisfied)
Frequency of service	1	2	3	4	5		
Speed of service	1	2	3	4	5		
Hours of service	1	2	3	4	5		
Comfort at bus stops	1	2	3	4	5		
Safety on the bus	1	2	3	4	5		
Reliability of schedule	1	2	3	4	5		

13. Do you have a disability that limits your mobility?

- 1 Yes 2 No

14. What is your age?

- 1 Under 18 5 45-54
- 2 18-24 6 55-64
- 3 25-34 7 65+
- 4 35-44

15. How many people live in your household, including yourself? _____

16. Do you have access to a vehicle? (Check one)

- 1 Yes, for myself 3 No
- 2 Sometimes (shared car, maintenance issues, etc.)

17. What is the combined annual income for your household?

- 1 Under \$25,000 4 \$75,500 to \$99,999
- 2 \$25,000 to \$49,999 5 \$100,000 to \$199,999
- 3 \$50,000 to \$74,999 6 \$200,000 or more
- 7 Unknown/prefer not answer

18. What is your race or ethnicity? (Check all that apply)

- 1 American Indian or Alaska Native
- 2 Asian
- 3 Black or African American
- 4 Middle Eastern or North African
- 5 Hispanic/Latino
- 6 Native Hawaiian or Other Pacific Islander
- 7 White
- 8 Two races or more
- 9 Other: _____

19. What is your gender identity?

- 1 Man 2 Woman
- 3 Nonbinary/third gender 4 Prefer not to answer

20. Do you have any other feedback about how Metro Bus could improve its services?

¡Queremos escuchar cómo utiliza los servicios de Metro Bus!

Ra'yi ururintan ayaa sidoo kale lagu heli karaa Soomaali haddii la codsado.

1. ¿Qué tan satisfecho está con el servicio de Metro Bus?

(Muy insatisfecho/a) 1 2 3 4 5 (Muy satisfecho/a)

2. ¿Cuál es el código postal de su hogar?

3. ¿Qué tan seguido utiliza el servicio de Metro Bus?

- 1 Todos los días
- 2 Algunas veces por semana
- 3 Una vez por semana o menos
- 4 Solamente cuando no tengo otra opción

4. ¿Usted hizo o hará transferencia entre rutas para completar su viaje?

- 1 No transferencias
- 2 Sí, Ruta inicial: _____ Ruta final: _____
- 3 Si respondió sí, ¿dónde hizo la transferencia (mencione la intersección más cercana)?

5. ¿Cuál es el propósito de su viaje hoy?

- 1 Escuela o colegio (especifique) _____
- 2 Trabajo
- 3 Ir de compras o tienda de comestibles
- 4 Cita médica o dental
- 5 Visitar familia o amigos
- 6 Salir a pasear
- 7 Otro (especifique): _____

6. ¿Podría haber hecho este viaje si este servicio no hubiera estado disponible?

- 1 Sí 3 No
- 2 Sí, pero de manera inconveniente

7. ¿El horario de operación actual del servicio satisface sus necesidades de transporte?

- 1 Sí
- 2 Sí, pero de manera inconveniente
- 3 No (especifique): _____

8. ¿Existen lugares o destinos a los que le gustaría ir pero que no existe servicio?

9. ¿Para qué tipo de tarifa califica?
(Marque solo una opción)

- 1 Tarifa Regular
- 2 Programa de Juventud U-Go Free Summer
- 3 Programa de Servicio Gratuito para Veteranos "Service Connected"
- 4 Programa SCSU/SCTCC
- 5 Tarifa Reducida (adultos mayores y personas con discapacidad)

10. ¿Cómo pagó por ESTE viaje?
(Marque todas las que apliquen)

- 1 Efectivo
- 2 Saldo en Tarjeta Smart Ride
- 3 Pase de 10 viajes
- 4 Pase de 1 día
- 5 Pase de 7 días
- 6 Pase de 31 días
- 7 Programa de Servicio Gratuito para Veteranos "Service Connected"
- 8 Programa SCSU/SCTCC Ride
- 9 Tarjeta de Tarifa Reducida Freedom
- 10 Efectivo (Tarifa Reducida)

11. ¿Conoce nuestro programa "gratuito" de entrenamiento para viajes?

- 1 Sí 2 No

12. Por favor, evalúe su satisfacción con los siguientes aspectos del servicio de Metro Bus
(Para cada fila, encierre en un círculo uno)

	(Muy insatisfecho/a)	1	2	3	4	5	(Muy satisfecho/a)
Frecuencia del servicio	1	2	3	4	5		
Velocidad del servicio	1	2	3	4	5		
Horas de servicio	1	2	3	4	5		
Comodidad en las paradas de autobús	1	2	3	4	5		
Seguridad en el autobús	1	2	3	4	5		
Fiabilidad de los horarios	1	2	3	4	5		

13. ¿Tiene usted una discapacidad que limite su movilidad?

- 1 Sí 2 No

14. ¿Cuál es su edad?

- 1 Menor de 18 5 45-54
- 2 18-24 6 55-64
- 3 25-34 7 65 o mayor
- 4 35-44

15. Cuántas personas viven en su hogar, incluyendo a usted? _____

16. ¿Tiene acceso a un vehículo? (Marque una opción)

- 1 Sí, solo para mi 3 No
- 2 A veces (coche compartido, problemas de mantenimiento...)

17. ¿Cuál es el ingreso anual combinado de todo su hogar?

- 1 Menos de \$25,000 4 \$75,500 a \$99,999
- 2 \$25,000 a \$49,999 5 \$100,000 a \$199,999
- 3 \$50,000 a \$74,999 6 \$200,000 o más
- 7 No lo sé/prefiero no contestar

18. ¿Cuál es su raza u origen étnico?
(Marque todas las que apliquen)

- 1 Indio Americano o Nativo de Alaska
- 2 Asiático
- 3 Raza Negra o Afroamericano
- 4 Del Medio Oriente o Norte de África
- 5 Hispano/a o Latino/a
- 6 Nativo de Hawái u otra Isla del Pacífico
- 7 Caucásico/Blanco
- 8 Dos razas o más
- 9 Otra: _____

19. ¿Cuál es su identidad de género?

- 1 Hombre 2 Mujer
- 3 No-binario/tercer género 4 Prefiero no contestar

20. ¿Tiene algún otro comentario sobre cómo Metro Bus puede mejorar el servicio?

13. Ma leedahay naafanimo xaddidaysa dhaqdhaqaaqaaga?

- ₁ Haa ₂ Maya

14. Waa maxay da'daadu?

- ₁ Ka yar 18 ₅ 45-54
₂ 18-24 ₆ 55-64
₃ 25-34 ₇ 65+
₄ 35-44

15. Immisa qof ayaa ku nool gurigaaga oo aad adigu ku jirto? _____

16. Miyaad haysataa baabuur?
(Mid calaamadee)

- ₁ Haa, aniga naftayda ₃ Maya
₂ Mararka qaarkood (baabuurka la wadaago, xaalado dayactir u baahan, iwm.)

17. Waa maxay isku darka dakhliga sanadlaha ah ee qoyskaagu?

- ₁ Wax ka yar \$25,000 ₄ \$75,500 ilaa \$99,999
₂ \$25,000 ilaa \$49,999 ₅ \$100,000 ilaa \$199,999
₃ \$50,000 ilaa \$74,999 ₆ \$200,000 ama ka wax badan
₇ Lama garanayo/doorbiday in aana ka jawaabin

18. Waa maxay qowmiyadaadu ama jinsiyadaadu?
(calaamee dhamaan kuwa ku habboon)

- ₁ Hindida Maraykanka ama Dhaladka Alaska
₂ Aasiyaan
₃ Madow ama Afrikan Ameerikaan
₄ Dadka Bariga Dhexe ama Waqooyiga Afrika
₅ Hisbaanik/Laatiino
₆ Dhaladka Hawaai ama Dad kale oo Dega Jasiiradaha Baasi iga
₇ Caddaan
₈ Laba Jinsiyadood ama ka badan
₉ Wax kale (sheeg) _____

19. Waa maxay aqoonsiga jinsigaagu?

- ₁ Nin ₂ Dumar
₃ Jinsi aan ahayn/Jinsi Saddexaad ₄ Raba inaana ka jawaabin

20. Ma haysaa jawaab celin kale oo ku saabsan sida Metro Bus uu u wanaajin karo adeegyadiisa?



Metro Bus Forward Community Survey

The purpose of Metro Bus Forward is to evaluate existing transit conditions in the Metro Bus service area (St. Cloud, Sauk Rapids, Sartell, and Waite Park) and explore ways to improve bus service. This study will use bus ridership and demographic data, as well as input from operators and the community. We're moving Metro Bus Forward, and want to hear from you!

Please take a few minutes to complete the following survey. All responses will remain anonymous. Thank you!

1. How do you get to the places you want to go? Please select the top 3 ways you get around.

- Drive or ride in my own vehicle
- Drive or ride in someone else's vehicle
- Ride the bus
- Walk or use a wheelchair
- Ride a bicycle
- School bus
- Uber/Lyft or Taxi

2. Please list any other forms of transportation you use to get around town here.

* 3. Have you ridden Metro Bus within the two years?

- Yes
- No



Metro Bus Forward Community Survey

4. How long have you been riding Metro Bus?

- Less than 6 months
- 6 months - 1 year
- 1-5 years
- More than 5 years

5. How often do you ride Metro Bus?

- 6-7 days per week
- 5 days per week
- 4 days per week
- 2-3 days per week
- 1 day per week
- 1-3 times per month
- Less than monthly
- For special events

6. Why do you ride Metro Bus? (check all that apply)

- I don't own a vehicle
- Someone else in my household uses the vehicle
- The bus is convenient
- Unable to drive
- Riding the bus saves me money
- Avoid traffic congestion
- Parking is not convenient
- Other (please specify)

7. When using transit, what is your usual trip purpose? Select all that apply.

- Work
- Medical
- School (K-12)
- College/technical school
- Personal/recreational/social activity
- Shopping/errands
- Government or social service agency
- Other (please specify)

* 8. Which Metro Bus services do you use/have you used? (check all that apply)

Dial-a-Ride service for people who are unable to use the fixed routes

Northstar Link

Metro Bus local fixed routes (please specify the routes you use most often):



Metro Bus Forward Community Survey

9. Please rate your satisfaction with the following aspects of fixed-route Metro Bus service.

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied
Frequency of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety on the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of schedule	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Metro Bus Forward Community Survey

10. Please rate your satisfaction with the following aspects of Dial-A-Ride Metro Bus service.

	Very satisfied	Satisfied	Neither satisfied nor unsatisfied	Unsatisfied	Very unsatisfied
Response times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Driver/dispatch courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hours of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort on the buses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Safety on the bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What improvements would you suggest for the Dial-a-Ride service?



Metro Bus Forward Community Survey

12. If you do not use Metro Bus, what discourages you from doing so? Select all that apply.

- Not available within a short distance of where I live/work
- Doesn't run early or late enough
- Doesn't run often enough
- Riding the bus takes too long
- I prefer driving
- I need a car during the workday
- I am not familiar with available services/how to use them
- Other (please specify)



Metro Bus Forward Community Survey

13. Have you ever quit or lost a job because it was hard for you to get to work?

Yes

No

14. If yes, why was it hard for you to get to work?

15. Please indicate whether your level of agreement with the following statements about transit.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
It is important for the community to have public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current transit service meets my daily travel needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to use transit to get to places I need or want to go	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit contributes to the economic health of the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit contributes to quality of life in the area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Two key factors influence the choice of service improvements: priorities and budget. If you had \$100 to invest in Metro Bus service, how would you allocate funds to make service better for you?

Serve new areas	<input type="text"/>
Enhance amenities (signs, benches, shelters, etc.)	<input type="text"/>
Run service earlier or later on weekdays	<input type="text"/>
Run service earlier or later on weekends	<input type="text"/>
Run service more often on weekdays (higher frequency)	<input type="text"/>
Run service more often on weekends (higher frequency)	<input type="text"/>
Other	<input type="text"/>

17. What other changes to the transit service would you like to see, if any? Please provide any additional comments here, including those specific to a certain bus route, part of the community, or policy.



Metro Bus Forward Community Survey

18. Which of the following describes you?

- Student (college or university)
- Faculty/staff (college or university)
- Student (K-12)
- Parent (K-12)
- None of the above

19. Do you have a disability that limits your mobility?

- Yes
- No

20. Do you own a smartphone or other internet-connected mobile device?

- Yes
- No



Metro Bus Forward Community Survey

The following demographic questions will help us compare the results of this survey with the annual household survey conducted by the Saint Cloud Area Planning Organization (APO) (<https://stcloudapo.org/>). Your response to these questions is encouraged but not required.

21. What is your age?

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

22. Where do you live?

- St. Cloud
- Sartell
- Sauk Rapids
- Waite Park
- Other (please specify)

23. How many people live in your household, including yourself?

24. How many functioning vehicles are available in your household?

25. What is the combined annual income for your household?

- Under \$25,000
- \$25,000 to \$49,999
- \$50,000 to \$74,999
- \$75,000 to \$99,999
- \$100,000 to \$199,999
- \$200,000 or more
- Unknown/prefer not to answer

26. What is your race or ethnicity? Select all that apply.

- American Indian or Alaska Native
- Asian
- Black or African American
- Middle Eastern or North African
- Native Hawaiian or Other Pacific Islander
- White
- Two Races or More
- Other

27. What is your gender identity?

- Man
- Woman
- Transgender Man
- Other (please describe)
- Transgender Woman
- Nonbinary/Third Gender
- Prefer not to answer