

Mankato Transit Development Plan Executive Summary Report

June 2018



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Goals, Objectives, and Transit System Design Guidelines Report
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 Identified Issues Report
 Service Recommendation Plan
 Marketing and Communications Report
 Transit Asset Management Plan
 Transit Capital Improvement Plan
 Financial Plan
 Organizational and Staffing Framework
 Title VI Analysis Report

Mankato Transit Development Plan (TDP)

Executive Summary Report

Introduction

In 2012, the Mankato area embarked on an ambitious restructuring of the bus system, and since then the number of people riding transit has more than doubled. The Mankato TDP represents the region's efforts to explore the full operational impact of this ridership growth and identify additional opportunities for improvement in service and operations. The Mankato TDP was developed using a community-based approach to identify transit customer needs in the area, leveraging an extensive stakeholder and public engagement process through community meetings, pop-up meetings, focus group meetings, surveys, press, and social media.

Goals, Objectives, and Transit System Design Guidelines

The goals for the Mankato TDP reflect the community's vision for a future transit system and align with the goals and planning factors from the Mankato/North Mankato Area Planning Organization (MAPO) Long-Range Transportation Plan (LRTP), federal Fixing America's Surface Transportation (FAST) Act, the Greater Minnesota Transit Investment Plan, peer transit agencies, and Title VI requirements for transit providers. The goals and objectives included for each goal outline strategies that guide the TDP process.



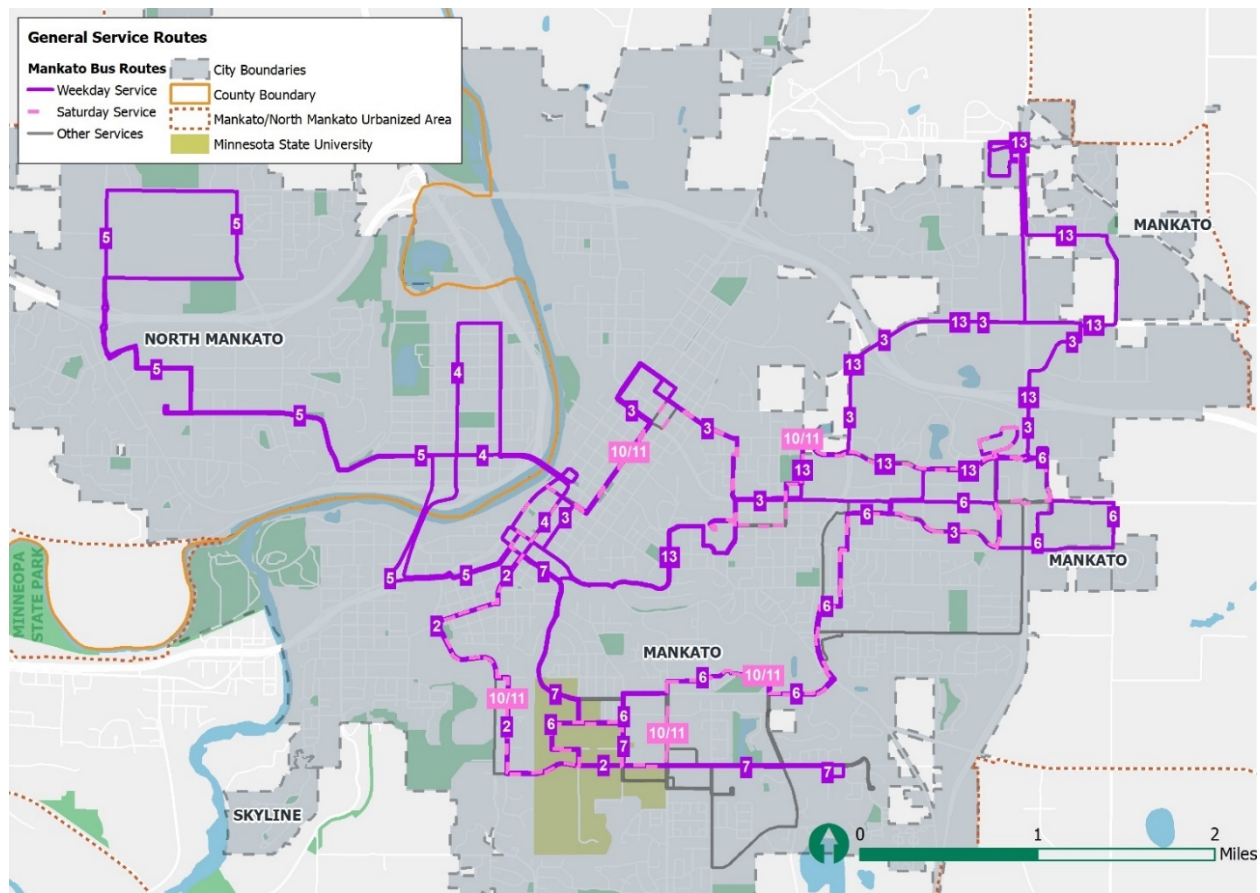
System Area Profile

The Greater Mankato Transit System (GMTS) serves 24 square miles in Mankato and North Mankato. The area includes major activity and employment centers, including the Taylor Corporation, the Mayo Clinic, and the Minnesota State University, Mankato campus (MSU-Mankato). In May 2018, GMTS operated 19 fixed route bus lines and paratransit service.

GMTS provides two types of fixed route bus service: city-wide service and university service. City-wide service operates in Mankato and North Mankato throughout the calendar year, and is funded by the Minnesota Department of Transportation (MnDOT) and the cities of Mankato and North Mankato. City-wide service includes nine bus routes. University service operates in Mankato during the traditional academic year only (September through May) and is funded through various programs at MSU-Mankato.



The University service includes 10 routes centered on bringing students, faculty, and staff from nearby apartments and off-campus parking lots to the center of campus.



► Figure 1 | Greater Mankato Transit System, May 2018

Community Engagement

As the Mankato-North Mankato area continues to grow, the demands on the region's transit and transportation system are changing. The community engagement process for the TDP worked to provide community members an opportunity to influence decisions, ensure diverse representation from the community, create an environment that encourages informed participation, and design and facilitate successful collaboration.

Figure 2 illustrates the tools used to engage partners, stakeholders, agencies/organizations, and the public.

COMMUNITY MEETINGS



2 ROUNDS

OF COMMUNITY MEETINGS TO GATHER FEEDBACK ON THE TRANSIT DEVELOPMENT PLAN

POP-UP MEETINGS

4 POP-UP MEETINGS

HELD TO MEET THE PEOPLE WHERE THEY ARE



STAKEHOLDER MEETINGS

FOCUS GROUP MEETINGS

UNIVERSITY REPRESENTATIVES

LOCAL BUSINESSES

NON-PROFIT ORGANIZATIONS

MOBILITY BUS RIDERS

HIGH SCHOOL STUDENTS

DECISION-MAKER MEETINGS

MANKATO CITY COUNCIL

MAPO TECHNICAL ADVISORY COMMITTEE

MAPO POLICY BOARD



RADIO AND TELEVISION



RADIO AND TELEVISION PRESENCE TO PROMOTE THE TDP

PROJECT WEBSITE

MAINTAINED THE PROJECT WEBSITE **WWW.MANKATOTRANSITSTUDY.COM** THAT SERVED AS A CENTRAL PLACE FOR PEOPLE TO LEARN ABOUT THE PLAN!

EMAIL BLASTS



EMAIL BLASTS SENT TO CORRIDOR STAKEHOLDERS TO KEEP PEOPLE UP-TO-DATE ON THE PLAN

PROJECT COLLATERAL



BROCHURES

BUSINESS CARDS

PROJECT FACT SHEETS

USER & NON-USER SURVEYS

TWO DIFFERENT SURVEYS DISTRIBUTED TO ASK TRANSIT USERS AND NON-USERS ABOUT THE BARRIERS THEY EXPERIENCE.



Where do you most frequently travel to?

What routes need improvement?

Where are locations that need transit service?

Do you have interest in riding transit?

► Figure 2 | Community Engagement Tools and Outcomes

System Needs and Issues

Community engagement and technical service evaluation identified several areas for improving the Greater Mankato Transit System:

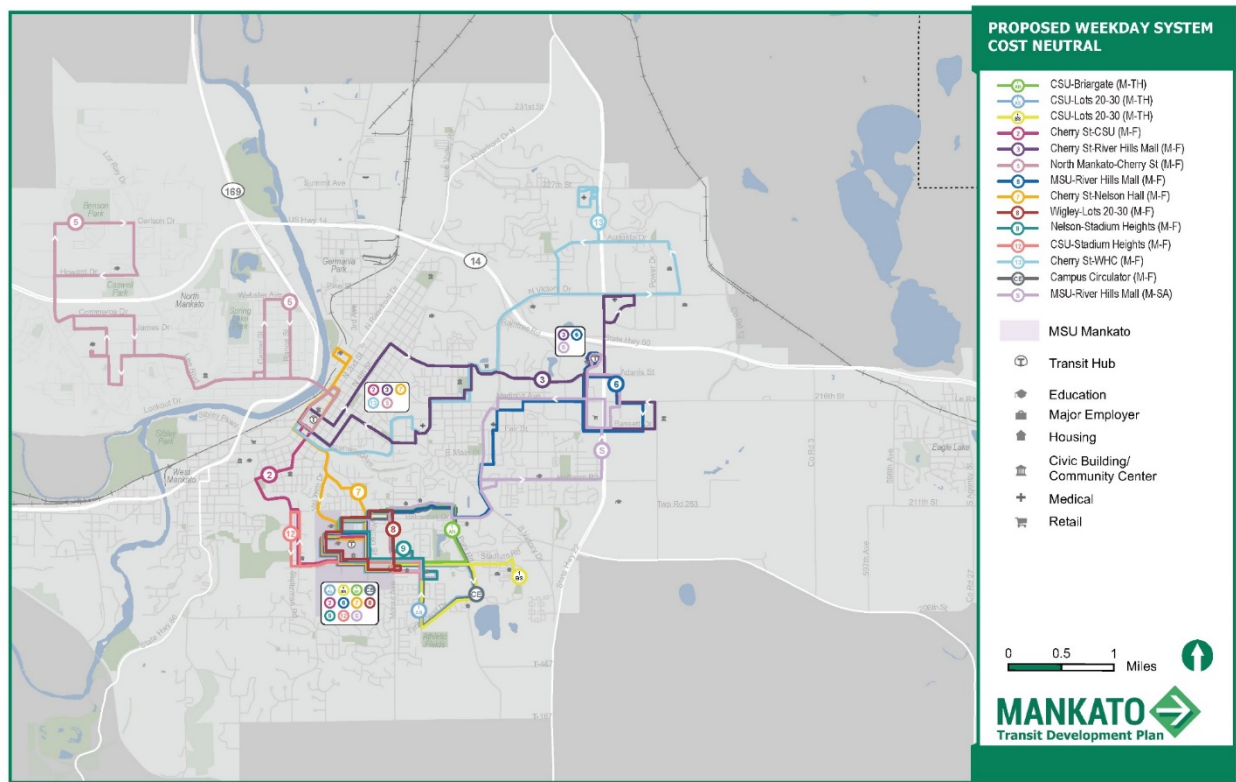
- ◆ Safety – includes pedestrian facilities for crossing streets and highways near bus stops, and lighting at bus stops
- ◆ Accessibility – includes flag-down bus stop system, and cost of service to the customer
- ◆ Availability – includes on-time performance, and availability of service by location, time-of-day, day of week, and month of year
- ◆ Customer communication – includes route directness and simplicity, customer information, system branding, fare types and payment media

The technical evaluation was based in metrics identified in the TDP Goals, Objectives, and Transit System Design Guidelines: ridership, service effectiveness, cost efficiency, and service quality.

Service Recommendations

The planning process identified three service recommendation scenarios. The recommendation scenarios give GMTS flexibility to begin addressing deficiencies in the existing system as funding becomes available.

- ◆ Cost Neutral Scenario (Figure 3) maintains 2017 funding levels
- ◆ New Service Expansion Scenario (Figure 4) adds service funded by MnDOT grants
- ◆ Illustrative Scenario (Figure 5) includes recommendations that address community feedback but are not yet funded

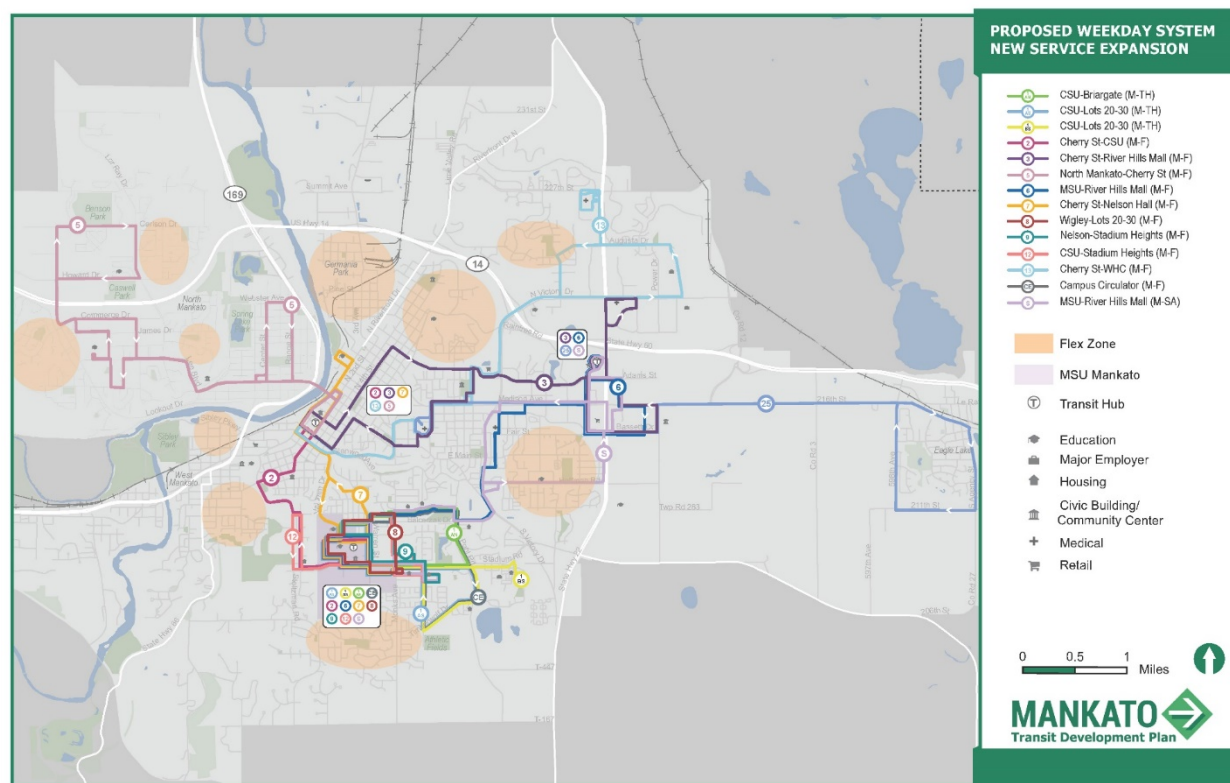


► Figure 3 | Cost Neutral Scenario Proposed Weekday System

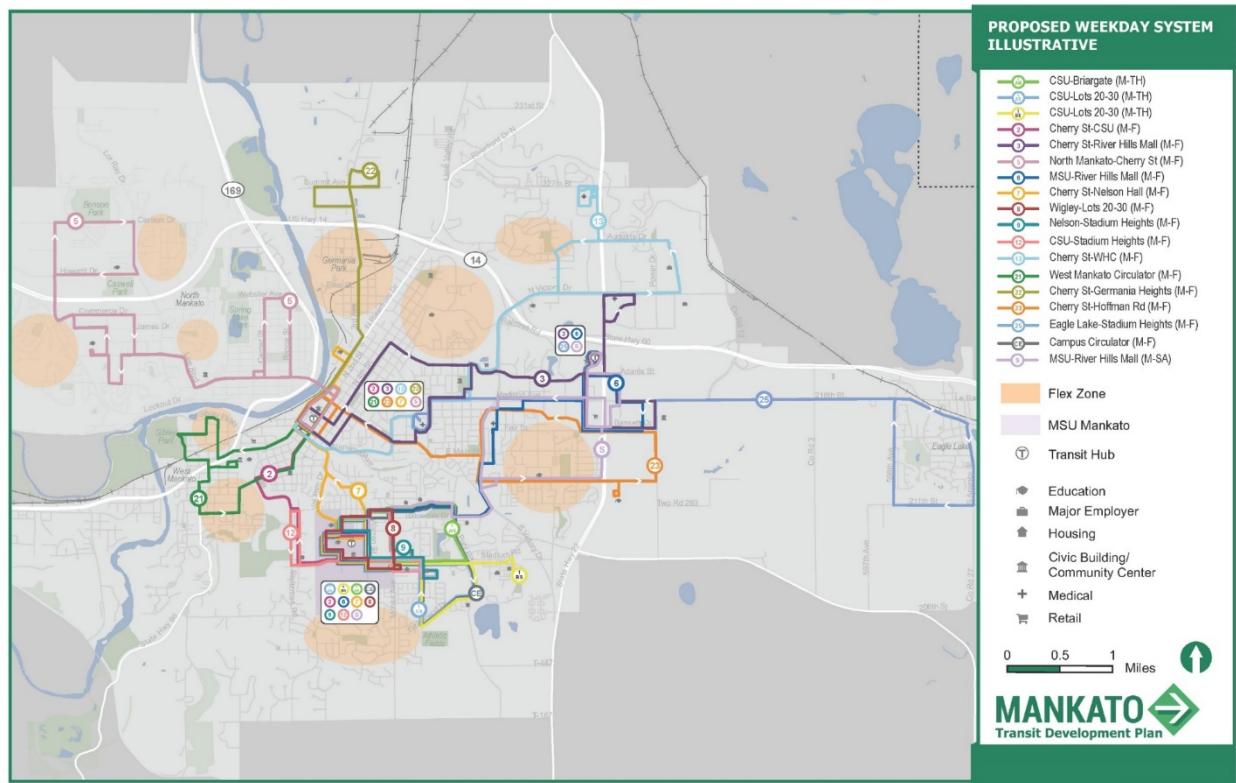
The New Service Expansion and Illustrative service scenarios result in significant benefits to transit customers, as summarized in Table 1.

► Table 1 | New Service Expansion and Illustrative Plan Benefits

BENEFIT	NEW SERVICE EXPANSION SCENARIO	ILLUSTRATIVE SCENARIO
More days of the week	Eagle Lake and Mobility Bus Sunday Service	Add Service on Routes: 2, 3, 5, 6, 7
More trips per hour	Increased Frequency on Route 7	Increase Frequency on Routes: 2, 6, 1B-North; Flex Zone
More hours per day	Longer Service Span on Routes 7; Route 5; Mobility Bus	Longer Service Span on Routes: 2, 3, 5, 6, 7, Mobility Bus
More places	Eagle Lake; Flex Route (Old Town, Sibley Park, East Mankato, West Mankato, North Mankato, Germania Park, Tourtelloutte Park, south of MSU-Mankato); Mobility Bus	Circulator services to West Mankato, Germania Park and Mankato East Senior High School
More population access	6,300 (+19%)	8,400 (+25%)
More job access	2,700 (+9%)	5,100 (+17%)



► Figure 4 | New Service Expansion Scenario Proposed Weekday System



► Figure 5 | Illustrative Scenario Proposed Weekday System

Transit Marketing and Communications

Transit customer marketing and communications play a crucial role in better connecting with riders and the Greater Mankato Transit System. The marketing and communications evaluation identified ways to strengthen the connection between GMTS, the greater Mankato area, and MSU-Mankato. The recommendations focused in five areas: system branding, map and schedule materials, online materials, communication and feedback channels, and new media and technologies. These recommendations offer GMTS a toolbox of materials that, when implemented to different GMTS elements, create an easily identifiable GMTS brand. These recommendations can be used on any GMTS element, from bus route maps to social media alerts about the effects of road construction.

Capital Assets

The TDP acknowledges that transit is part of a broader multimodal travel network in the Mankato area based on capital assets that must be reliably operated and maintained. The capital asset evaluation confirmed that GMTS is facing a bus shortage and requires additional capital assets to accommodate growing ridership and more service. The Capital Plan includes a blueprint for maintaining a reliable bus, paratransit, and support vehicle fleet and supporting facilities. It also identifies bus stops as well as potential sites for new transit centers to complement the three bus service investment scenarios. Potential areas for a new or enhanced transit center include the River Hills Mall and City Center areas, complementing the transit center at MSU-Mankato.

Financial Plan

The Mankato TDP Financial Plan helps GMTS and its funding partners, the cities of Mankato, North Mankato, MSU-Mankato, and MnDOT, forecast revenue sources and amounts, and identify any capital or operating funding gaps in the three service scenarios. The Financial Plan is for ten years, 2018 to 2027.

► Table 1 – Baseline Operating Cost and Net Revenue (\$ thousands)

	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
Operating Expenses (Baseline)										
Existing Fixed-Route Service	\$2,886	\$2,973	\$3,062	\$3,154	\$3,248	\$3,346	\$3,446	\$3,550	\$3,656	\$3,766
Paratransit	\$320	\$330	\$340	\$350	\$360	\$371	\$382	\$394	\$406	\$418
Expenses Total	\$3,206	\$3,303	\$3,402	\$3,504	\$3,609	\$3,717	\$3,829	\$3,944	\$4,062	\$4,184
Operating Revenue (Baseline)										
FTA Funding										
Carryover Balance	\$676	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Funding (Operations)	\$871	\$889	\$907	\$925	\$943	\$962	\$981	\$1,001	\$1,021	\$1,041
MnDOT										
Fixed Route - Existing	\$1,700	\$1,751	\$1,874	\$1,930	\$1,988	\$2,048	\$2,109	\$2,172	\$2,238	\$2,305
Fixed Route - Expansion		\$498	\$970	\$800	\$824	\$848	\$874	\$900	\$927	\$955
Paratransit	\$222	\$228	\$239	\$246	\$254	\$261	\$269	\$277	\$286	\$294
Local Funding										
City of Mankato	\$160	\$165	\$170	\$175	\$180	\$185	\$191	\$197	\$203	\$209
City of North Mankato	\$9	\$9	\$9	\$10	\$10	\$10	\$11	\$11	\$11	\$12
Fare and MSU-MANKATO Contributions										
MSU	\$45	\$46	\$48	\$49	\$51	\$52	\$54	\$55	\$57	\$59
Farebox Revenue	\$556	\$573	\$486	\$501	\$516	\$532	\$548	\$564	\$581	\$598
Non-Farebox Revenue	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33
Revenue Total	\$4,769	\$4,664	\$4,565	\$4,692	\$4,823	\$4,957	\$5,095	\$5,237	\$5,384	\$5,534
Capital (Baseline)										
State of Good Repair Expenses	\$223	\$554	\$646	\$312	\$1,027	\$384	\$1,155	\$1,074	\$1,167	\$883
MNDOT Capital Funding	\$1,801	\$443	\$517	\$249	\$821	\$307	\$924	\$859	\$934	\$706
Baseline Surplus Available for Capital and New Service Expansion	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174

► Table 2 – Costs and Revenue Balance for Expansion and Illustrative Scenarios (\$ thousands)

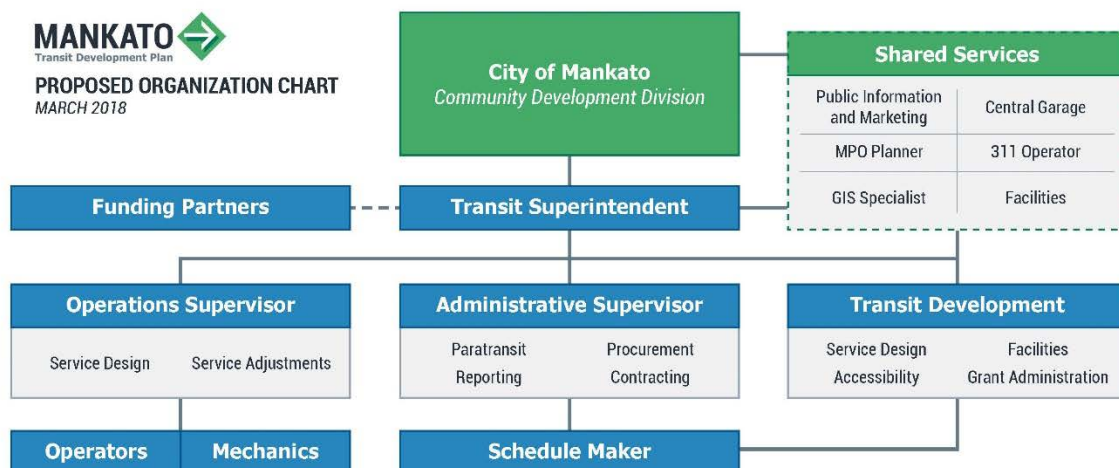
Expansion Scenario	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
New Expenses										
Net Capital	\$1,006	\$352	\$0	\$157	\$0	\$0	\$0	\$0	\$135	\$305
Net Operating	\$906	\$933	\$961	\$990	\$1,020	\$1,051	\$1,082	\$1,115	\$1,148	\$1,182
Revenue										
Baseline Surplus	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174
MnDOT Capital Match	\$0	\$282	\$0	\$125	\$0	\$0	\$0	\$0	\$108	\$244
Expansion Scenario Balance*										
<i>*Positive balance may be subject to repayment to MnDOT</i>	\$1,229	\$247	\$73	\$105	-\$11	\$113	-\$47	-\$35	-\$87	-\$70
Illustrative Scenario	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
New Expenses										
Net Capital	\$2,353	\$681	\$0	\$157	\$82	\$0	\$26	\$1,251	\$493	\$305
Net Operating	\$3,466	\$3,570	\$3,677	\$3,787	\$3,901	\$4,018	\$4,139	\$4,263	\$4,391	\$4,522
Revenue										
Baseline Surplus	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174
MnDOT Capital Match	\$0	\$545	\$0	\$126	\$65	\$0	\$21	\$1,001	\$395	\$244
Illustrative Scenario Balance	-\$2,679	-\$2,456	-\$2,643	-\$2,693	-\$2,909	-\$2,855	-\$3,108	-\$3,434	-\$3,401	-\$3,410

Organizational and Staffing Framework

Beyond planning for capital and operating needs, the organizational and staffing framework will help GMTS identify and retain the staff needed to safely and reliably operate and maintain the transit system. The organizational and staffing evaluation recommends:

- Add a staff person dedicated to transit service development. Activities include bus route and service design; facilities development; Americans with Disabilities Act (ADA) compliance; and grant administration
- Add up to six mechanics and mechanic support staff dedicated to bus and support vehicle operations and maintenance
- Shift operator positions from part-time to full-time, as full-time operators become available
- Empower the existing public information and marketing shared resources to cover public engagement and communication processes, graphic design, and actively support other transit communication duties
- Partner with Mankato, MSU-Mankato, and/or Blue Earth County Public Works to identify several civil engineers for whom transit infrastructure development and operations is part of their job description
- Maintain the internally-contracted, shared-services model that Mankato uses to provide support functions such as customer communications, supplemental mechanic services, and facilities maintenance and operation

► Figure 6. Recommended GMTS Organizational and Staffing Framework



Next Steps and Timeline

Next steps for GMTS include the following action items:

- ◆ Implement New Service Expansion Plan – 2018, Quarter 3
- ◆ Update the TAM – every 4 years (next adoption by 2022, June)
- ◆ Update the TDP – every 5 years (next adoption by 2023, June)

Goals, Objectives, and Design Guidelines Report

June 2018



Prepared by: **Kimley»Horn**



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Introduction

In 2012, the Greater Mankato Transit System (GMTS) completed an ambitious restructuring plan. Since then, the transit system's ridership has more than doubled. GMTS is now producing the region's first transit development plan (TDP) to identify opportunities for continued improvement and to meet a wider variety of transit customer needs in the Greater Mankato area.

The purpose of this report is to inform and guide the development of the Goals, Objectives, and Design Guidelines chapter of the TDP. Existing plans, guidance, and regulations were reviewed to develop a framework for GMTS.

Review of Existing Goals and Objectives

Existing GMTS goals and design guidelines include those identified in the 2012 Greater Mankato Transit Redesign Study (2012 Study) as well as goals and design guidelines set by GMTS.

The 2012 Study was conducted to guide future public transit improvement efforts for the Greater Mankato area. The goals derived from this process are as follows:

- ◆ Goals
 - Reduce travel time between major destination points
 - Reduce vehicle miles traveled
 - Reduce CO2 emissions
 - Provide more direct service
 - Improve connections between major activity centers
 - Maintain transfers between routes
 - Maintain a strong level of service to Minnesota State University, Mankato (MSU-Mankato)

While design guidelines for GMTS were not set as part of the 2012 Study, the study evaluated the system on the following design guidelines:

- Passengers per revenue hour
- Passengers per revenue mile
- Ridership
- Revenue
- Operating expenses
- Revenue per passenger
- Operating cost per passenger
- Annual revenue hours
- Vehicle requirements
- Average frequency

Since the publication of the 2012 Study, GMTS has developed four additional goals to address specific system performance needs. These include:

Provide an annual increase to the Green Fee

- ◆ Maintain an average passenger per hour greater than industry average (17 PPH)
- ◆ Maintain 90 percent on-time performance standard
- ◆ Improve service to New Americans and community members with low incomes

A comprehensive update of GMTS' goals, objectives, and design guidelines incorporates the above-mentioned existing GMTS goals within the Mankato/North Mankato Area Planning Organization (MAPO)



Long-Range Transportation Plan (LRTP) framework of goals. The MAPO LRTP goals were created under MAP-21 legislation. They provide a complete set of systems and operational considerations and were used as the framework for the TDP goals. They include:

- ◆ **Access and Reliability**
 - Develop a transportation system that increases access and reliability options for all users
- ◆ **Economic Vitality**
 - Maintain a transportation system that promotes economic growth through the planning area
- ◆ **Safety**
 - Develop and maintain a transportation system that promotes the safety of all users
- ◆ **Preservation**
 - Develop a regional system that promotes the preservation of the existing and future transportation system
- ◆ **Multimodal Transportation**
 - Develop and maintain a multimodal transportation system that offers viable connectivity to vehicular and active transportation options that align with public health initiatives and land use plans
- ◆ **Coordination and Collaboration**
 - Maintain intergovernmental cooperation and coordination, along with community participation and input in all stages of the transportation planning process
- ◆ **Education**
 - Establish the building blocks of a new MPO
- ◆ **Environmental Conservation and Sustainability**
 - Support transportation improvements that promote energy conservation to improve community quality of life, health, and character
- ◆ **Funding and Implementation**
 - Develop a balanced transportation system that effectively uses available transportation funds
- ◆ **Land Use**
 - Establish a strong connection between transportation modes and the land uses that they serve
- ◆ **Security**
 - Work with the county to increase security of the transportation system for motorized and non-motorized users in preparedness for emergency events and natural disasters
- ◆ **System Management**
 - Promote efficient system management and operations while increasing collaboration among businesses, community and industry groups, and federal, state, and local governments to better target investments and improve accountability

Goals and Objectives Update

In addition to building upon the MAPO LRTP goals, the updated goals and objectives were developed by integrating performance measures from the Greater Minnesota Transit Investment Plan, feedback from the public, the goals, objectives, and standards of peer transit agencies, the FAST Act requirements, and Title VI requirements for transit providers.

The updated goals, objectives, and guidelines follow.

Access and Reliability

Develop a transportation system that increases access and reliability options for all users

Objective 1: Maintain or increase service frequency

Objective 2: Extend service hours further into the evening

Objective 3: Provide service on Sundays

Objective 4: Maintain quality service to MSU-Mankato

Objective 5: Improve service for New Americans and community members with low incomes

Objective 6: Improve service for middle and high school students

Objective 7: Increase system ridership each year

Objective 8: Minimize overcrowding on buses

Objective 9: Improve system on-time performance

Objective 10: Implement transit signal priority at key intersections

Design Guidelines and Levels

- ◆ Frequency
 - Average frequency of 30 minutes on 60 percent of routes
 - Minimum frequency of 30 minutes on all U-Zone (MSU-Mankato) routes
- ◆ Revenue hours per capita: 0.7 revenue hours per capita
- ◆ Increase system ridership by 3 percent each year
- ◆ Maximum seated passenger load: 120 percent
- ◆ On-time performance: 90 percent

Economic Vitality

Maintain a transportation system that promotes economic growth throughout the planning area

Objective 1: Provide service within ¼ mile¹ of local commercial activity centers, educational institutions, and other major destinations

Objective 2: Increase access to jobs, educational opportunities, and housing, with an emphasis on jobs, education, and housing for people with low- to moderate-incomes

Objective 3: Provide service to businesses and their employees during the major work schedule

Design Guidelines and Levels

- ◆ Service Availability
 - Increase the number jobs within ¼ mile of routes
 - 75 percent of service area population within ¼ mile of routes
 - 80 percent of affordable housing within ¼ mile of routes
 - 90 percent of major activity centers within ¼ mile of routes

¹ ¼ mile is the industry standard for the distance the average person is willing to walk to a local bus stop

Safety

Develop and maintain a transportation system that promotes the safety of all users

Objective 1: Promote the safety of all users by developing an agency safety plan and training staff and drivers in incident response

Objective 2: Include safety tips for riding the bus in marketing and educational outreach materials

Objective 3: Ensure safe waiting areas for passengers by providing transit-supportive infrastructure (e.g., lighting, benches, and/or shelters) at major stops

Design Guidelines and Levels²

- ◆ Crashes per 100,000 revenue miles: 0.4
- ◆ Shelters at stops with at least 20 boardings per day or major transfer points
- ◆ Benches at bus stops with 15 or more daily boardings
- ◆ Lighting at bus stops with 15 or more daily boardings

Preservation

Develop a regional system that promotes the preservation of the existing and future transportation system

Objective 1: Create a Transit Asset Management plan and update it every 4 years

Design Guidelines and Levels³

- ◆ Fleet condition: At least 80 percent of all regular fleet available for operations
- ◆ Spare Ratio: Ratio of spare vehicles to fleet vehicles is less than 20 percent
- ◆ Equipment: 50 percent of non-revenue vehicles meet or exceed useful life
- ◆ Rolling Stock: 20 percent of revenue vehicles meet or exceed useful life
- ◆ Facilities: 50 percent of facilities (including passenger amenities) adequate or better

Multimodal Transportation

Develop and maintain a multimodal transportation system that offers viable connectivity to vehicular and active transportation options that align with public health initiatives and land use plans

Objective 1: Connect to other local and regional transit services (Minnesota River Valley Transit and True Transit) and to other last mile-connectivity options (e.g., transportation network companies)

Objective 2: Provide bicycle parking at transit centers and major bus stops

Objective 3: Increase pedestrian access by locating bus stops along sidewalks and trails

Objective 4: Support MAPO and partner agencies in adopting a complete streets policy

Design Guidelines and Levels

- ◆ 90 percent of regional transit routes have no wait transfers to GMTS routes
- ◆ Bicycle parking at transit stops with 20 or more boardings per day
- ◆ Pedestrian sidewalks or trails within ¼ mile of bus stops with at least 20 boardings per day

² Design guidelines recommended in the Greater Minnesota Transit Investment Plan

³ Design guidelines recommended in the Greater Minnesota Transit Investment Plan

Coordination and Collaboration

Maintain intergovernmental cooperation and coordination, along with community participation and input in all stages of the transportation planning process

Objective 1: Engage the local business community and local, state, and federal governments to combine local and regional transportation improvement efforts

Objective 2: Coordinate with MAPO on local and regional transit improvements

Objective 3: Seek community participation and input in planning processes such as route modifications, service expansions, stop/shelter locations

Objective 4: Report system design guidelines internally to management and externally to decision-makers and the general public

Objective 5: Coordinate with human services to share resources and align efforts to improve public transportation

Objective 6: Seek opportunities for public-private partnerships (e.g., Transportation Network Companies) to improve transportation options and expand on pilot programs

Education

Educate the Greater Mankato area on how to ride the transit system and the benefits of transit*

Objective 1: Create how to ride materials, videos, and frequently asked questions

Objective 2: Host travel training sessions at schools, senior living facilities, and community events

Objective 3: Advertise travel training on the GMTS website

Objective 4: Create materials that highlight the benefits of transit to individuals and the community and illustrate the true costs of automobile ownership

Objective 5: Collaborate with major employers to advertise and educate their employees directly

*NOTE THIS IS A DIFFERENT GOAL STATEMENT THAN WHAT WAS USED IN THE LONG-RANGE TRANSPORTATION PLAN

Environmental Conservation and Sustainability

Support transportation improvements that promote energy conservation to improve community quality of life, health, and character

Objective 1: Reduce CO2 emissions

Objective 2: Integrate GMTS into development of quality of life initiatives in the Greater Mankato area

Objective 3: Increase alternate fuel vehicles in the GMTS fleet

Design Guidelines and Levels

- ◆ Add an electric bus to the fleet in the next 5 years

Funding and Implementation

Develop a balanced transportation system that effectively uses available transportation funds

Objective 1: Maintain an average passengers-per-hour greater than peer average



Objective 2: Promote cost efficiency by maintaining or increasing the system's farebox recovery ratio

Design Guidelines and Levels

- ◆ Passengers per revenue hour: Greater than 17
- ◆ Paratransit trips per revenue hour: Greater than 2
- ◆ Passengers per revenue mile: Greater than 2
- ◆ Farebox recovery
 - Fixed-Route: 20 percent
 - Mobility Bus: 6 percent

Land Use

Establish a strong connection between transportation modes and the land uses that they serve

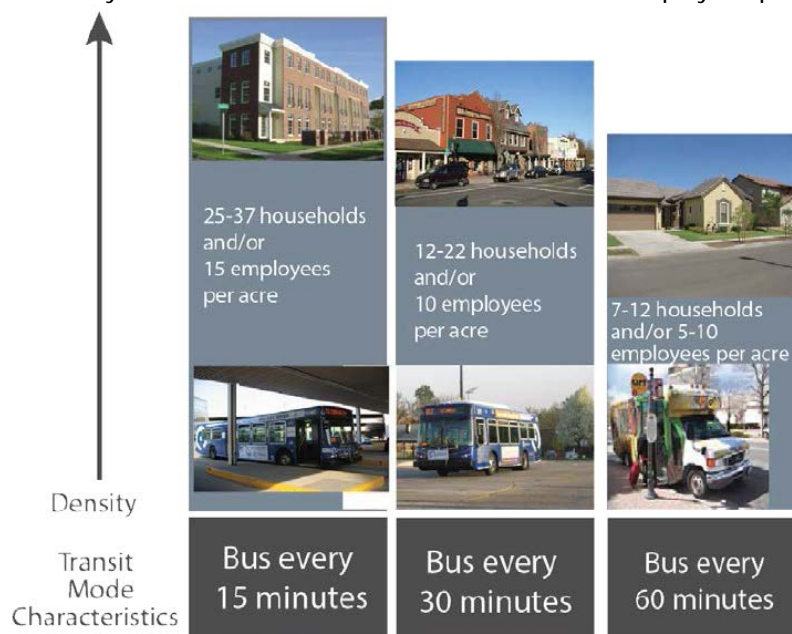
Objective 1: Facilitate and promote moderate to higher density and mixed-use development in areas near or along planned/existing transit routes

Objective 2: Encourage the concentration of employment and services along transit routes

Objective 3: Promote transit-oriented development into small area plans, master-planned developments, and site plans

Design Guidelines and Levels

- ◆ Consider using the Greater Minnesota Transit Investment Plan's Population and Employment density guidelines when encouraging development along transit routes
 - Bus every 15 minutes: 25-37 households and/or 15 employees per acre
 - Bus every 30 minutes: 12-22 households and/or 10 employees per acre
 - Bus every 60 minutes: 7-12 households and/or 5-10 employees per acre



Security

Increase security of the transportation system for motorized and non-motorized users in preparedness for emergency events and natural disasters

Objective 1: Coordinate with the County on its Emergency Event and Natural Disasters Plan and seek opportunities to utilize the region's transit service in such events

Objective 2: Develop an agency safety plan and certify the plan meets FTA requirements

Objective 3: Maintain or reduce the number of security-related complaints

Objective 4: Maintain or improve customer satisfaction regarding perceptions of safety and security

System Management

Promote efficient system management and operations while increasing collaboration among businesses, community and industry groups, and federal, state, and local governments to better target investments and improve accountability

Objective 1: Establish service standards for each mode regarding vehicle loads, vehicle headways, on-time performance, and service availability, as required by Title VI

Objective 2: Establish systemwide service policies for transit amenities and vehicle assignment by mode, as required by Title VI

Objective 3: Annually review Title VI and the Greater Minnesota Transit Investment Plan performance indicators and related processes to ensure consistency with all requirements

Objective 4: Monitor and reduce operating costs per passenger

Design Guidelines and Levels

- ◆ Service Standards
 - Vehicle load standard: 1.2
 - Vehicle headway standard
 - Weekday: 30 minutes
 - Weekend: 60 minutes
 - On-time performance standard: 90 percent
 - Service availability standard: 75 percent of population within ¼ mile of routes
- ◆ Service Policies
 - Transit amenities standards
 - Shelters at stops with at least 20 boardings per day or major transfer points
 - Benches at bus stops with 15 or more daily boardings
 - Lighting at bus stops with 15 or more daily boardings
 - Vehicle assignment standard: vehicles with greater capacity will be assigned to routes with the greater ridership
- ◆ Operating cost per passenger: Less than or equal to \$3

Next Steps

The continued monitoring of the system is dependent on the ability to collect and analyze data. GMTS should work to collect the following data to more accurately measure the design guidelines and levels indicated for the goals above:

- Automatic Vehicle Location (AVL)
- Automated Passenger Counter (APC)
- Farebox Data
- Ridership Data

Data should be collected at a granular level if possible, making trip-level and/or stop-level data collection a priority.

Existing Services, Ridership, and Standards Report

June 2018

Prepared for:



Prepared by:



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System and Service Evaluation

Overview of Existing Conditions

The Greater Mankato Transit System (GMTS) has a service area that is 24 square miles, serving approximately 52,700 people within Mankato and North Mankato. The area's largest employer, Taylor Corporation headquartered in North Mankato, employs approximately 3,100 people. Furthermore, Minnesota's largest employer, the Mayo Clinic, operates a large medical facility in the Greater Mankato area which employs 2,200. National retailers, such as Target and Walmart, each have a store in the city, and Walmart has a distribution center in East Mankato that opened in April 2015. Many of these employers operate three shifts per day, which require employees to travel in the evening and at night. The Minnesota State University, Mankato (MSU-Mankato) campus, employs 2,200 people and has an enrollment of approximately 15,000 students.

Fixed Route Service

GMTS operates a fixed route service of 19 routes, and a paratransit service, in both Mankato and North Mankato. There are two types of fixed routes:

- ◆ **City-Wide Service** – operates Monday thru Saturday and provides service to Mankato and North Mankato.
- ◆ **University Service** – operates Monday thru Saturday and focuses on connecting passengers with MSU-Mankato, and the City-Wide Service.

The City-Wide Service consists of nine routes operated by GMTS within Mankato and North Mankato (**Figure 1**). Seven routes operate on weekdays, and two routes operate on Saturdays. To facilitate travel throughout the Greater Mankato area, each route serves at least one of the three GMTS transfer hubs, Cherry Street (downtown Mankato), Centennial Student Union (MSU-Mankato), and River Hills Mall, to allow passengers to transfer to another route to complete their trips (**Table 1**). Individual route schedules are coordinated to minimize waiting time for transferring passengers.

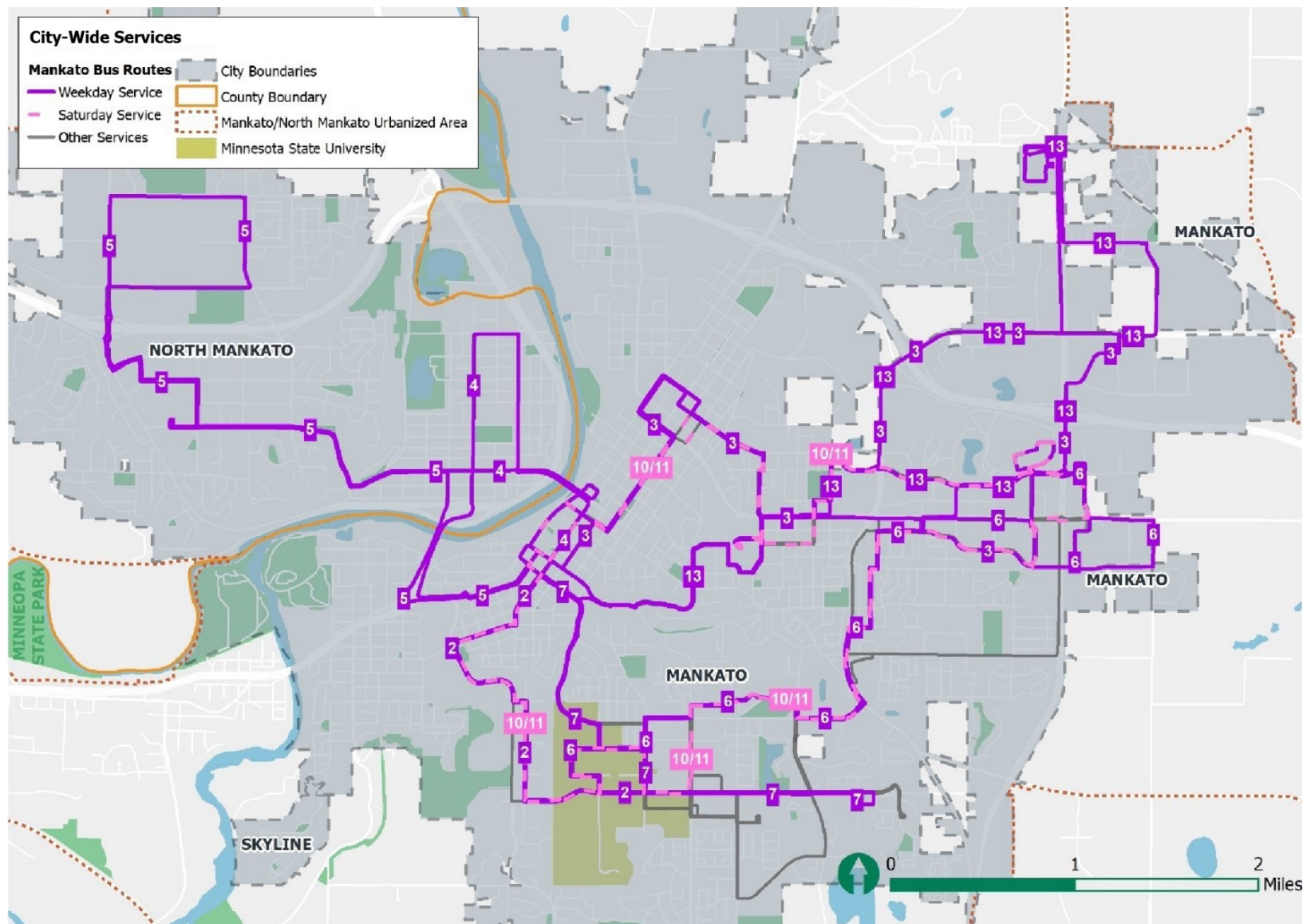
► Table 1 | Transfer Hubs

TRANSFER HUB	ROUTES
Downtown Mankato (Cherry Street)	2, 3, 4, 5, 7, 10, 11, 13
Minnesota State University-Mankato (Centennial Student Union)	1AN, 1BN, 1AS, 1BS, 2, 6, 7, 8, 9, 10, 11, 12, Stomper Express, Campus Express
River Hills Mall	3, 6, 13, Stomper Express

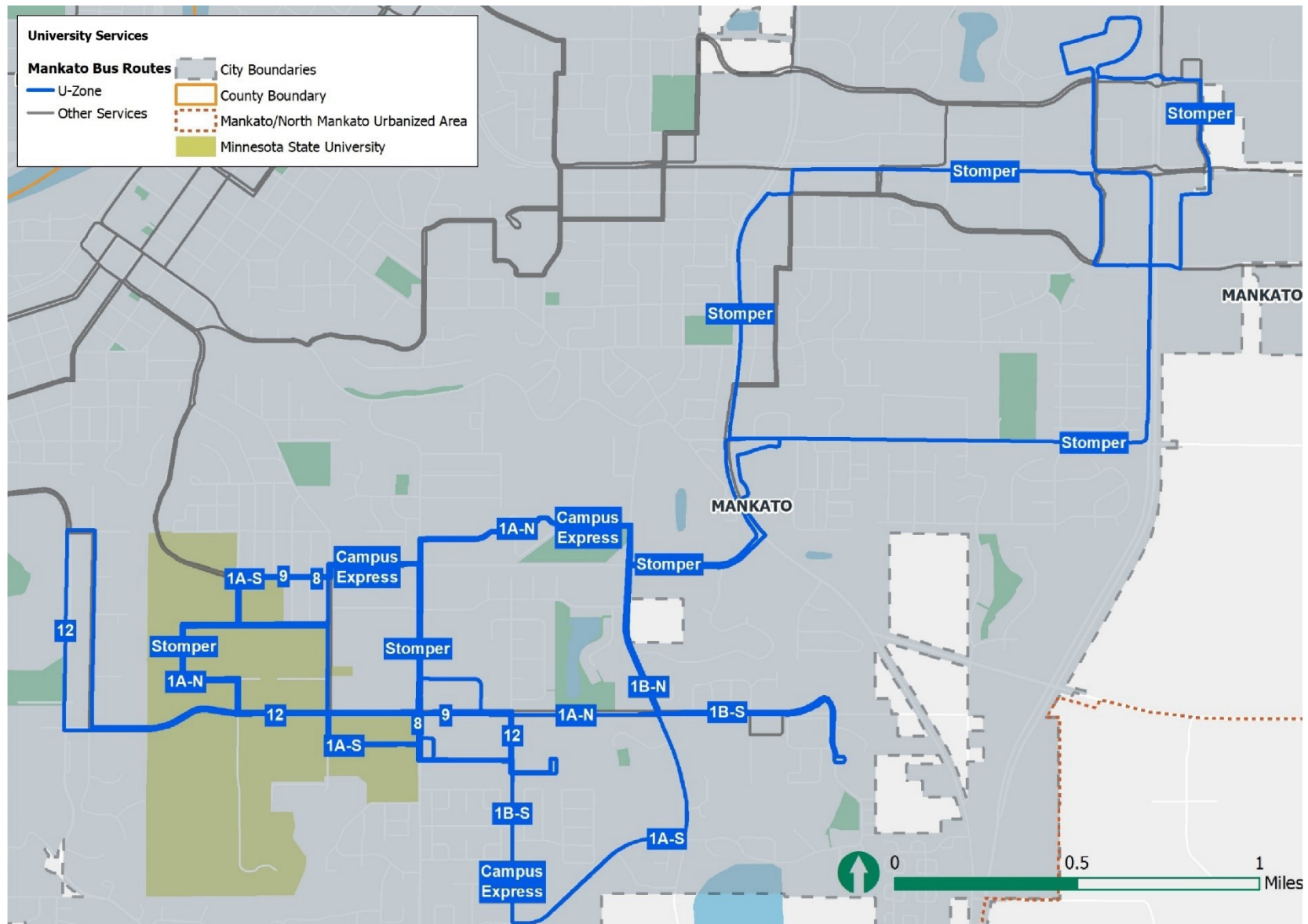
There are ten University routes (**Figure 2**). Six of these routes operate during daytime hours to bring students, faculty, and staff from nearby apartments and off-campus parking lots to the center of campus. Two routes operate during evening hours to connect the campus to nearby residential areas and shopping destinations such as River Hills Mall and Walmart as well as the Late-Night Express, which provides service from the

downtown Mankato entertainment district back to campus on weekend evenings. All daytime University routes connect to the transfer point located at the university.

While GMTS operates year-round, University service only operates when MSU-Mankato is in session, from approximately mid-August to mid-May with a service break for Thanksgiving, a winter break from mid-December to mid-January, and a Spring Break for a week in March. City-Wide Service routes that pass through the MSU-Mankato campus continue to operate normally, even when classes are not in session.



► Figure 1 | City-Wide Service System Map



► Figure 2 | University Service System Map

The City-Wide Service operates on a 30-minute or 60-minute schedule (depending on the route) between the hours of 6:35 AM and 5:35 PM, except for Routes 4, 5, and 7, which operate a limited number of trips throughout the day. On Saturdays, Routes 10 and 11, which combine alignments from other weekday routes, operate hourly between 10:00 AM and 5:00 PM. These routes are circulators that operate in the opposite direction from each other, reducing the wait time for some passengers to as little as 30 minutes if they are willing to ride the loop in either direction to reach their destination.

University Service operates every 20 to 30 minutes between approximately 7:00 AM and 6:00 PM, Monday through Thursday. After 6:00 PM, the Campus Express, a loop route incorporating the Route 1 patterns, operates every 30 minutes until 10:23 PM. On Fridays, a reduced service consisting of Route 1B-North, Route 8, Route 9, and the Campus Express operates from approximately 7:00 AM until 4:00 PM.

In addition, there are three late night University Services. The Campus Express operates from 6:00 PM to 10:23 PM, Monday through Thursday, every 30-minutes. This route connects areas where students live to the MSU-Mankato campus. The Stomper operates Monday through Saturday on a 60-minute headway between the hours of 6:00 PM and 11:00 PM. This route connects areas where students live near the MSU-Mankato campus to shopping districts in East Mankato. Finally, the Late-Night Express, an on-demand service, connects the Downtown Mankato entertainment district to the MSU-Mankato campus. There is no fixed schedule or route, the driver determines an appropriate time to begin each run and route based on the needs of the passengers on board. **Table 2** provides an overview of frequency and span of service by route.

► Table 2 | Fixed-Route Operating Characteristics

ROUTE	DAYS OF SERVICE	SPAN OF SERVICE	WEEKDAY PEAK FREQUENCY (MINUTES)	WEEKDAY OFF-PEAK FREQUENCY (MINUTES)	SATURDAY FREQUENCY (MINUTES)
University Service					
1A-North	Monday – Thursday	7:10 AM – 5:48 PM	20	20	--
1A-South	Monday – Thursday	7:00 AM – 5:55 PM	30	30	--
1B-North	Monday – Friday	7:20 AM – 3:45 PM	30	30	--
1B-South	Monday – Thursday	7:15 AM – 6:13 PM	30	30	--
8	Monday – Thursday	7:00 AM – 6:00 PM	20	20	--
	Friday	7:00 AM – 4:28 PM			
9	Monday – Friday	7:00 AM – 9:54 AM	20	--	--

ROUTE	DAYS OF SERVICE	SPAN OF SERVICE	WEEKDAY PEAK FREQUENCY (MINUTES)	WEEKDAY OFF-PEAK FREQUENCY (MINUTES)	SATURDAY FREQUENCY (MINUTES)
12	Monday – Thursday	6:00 PM – 9:30 PM	--	30	--
Campus Express	Monday – Thursday	6:00 PM – 10:00 PM	30	30	--
	Friday	7:00 AM – 4:23 PM			
Stomper	Monday – Saturday	6:00 PM – 11:00 PM	--	60	60
Late Night Express	Friday – Saturday	12:00 AM – 3:00 AM	--	On Demand Service	On Demand Service
City-Wide Service (Monday-Friday)					
2	Monday – Friday	6:35 AM – 5:35 PM	30	30	--
3	Monday – Friday	6:35 AM – 5:35 PM	60	60	--
4	Monday – Friday	7:20 AM – 7:35 AM; 8:20 – 8:35 AM; 12:20 PM – 12:35 PM; 3:20 – 3:35 PM; 4:20 – 4:35 PM; 5:20 – 5:35PM	5 trips	1 trip	--
5	Monday – Friday	6:35 AM – 7:20 AM; 7:35 AM – 8:20 AM; 11:35 AM – 12:20 PM; 2:35 PM – 3:20 PM; 3:35 PM – 4:20 PM; 4:35 PM – 5:20 PM	5 trips	1 trip	--
6	Monday – Friday	6:55 AM – 5:55 PM	60	60	--
7	Monday – Friday	6:55 AM – 7:25 AM; 3:15 PM – 4:25 PM	30	3 trips	--
13	Monday – Friday	6:35 AM – 5:35 PM	60	60	--
City-Wide Service (Saturday)					
10	Saturday	10:00 AM – 5:00 PM	--	--	60
11	Saturday	10:30 AM – 5:00 PM	--	--	60

PERFORMANCE INDICATORS

Performance indicators were used to assess how the GMTS service is performing at route and system levels, evaluating metrics in key categories such as ridership, service effectiveness, cost efficiency, and service quality.

The performance measures defined in the Goals and Objectives chapter are applied to the performance indicators below where applicable. This will provide a baseline to identify growth areas throughout the GMTS system.

Ridership

Annual Ridership

GMTS served 764,000 riders in 2016¹. The University routes are the most utilized, carrying around 500,000 passenger trips (62 percent of ridership).

To meet the established goal of providing a transportation system that increases access and provides reliable transit options for all users, the following performance measure has been identified: increase system ridership each year by three percent each year. Overall, between 2015 and 2016, University service saw the greatest increase in ridership (3.7 percent), followed closely by a 3.1 percent increase in the City-Wide Saturday Service, both the City-Wide (Monday-Friday) and Paratransit (Mobility) services saw a decrease in ridership between 2015 and 2016. **Table 3** details ridership by service type.

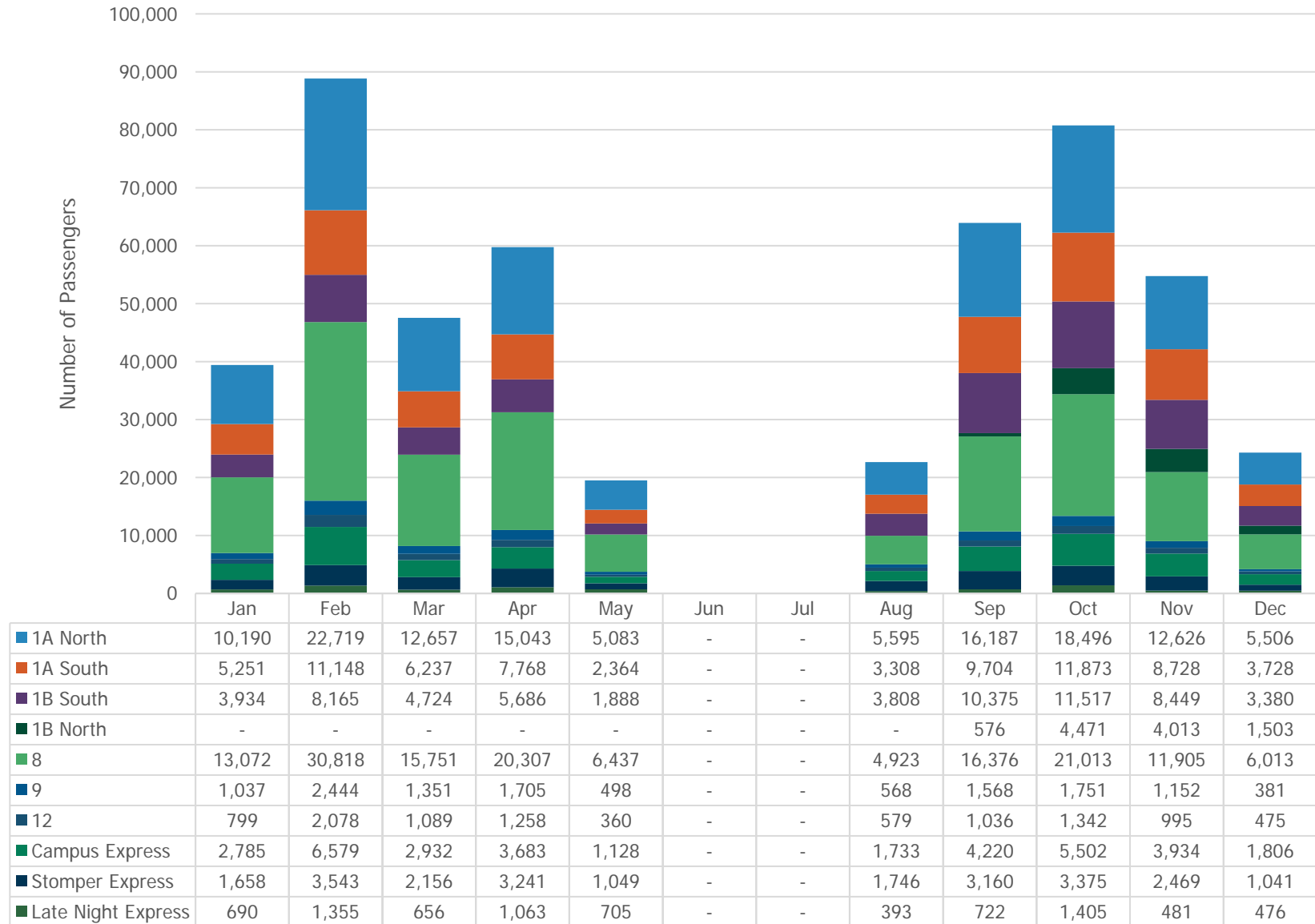
► **Table 3 | Ridership by Route Type**

SERVICE	TOTAL RIDERSHIP			PERCENT CHANGE BETWEEN 2015 & 2016	MEETS PERFORMANCE MEASURE
	2014	2015	2016		
University	451,550	483,478	501,457	3.7%	✓
City-Wide (Monday-Friday)	273,644	251,729	243,775	-3.2%	✗
City-Wide (Saturday)	9,642	10,247	10,567	3.1%	✓
Paratransit (Mobility)	10,004	9,938	9,102	-8.4%	✗
Total	744,840	755,392	764,911	1.3%	✗

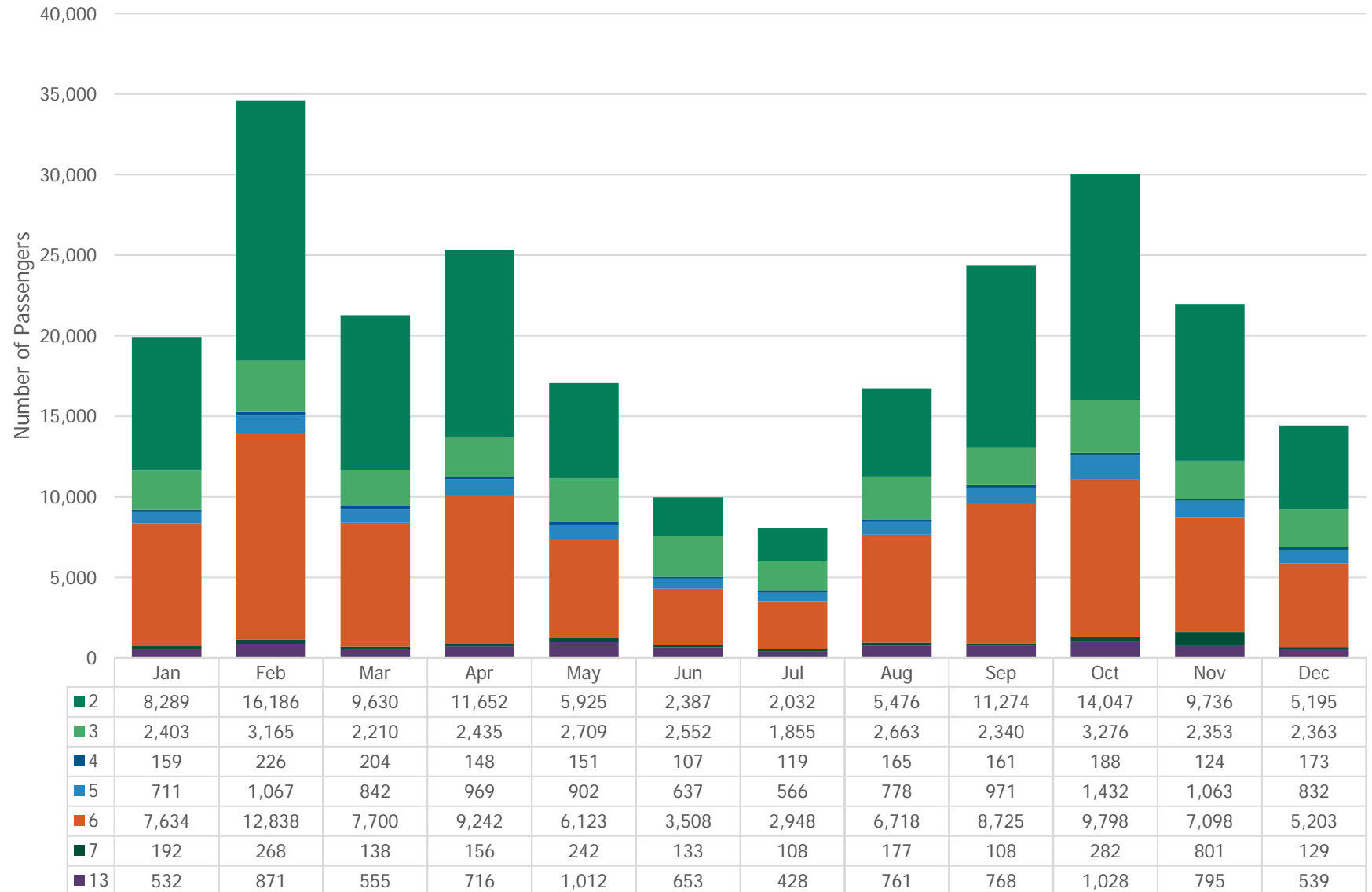
¹ Ridership data for this report was provided by the Greater Mankato Transit System

Route 8, Route 1A-North, and Route 2 are the top three performing GMTS routes, each carrying more than 100,000 passengers annually. Route 1B-South saw the largest increase in ridership in 2016, a 144 percent increase. Routes 8 and 1A-North are also the highest performing University routes. University routes carried the most riders in February and October but do not operate in June and July. Route 1B-North, which began service in September 2016, served more than 10,500 passengers during the remainder of 2016, a strong performance for a new route. **Figure 3** breaks down University monthly ridership by route.

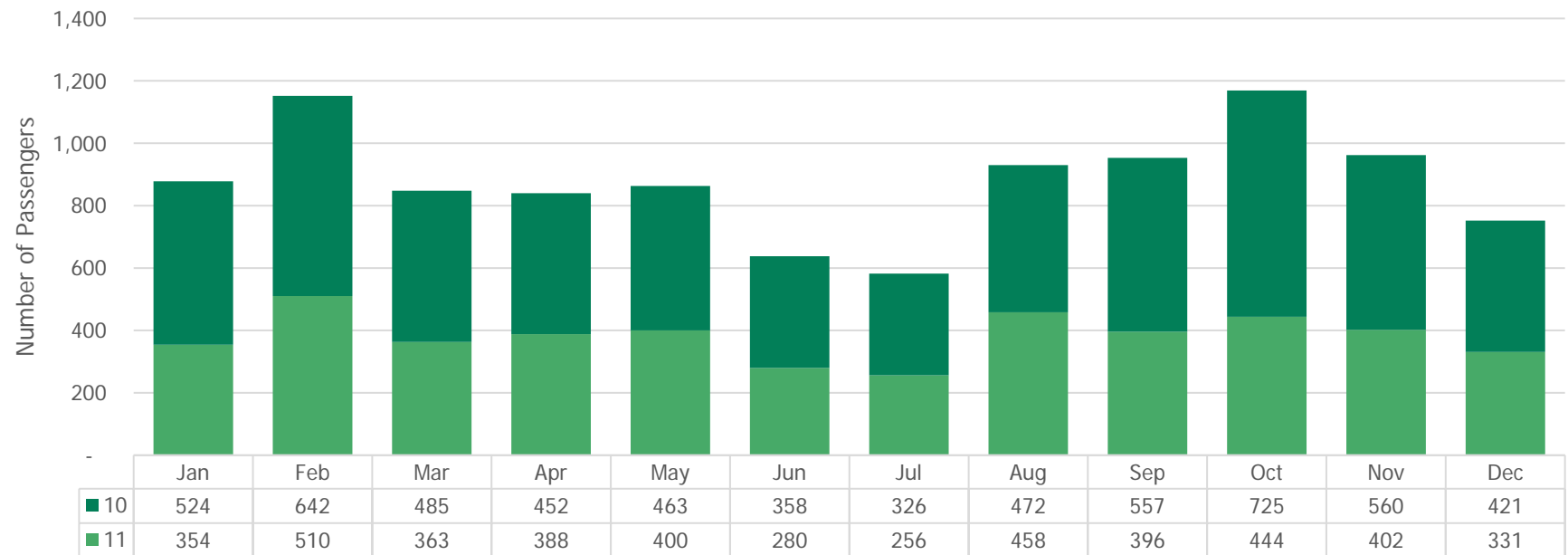
City-Wide (Monday-Friday) Service monthly ridership is depicted in **Figure 4** and City-Wide (Saturday) Service monthly ridership is illustrated in **Figure 5**. Although these services are available year-round, the lowest ridership is during the summer months. Routes 2 and 6 are the most popular weekday services, while Routes 10 and 11 are similar in the number of monthly Saturday passenger trips.



► Figure 3 | University Service, Monthly Ridership, 2016



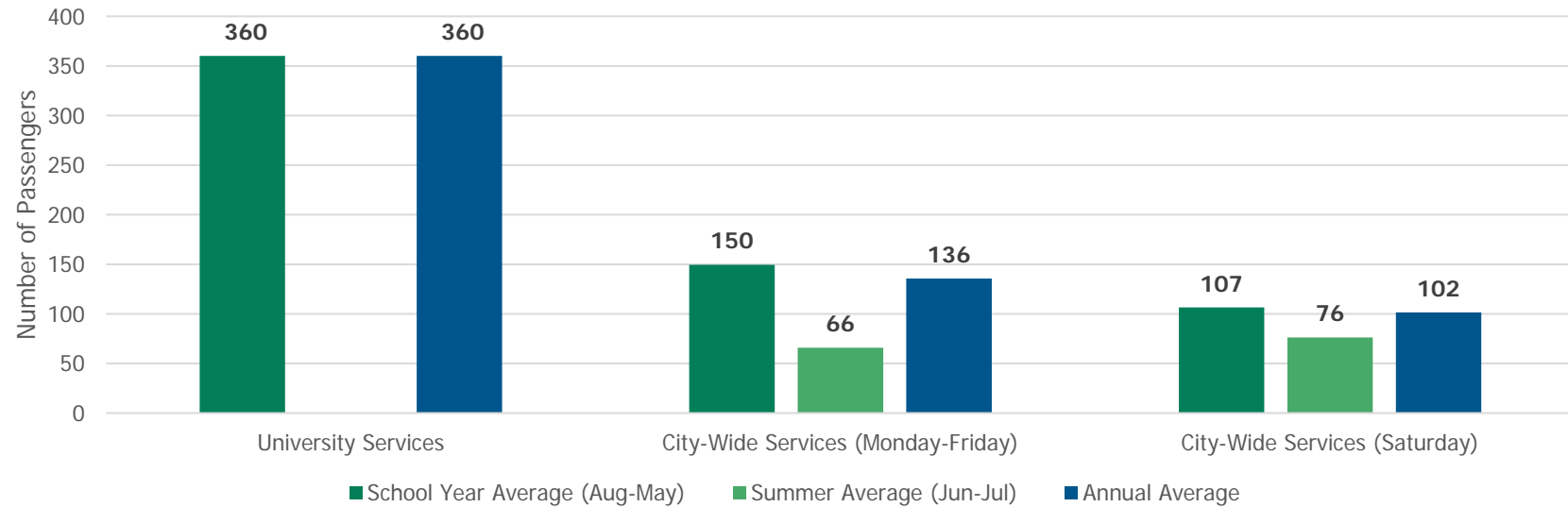
► Figure 4 | City-Wide (Monday-Friday) Service, Monthly Ridership, 2016



► **Figure 5 | City-Wide (Saturday) Service, Monthly Ridership, 2016**

Average Daily Ridership

The University Service has the highest average daily ridership during the school year, on average carrying more than 360 passengers on each route daily (**Figure 6**). Routes 1A-North and 8 have the highest average daily ridership, 990 and 919 passengers daily, respectively. The City-Wide Monday-Friday and Saturday Services follow a similar pattern of higher average daily ridership during the school year, especially on Routes 2 and 6, which carry 453 and 376 passengers daily. During the summer months (June and July), Route 6 has the highest average daily ridership at 165 daily passengers. **Table 4** depicts average daily ridership by route.



► Figure 6 | Average Daily Ridership by Service, 2016

► Table 4 | Average Daily Ridership by Route, 2016

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING
University Service	363	---	363	
1A-North	990	---	990	1
1A-South	558	---	558	3
1B-North	67	---	67	14
1B-South	500	---	500	4
8	919	---	919	2
9	79	---	79	13

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING
12	82	---	82	12
Campus Express	222	---	222	7
Stomper Express	119	---	119	8
Late Night Express	67	---	67	15
City-Wide Service (Monday-Friday)	150	66	136	
2	453	113	396	5
3	120	113	118	9
4	8	6	8	19
5	44	31	42	16
6	376	165	341	6
7	12	6	11	18
13	35	28	34	17
City-Wide Service (Saturday)	107	76	102	
10	121	86	115	10
11	92	67	88	11
System Average			250	

Ridership by Bus Stop

GMTS utilizes scheduled stops but also employs 'Flag Stops' which enable customers to wave or flag down the bus driver to stop anywhere along the route. There are only 90 permanent bus stops throughout the system with an average distance of 0.8 miles between designated bus stops. Flag stops make the system less accessible to new riders and can create unsafe conditions and ADA compliance issues if a vehicle is flagged down in an inaccessible location for boarding.

The following ridership information was derived from ride-check data that was collected in May 2016 for this project. Each area with ridership does not necessarily correlate with permanent bus stops.

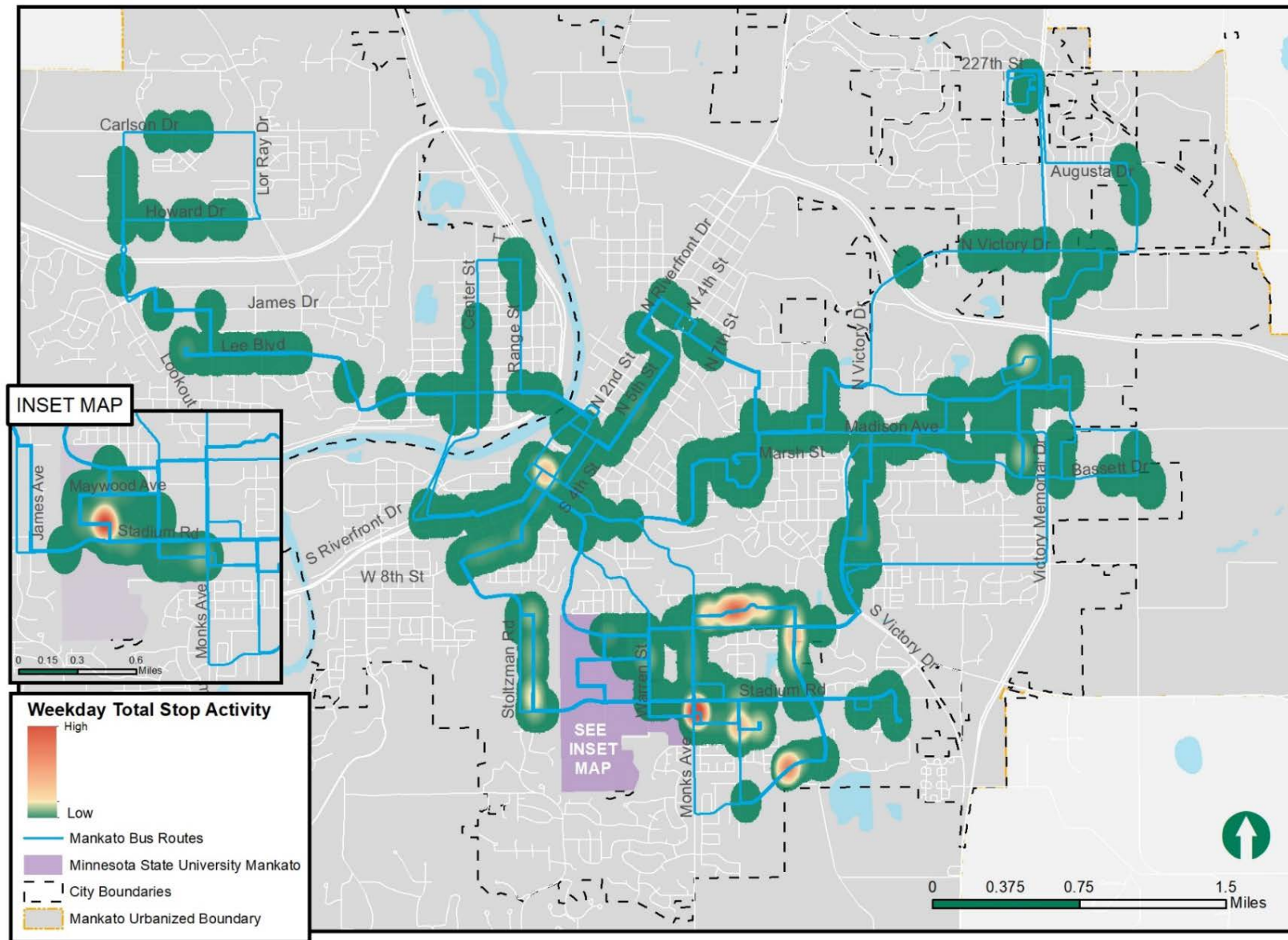
Weekday Service

During weekdays, most of the City-Wide Service ridership activity happens at or near the three system hubs, which are Cherry Street (Downtown Mankato), the Centennial Student Union (MSU-Mankato), and River Hills Mall. Four of the seven City-Wide (Monday-Friday) Service routes (2, 3, 6, and 13) that run between these hubs have 60-minute frequency, but when combined, these hubs experience much more frequent service. Route 4 and Route 5, which only operate during peak hours, experience much less ridership activity than the other routes, with the most ridership activity at or near the Cherry Street Hub (Downtown Mankato) and at South Central College in North Mankato.

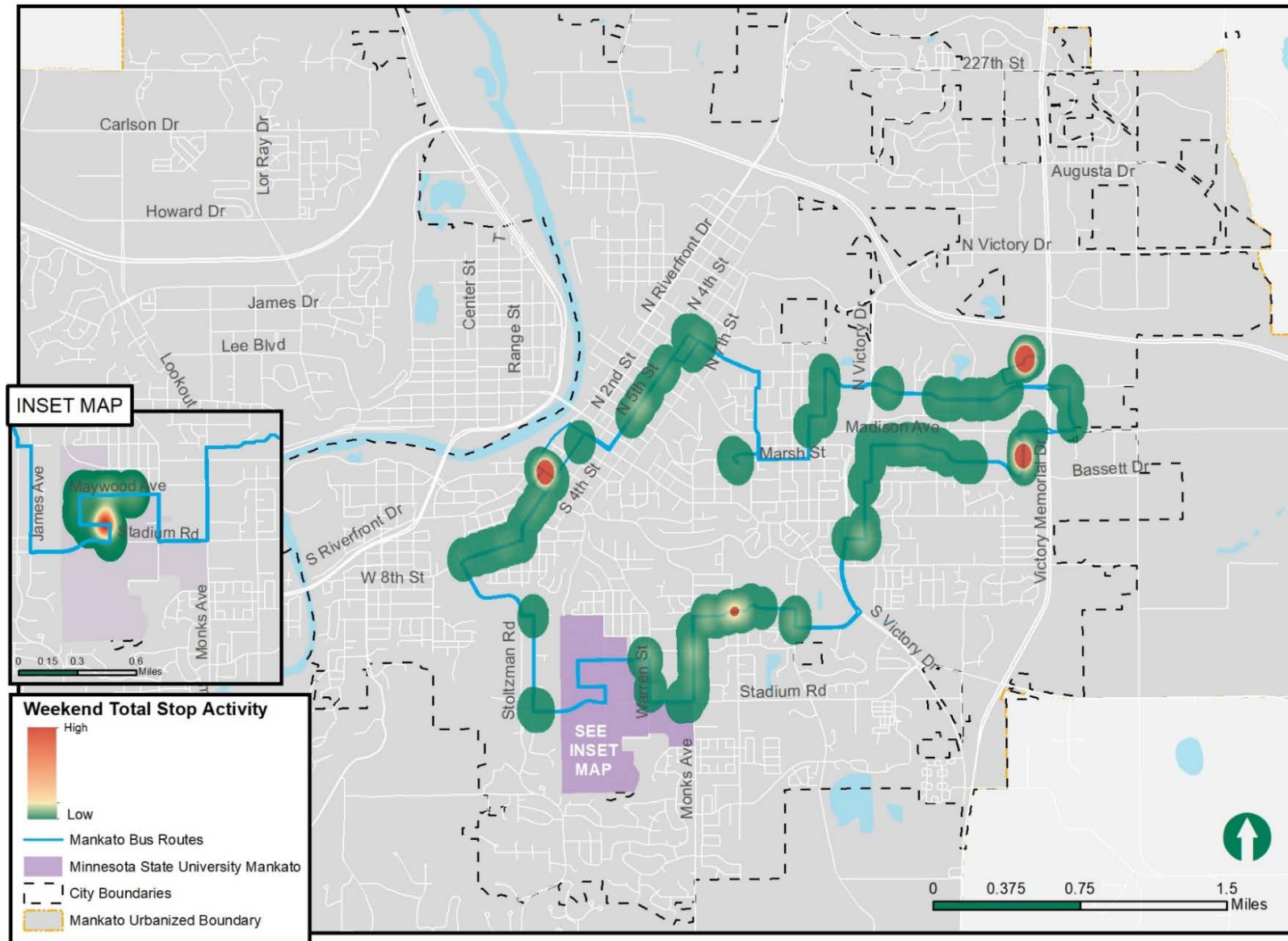
Most boarding and alighting activity on the University Services occur on the MSU-Mankato campus or in the residential areas surrounding campus, with little to no boarding or alighting activity occurring at bus stops between these locations. **Figure 7** highlights weekday ridership throughout the GMTS service area.

Weekend Service (Saturday Only)

Like the weekday service, the most frequent boarding and alighting activity takes place at or near the three system hubs at Cherry Street (Downtown Mankato), the Centennial Student Union (Minnesota State University), and the River Hills Mall for the Saturday only routes (10 and 11). **Figure 8** highlights Saturday ridership throughout the GMTS service area.



► Figure 7 | Average Weekday Stop Activity, 2017



► Figure 8 | Average Weekend Stop Activity, 2017

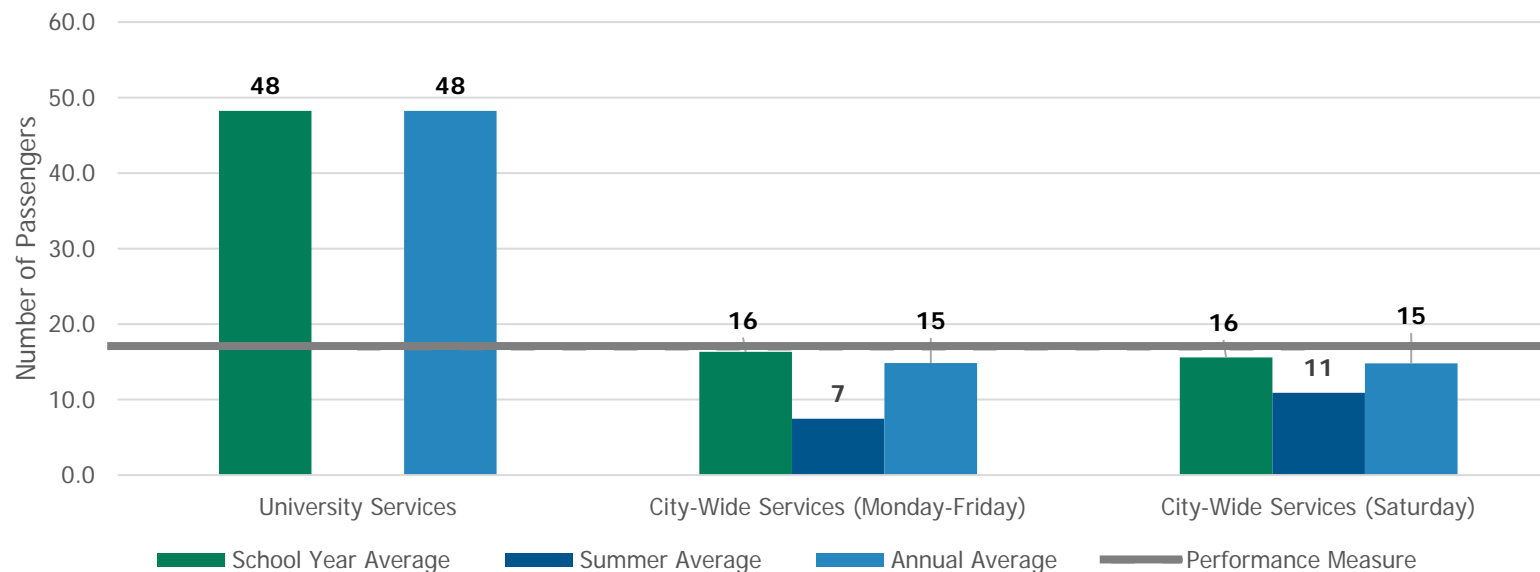
Service Effectiveness

To determine how effective GMTS is serving passengers, three metrics will be evaluated: passengers per revenue hour, passengers per one-way trip and passengers per revenue mile².

Passengers per Revenue Hour

Passengers per revenue hour is a comparison of the total passengers carried on a route to the total number of revenue (or service) hours operated by the route. It is used to determine the productivity of a route's average revenue hour. University Services are the most effective, with the highest number of passengers per revenue hour, 48, during the school year (**Figure 9**). Routes 1A-North and 8 have the highest passengers per revenue hour during the school year, each carrying more than 90 passengers per hour, while Route 6 and Route 10 have the highest passengers per revenue hour during the summer months. System-wide, GMTS routes carry 32 passengers per hour averaged across the year.

To reach the goal of maintaining a balanced transportation system that effectively uses available transportation funds, the following performance measure has been identified: maintain at least an average of 17 passengers per hour. **Table 5** depicts passengers per revenue hour by route.



² Service data included in this report was provided by the Greater Mankato Transit System

► Figure 9 | Passengers per Revenue Hour by Service, 2016

► Table 5 | Passengers per Revenue Hour by Route, 2016

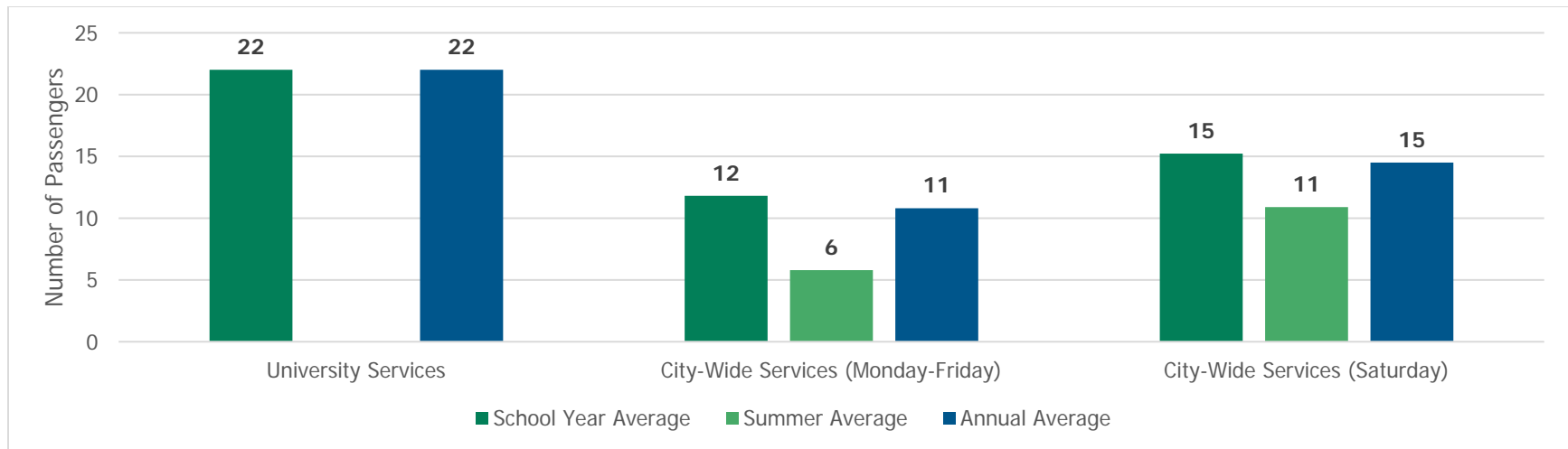
ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
University Service	48	---	48	---	✓
1A-North	94	---	94	1	✓
1A-South	53	---	53	3	✓
1B-North	33	---	33	8	✓
1B-South	47	---	47	4	✓
8	91	---	91	2	✓
9	27	---	27	10	✓
12	24	---	24	12	✓
Campus Express	46	---	46	5	✓
Stomper Express	25	---	25	11	✓
Late Night Express	44	---	44	6	✓
City-Wide Service (Monday-Friday)	16	8	15	---	✗
2	43	10	38	7	✓
3	11	10	11	15	✗
4	6	4	5	17	✗

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
5	10	7	10	16	✗
6	35	15	32	9	✓
7	5	4	5	18	✗
13	3	3	3	19	✗
City-Wide Service (Saturday)	16	11	15	---	✗
10	18	18	18	13	✓
11	13	13	13	14	✗
System Average			32		✓

Passengers per One Way Trip

Passengers per one-way trip is a comparison of the total passengers carried on a route, including transfers, to the total number of trips on the route. This is used to determine the productivity of a route on a per trip basis. During the school year, the University service carries more people per trip (22) than the City-Wide Monday-Friday and Saturday Services, 12 and 15 passengers per trip, respectively. In general, Saturday services carry more average passengers per trip annually compared to the weekday services. **Figure 10** illustrates passengers per one-way trip by service type for 2016.

Route 6 has the highest number of passengers per one-way trip during the school year at 35, as well as during the summer at 15. During the school year, the Stomper Express is a close second at 34 passengers per one-way trip. **Table 6** depicts passengers per one-way trip by route.



► Figure 10 | Passengers per One Way Trip by Service, 2016

► Table 6 | Passengers per One Way Trip by Route, Annual Average 2016

ROUTE	SCHOOL YEAR AVERAGE (SEP-APR)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING
University Service	22	---	22	---
1A-North	31	---	31	3
1A-South	27	---	27	5
1B-North	14	---	14	10
1B-South	23	---	23	6
8	28	---	28	4
9	9	---	9	14
12	12	---	12	12

ROUTE	SCHOOL YEAR AVERAGE (SEP-APR)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING
Campus Express	22	---	22	7
Stomper Express	34	---	34	1
Late Night Express	---	---	---	---
City-Wide Service (Monday-Friday)	12	6	11	---
2	21	5	19	8
3	11	10	11	13
4	1	1	1	18
5	8	5	7	15
6	35	15	32	2
7	3	2	3	17
13	3	3	3	16
City-Wide Service (Saturday)	15	11	15	---
10	17	12	16	9
11	13	10	13	11
System Average			17	

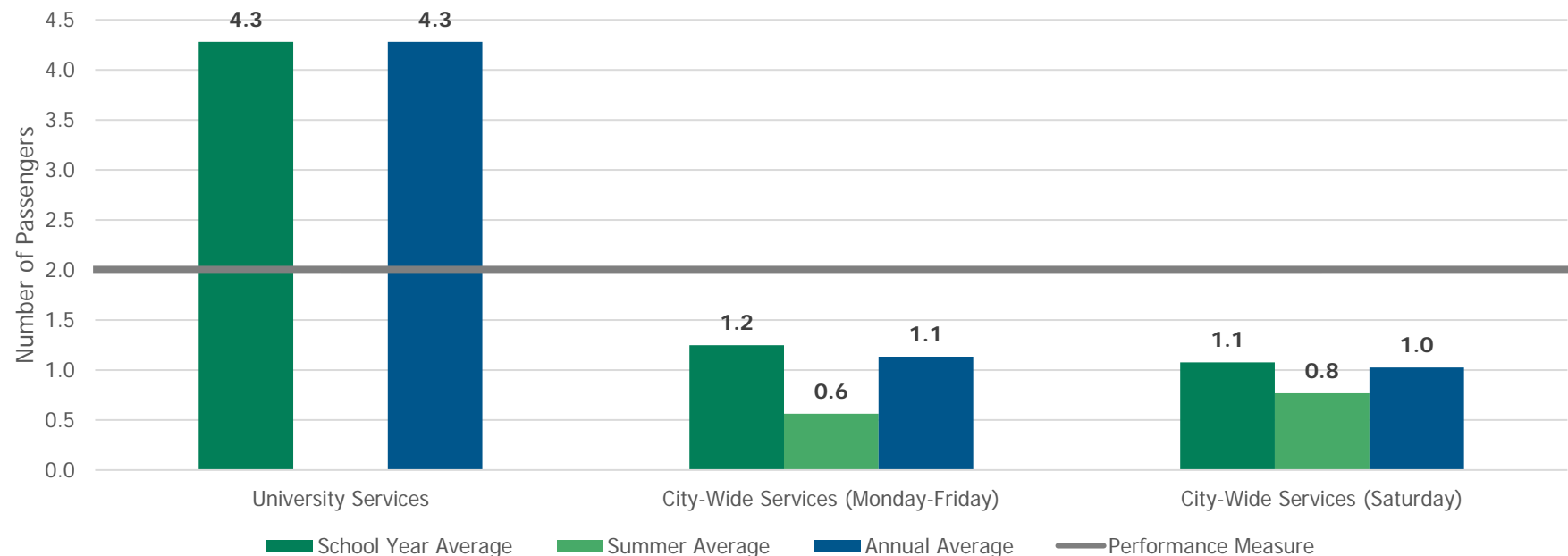
Passengers per Revenue Mile

Passengers per revenue mile is a comparison of the total passengers carried on a route to the total number of revenue (or service) miles operated by the route. It is used to determine the productivity of a route's average revenue mile.

University Services carry significantly more passengers per revenue mile than the City-Wide Monday-Friday and Saturday services. On average, annually City-Wide (Monday-Friday) Services carry more passenger per mile than Saturday service, whereas in contrast in the summer, Saturday service carries slightly more passenger per mile. **Figure 11** depicts passengers per revenue mile by service in 2016.

On average, GMTS routes carry 3 passengers per mile annually. During the school year, Route 8 has the highest number of passengers per revenue mile, at an average of 10. In the summer, Route 6 serves the most passengers per revenue mile, at an average of 1.2. **Table 7** details passengers per revenue mile by route.

To obtain the goal of maintaining a balanced transportation system that effectively uses available transportation funds, the following performance measure has been identified: maintain at least an average of 2 passengers per mile.



► Figure 11 | Passengers per Revenue Mile by Service, 2016

► Table 7 | Passengers per Revenue Mile by Route, 2016

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
University Service	4.3	---	4.3	---	✓
1A-North	8.1	---	8.1	2	✓
1A-South	5.1	---	5.1	3	✓
1B-South	3.8	---	3.8	5	✓
1B-North	3.1	---	3.1	6	✓
8	9.5	---	9.5	1	✓
9	2.5	---	2.5	10	✓
12	2.0	---	2.0	11	✗
Campus Express	4.1	---	4.1	4	✓
Stomper Express	1.6	---	1.6	12	✗
Late Night Express	3.0	---	3.0	7	✓
City-Wide Service (Monday-Friday)	1.2	0.6	1.1	---	✗
2	3.3	0.8	2.9	8	✓
3	1.2	0.9	1.1	14	✗
4	0.3	0.2	0.3	18	✗
5	0.5	0.4	0.5	16	✗
6	2.8	1.2	2.5	9	✓

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
7	0.4	0.2	0.4	17	✗
13	0.2	0.2	0.2	19	✗
City-Wide Service (Saturday)	1.1	0.8	1.0	---	✗
10	1.2	0.9	1.2	13	✗
11	0.9	0.7	0.9	15	✗
System Average			3		✓

Cost Efficiency

GMTS has eight different fare types, which are shown in **Table 8**. GMTS also offers service via MavCards to MSU-Mankato students and faculty. The fares are paid by MSU-Mankato twice a year.

Since 2012, MSU-Mankato has charged each student a Green Transportation Fee which contributes to the fees that the University pays to GMTS twice a year. These fees allow faculty and students to swipe their MavCards on any bus instead of paying a fare each time. Much of the student and faculty ridership (68 percent) is seen on the University Service. However, Routes 2 and 6 are in the top five most used routes by students and faculty using their MavCards. The breakdown of University Card usage by route in 2016 is shown in **Table 9**.

► Table 8 | Fare Types and Prices

FARE TYPE	PRICE
Full Fare Riders	\$1.50
Discount Riders	\$0.75
Mobility	\$3.00
Tokens	\$1.25
Youth/Zone Fare	\$0.50
MRCI	\$1.00
Frequent Rider 30-day pass	\$1.00
Mobility (One Way Ticket / Discount Book)	\$3.00 / \$2.70

► Table 9 | University Card Ridership by Route, 2016

ROUTE	2016 ANNUAL RIDERSHIP	2016 MAVCARD RIDERSHIP	PERCENTAGE OF TRIPS USING THE MAVCARD	SYSTEM RANKING
University Service	501,497	432,220	71.2%	
1A-North	124,102	108,607	17.9%	2
1A-South	70,109	62,038	10.2%	5
1B-North	61,926	56,013	9.2%	6
1B-South	10,563	10,541	1.7%	10
8	146,615	125,594	20.7%	1
9	12,455	10,714	1.8%	9
12	10,011	8,677	1.4%	11
Campus Express	34,302	30,445	5.0%	7
Stomper Express	23,438	19,591	3.2%	8

ROUTE	2016 ANNUAL RIDERSHIP	2016 MAVCARD RIDERSHIP	PERCENTAGE OF TRIPS USING THE MAVCARD	SYSTEM RANKING
Late Night Express	7,946	---	---	---
City-Wide Service (Monday-Friday)	243,775	164,624	27.1%	
2	101,829	83,665	13.8%	3
3	30,324	5,942	1.0%	13
4	1,925	483	0.1%	18
5	10,770	1,342	0.2%	15
6	87,535	70,732	11.6%	4
7	2,734	1,236	0.2%	16
13	8,658	1,224	0.2%	17
City-Wide Service (Saturday)	10,567	10,592	1.7%	
10	5,985	1,915	0.3%	14
11	4,582	8,677	1.4%	11
System Total	755,809	607,436	80.4%	

Farebox Recovery Ratio

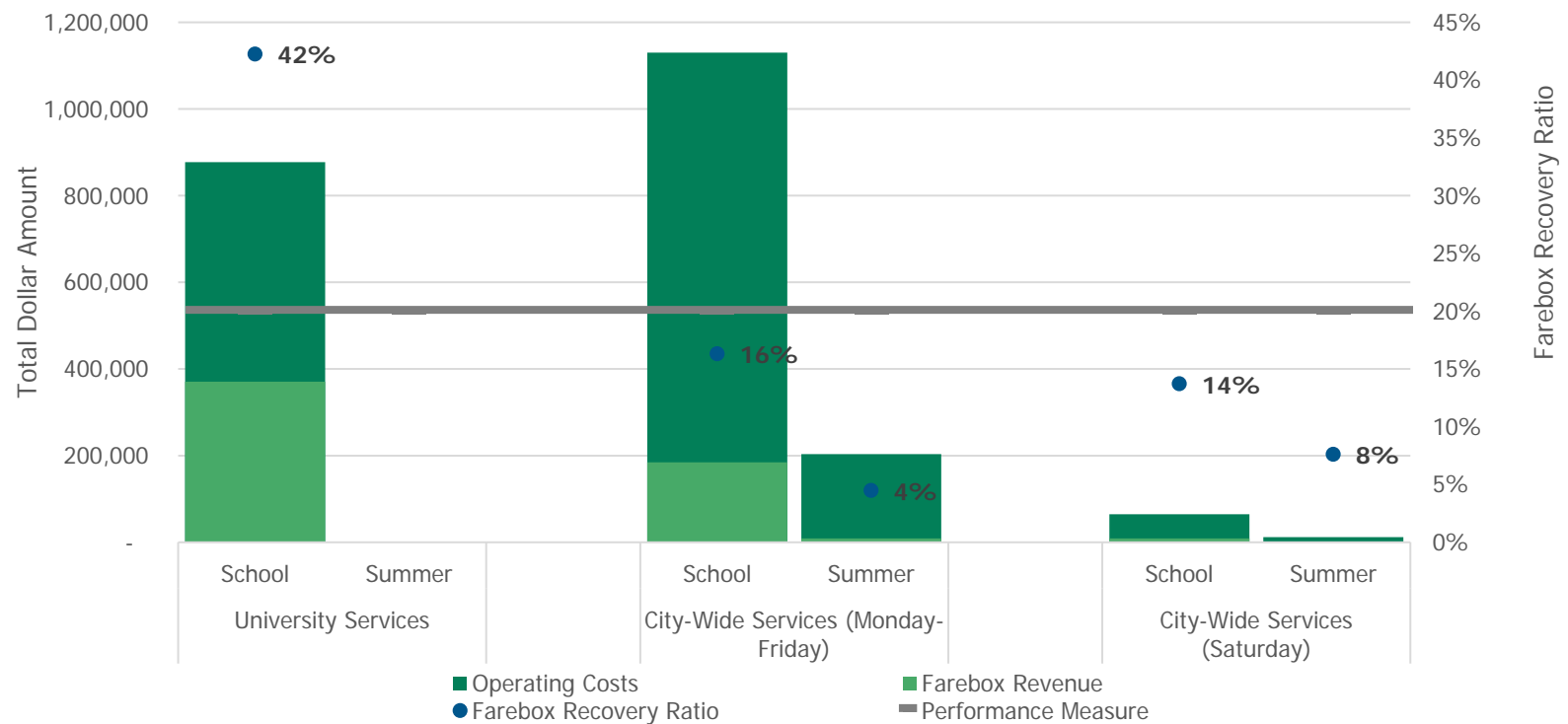
Farebox recovery measures the percentage of operating costs recovered through fares; it is a comparison of the total cost to operate a route to the total fare revenue collected by the route. **Table 10** outlines the farebox recovery ratio for each route. Out of all the routes, Routes 1A-North and 8 are the most cost efficient, with 70 and 64 percent cost recovery, respectively. The least efficient routes are Routes 7 and 13, both of which perform the worst in the summer. **Figure 12** outlines the farebox recovery by service type. The most cost-efficient service type is by far University.

To reach the goal of maintaining a balanced transportation system that effectively uses available transportation funds, the following performance measure has been identified: maintain a farebox recovery ratio greater than industry average of 20 percent.

► Table 10 | Farebox Recovery Ratio by Route, 2016

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
University Service	42%	---	42%	---	✓
1A-North	70%	---	70%	1	✓
1A-South	45%	---	45%	3	✓
1B-North	24%	---	24%	7	✓
1B-South	39%	---	39%	4	✓
8	64%	---	64%	2	✓
9	24%	---	24%	6	✓
12	18%	---	18%	10	✗
Campus Express	23%	---	23%	8	✓
Stomper Express	17%	---	17%	11	✗
Late Night Express	---	---	---	---	✗
City-Wide Service (Monday-Friday)	16%	4%	15%	---	✗
2	29%	2%	25%	5	✓
3	11%	9%	10%	14	✗
4	5%	3%	5%	16	✗
5	9%	6%	8%	15	✗
6	25%	4%	22%	9	✓

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
7	4%	2%	4%	18	✗
13	4%	3%	4%	17	✗
City-Wide Service (Saturday)	14%	8%	13%	---	✗
10	15%	8%	14%	12	✗
11	12%	8%	12%	13	✗
System Average	24%	5%	24%		✓



► Figure 12 | Farebox Recovery Ratio by Service Type, 2016

Subsidy per Passenger

Subsidy per passenger is a comparison of the total operating subsidy, or cost not covered by fare revenue, of a route to the total number of passenger trips operated by the route. It represents the cost of a passenger trip supplemented by additional funding sources. City-Wide Saturday Service requires the highest subsidy per passenger at an average of \$6.44 per passenger. University Service is the most cost efficient, only requiring on average \$1.00 per passenger. Routes 1A-North and 8, are two best performers in terms of subsidy per passenger, and both require less than \$0.50 (Table 11)

To promote efficient system management and operations while increasing collaboration among businesses, community and industry groups, and federal, state, and local governments to better target investments and improve accountability, the following performance measure has been identified: provide a service with an operating cost, or subsidy, per passenger less than or equal to \$3.00.

► Table 11 | Subsidy per Passenger by Route, 2016

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
University Service	\$1.06	---	\$1.06	---	✓
1A-North	\$0.32	---	\$0.32	1	✓
1A-South	\$0.94	---	\$0.94	3	✓
1B-North	\$2.50	---	\$2.50	7	✓
1B-South	\$1.18	---	\$1.18	4	✓
8	\$0.43	---	\$0.43	2	✓
9	\$2.42	---	\$2.42	6	✓
12	\$3.51	---	\$3.51	10	✗
Campus Express	\$2.57	---	\$2.57	8	✓
Stomper Express	\$3.64	---	\$3.64	11	✗
Late Night Express	---	---	---	---	---
City-Wide Service (Monday-Friday)	\$4.19	\$19.76	\$4.68	---	✗
2	\$1.84	\$10.09	\$2.20	5	✓
3	\$8.74	\$9.43	\$8.84	14	✗
4	\$18.98	\$26.14	\$19.82	16	✗

ROUTE	SCHOOL YEAR AVERAGE (AUG-MAY)	SUMMER AVERAGE (JUN-JUL)	ANNUAL AVERAGE	SYSTEM RANKING	MEETS PERFORMANCE MEASURE
5	\$9.91	\$14.63	\$10.44	15	✗
6	\$2.34	\$6.79	\$2.67	9	✓
7	\$22.63	\$43.15	\$24.44	18	✗
13	\$22.00	\$28.09	\$22.76	17	✗
City-Wide Service (Saturday)	\$5.97	\$8.91	\$6.31	---	✗
10	\$5.18	\$7.95	\$5.50	12	✗
11	\$7.01	\$10.13	\$7.37	13	✗
System Average	\$6.45	\$17.38	\$6.75		

Service Quality

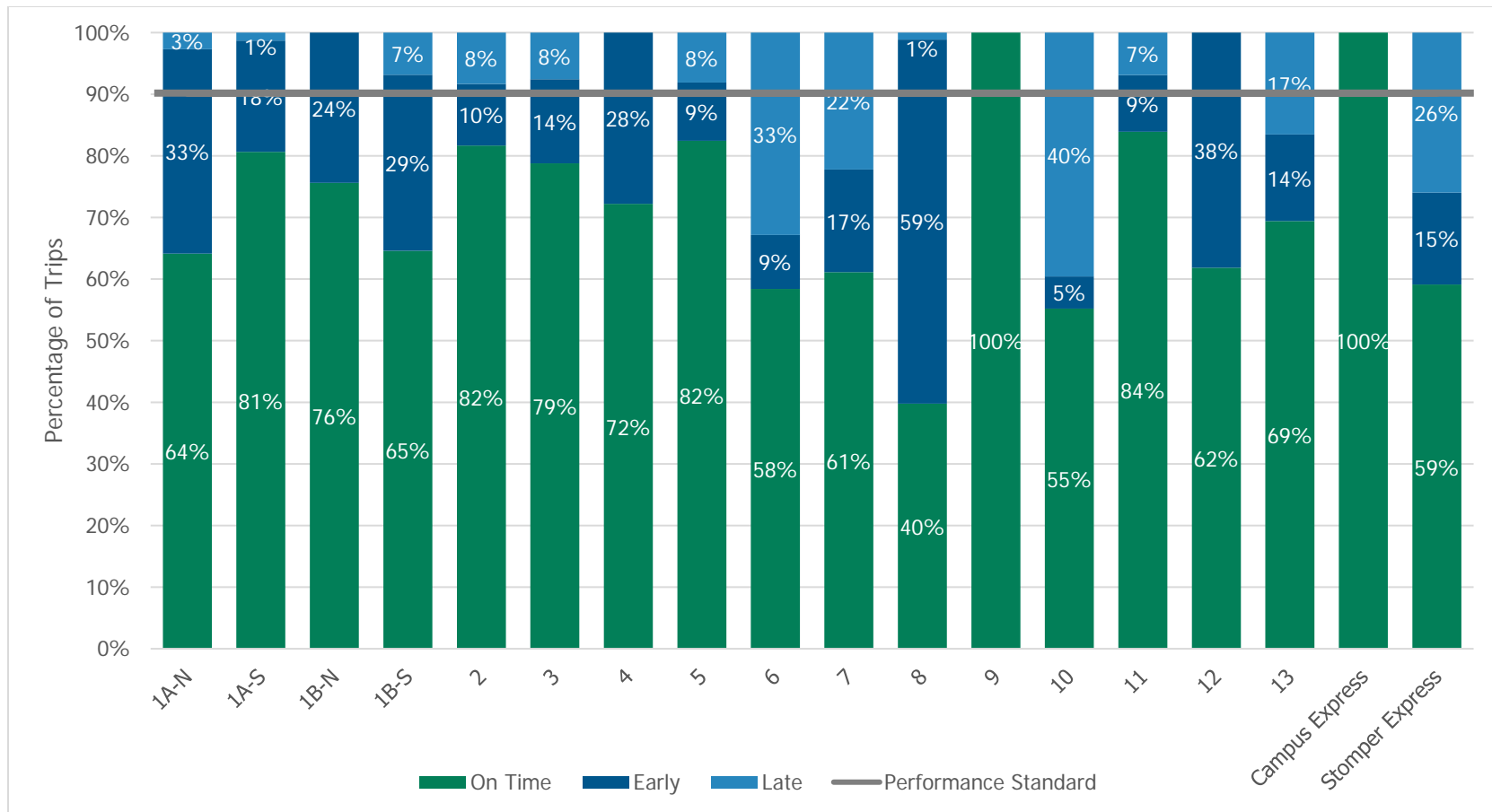
Service quality metrics are used to provide a snapshot of the reliability, safety and comfort of GMTS. On-time performance is a measure of how consistent the service is, revealing the reliability of a route to arrive when expected. Passenger loads often depict the comfort and safety of a trip by measuring the maximum number of people at any given point on a vehicle along a route, revealing any overcrowded trips.

The following metrics were derived from the 2017 Ridership Survey.

On-Time Performance

GMTS defines “on-time” as a bus arriving anywhere from on-time to 5 minutes late at a time point. GMTS has a minimum goal of 90 percent on-time performance (OTP) system-wide. GMTS’s system wide average on-time performance was 69 percent, which is below the agency’s target of 90 percent. Two of the GMTS Routes met the OTP standard set, the Campus Express and Route 9. Route 8, a University service, performed the worst with only 40 percent of on-time trips; many of the trips (59 percent) on this route were early, suggesting too much time is built into the schedule. Routes 1A-North, 4, 8, and 12 showed a sizeable number of early trips (all over 30 percent) as well. **Figure 13** provides an overview of on-time performance by route³.

³ No data was collected on the Late-Night Express.



► Figure 13 | On-time Performance by Route

Passenger Load

The passenger load assessment measures the comfort and safety of passengers while onboard a vehicle. It identifies how many people are on the bus at any given moment compared to its capacity. High passenger loads result in overcrowded conditions, which may require additional service to address the issue. The GMTS Campus routes have the highest trip loads, with Routes 1A-North, 1B-South, 6, and 8, all having trips with more than 50 passengers on the bus. Routes 1A-North, 1B-North, 1B-South, 2, 6, and 8 all exceed a load standard of 120 percent (a standard used by many transit agencies). **Table 12** describes GMTS' maximum number of persons that should be on a bus at a given time and maximum load by route.

► Table 12 | Daily Max Passenger Load by Route

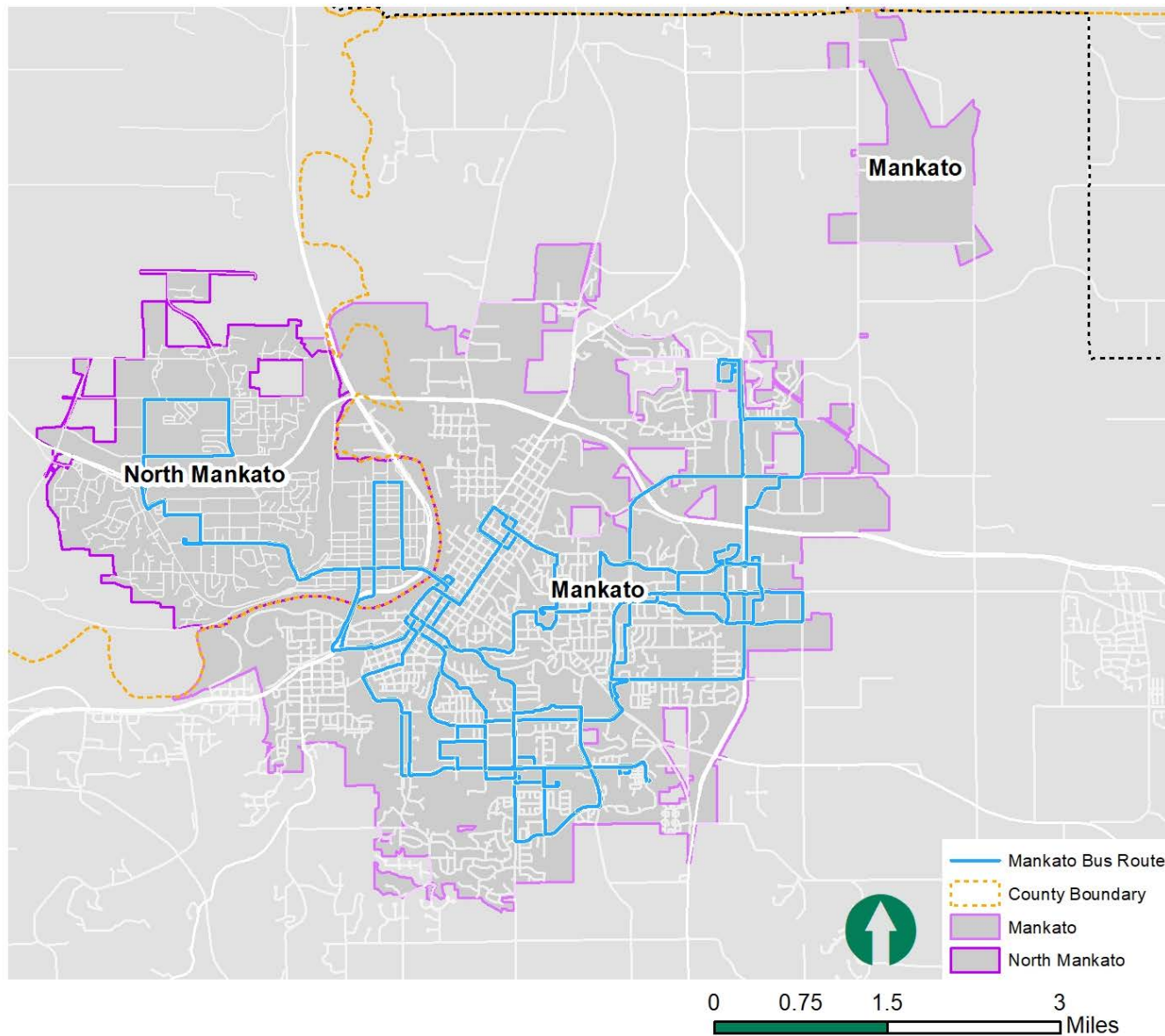
ROUTE	AVERAGE MAXIMUM LOAD	SEATED CAPACITY	MAXIMUM CAPACITY	MEET PERFORMANCE STANDARD
University Service				
1A-North	80	32	38	✗
1A-South	32	32	38	✓
1B-North	40	32	38	✗
1B-South	58	32	38	✗
Route 8	67	32	38	✗
Route 9	12	32	38	✓
Route 12	11	32	38	✓
Campus Express	38	38	45	✓
Stomper Express	30	38	45	✓
City-Wide Service (Monday-Friday)				
Route 2	43	32	38	✗
Route 3	17	16	19	✓
Route 4	2	19	22	✓
Route 5	9	19	22	✓
Route 6	65	32	38	✗

ROUTE	AVERAGE MAXIMUM LOAD	SEATED CAPACITY	MAXIMUM CAPACITY	MEET PERFORMANCE STANDARD
Route 7	3	16	19	✓
Route 13	3	16	19	✓
City-Wide Service (Saturday)				
Route 10	21	32	38	✓
Route 11	18	32	38	✓

Mobility Bus

GMTS currently provides paratransit service to qualified residents within the city limits of Mankato and North Mankato (**Figure 14**). The hours of operation are aligned with the regular fixed-route services provided within the individual city limits. Qualified residents include persons who are unable to access fixed-route services due to a disability.

Mankato and North Mankato paratransit service is aligned with the fixed-route transit service provided in each community in terms of service hours. These hours of service provide consistent paratransit service coverage to disabled persons within the Mankato/North Mankato city limits relative to the availability of fixed route service.

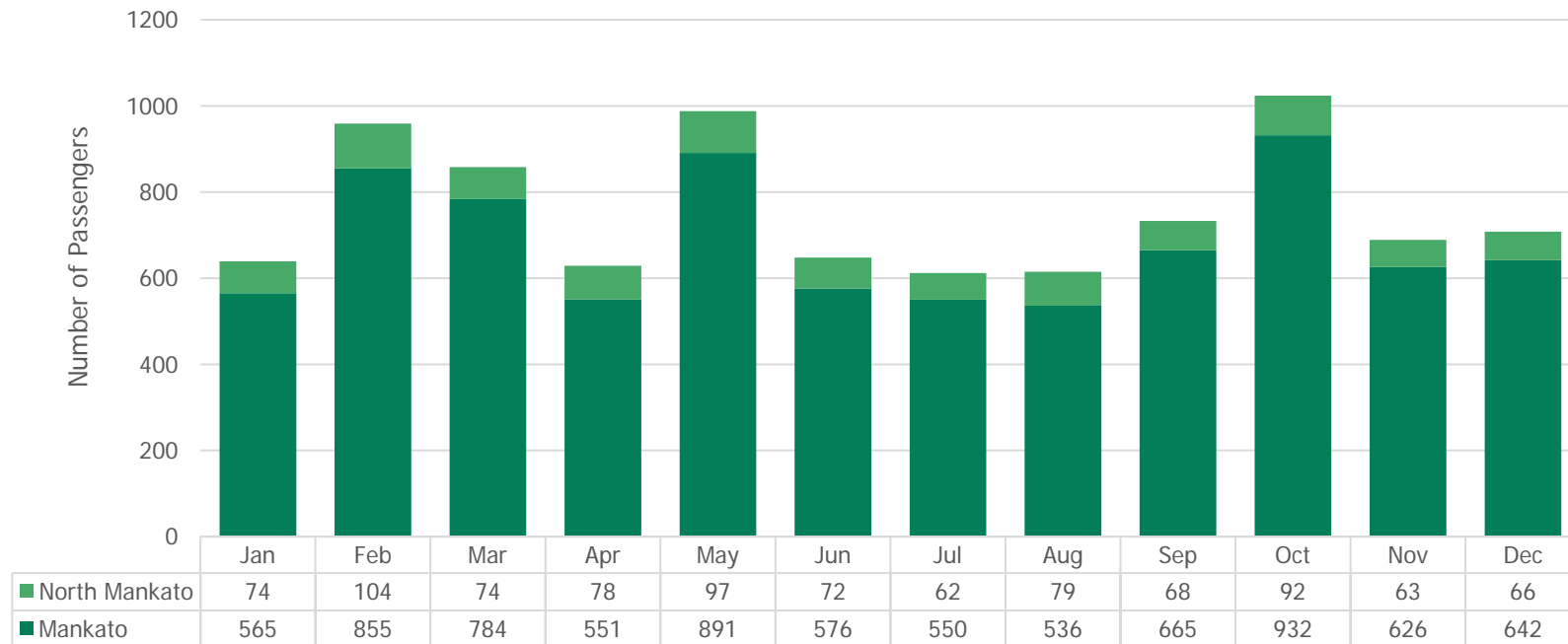


► Figure 14 | Paratransit Service Boundary Map

Ridership

In 2016, a total of 9,102 people used the paratransit service. Of these, 929 trips, or 10 percent, originated in North Mankato, while the remaining 8,173 passengers (90 percent) originated in Mankato (**Figure 15**).

Ridership on the fixed-routes drops significantly when MSU-Mankato classes are not in session, paratransit ridership is more stable throughout the course of the year with few fluctuations in ridership. This indicates that paratransit passengers are more likely than fixed-route riders to be year-round residents of the Greater Mankato area as opposed to university faculty or students.



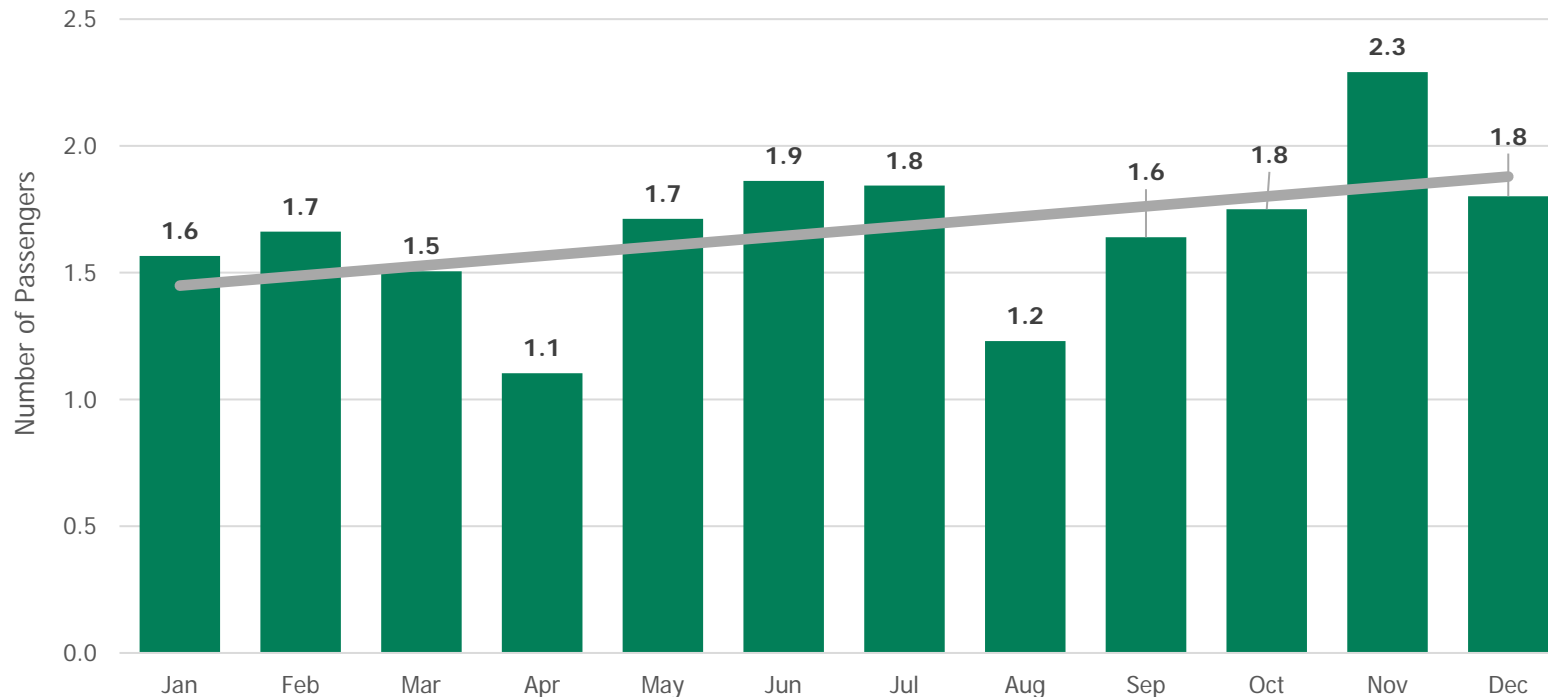
► **Figure 15 | Paratransit Service Monthly Ridership, 2016**

Service Effectiveness

Passengers per Revenue Hour

The paratransit service carried an average of 1.7 passengers per revenue hour in 2016. Overall, 2016 passengers per hour steadily increased throughout the year, with November culminating in the highest number of passengers per hour, 2.3, in the entire year. **Figure 16** illustrates by month the average number of passenger per hour by month.

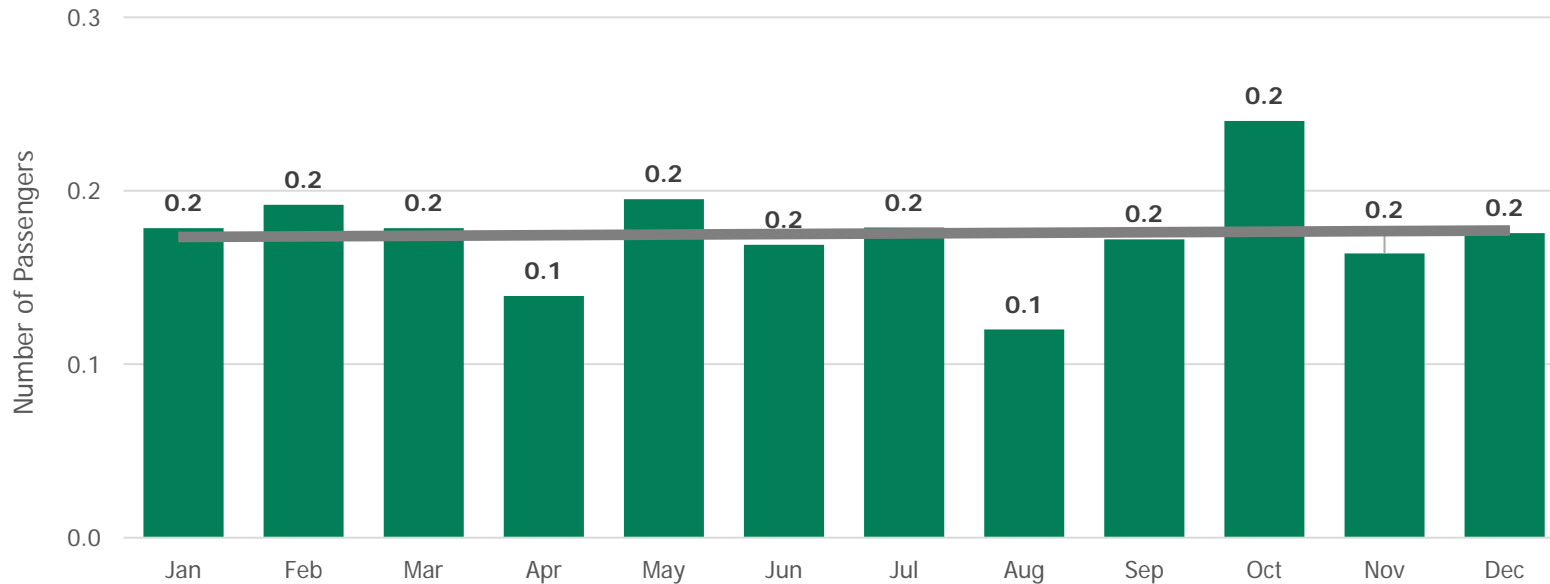
To develop a balanced transportation system that effectively uses available transportation funds, the following performance measure has been identified: maintain at least an average of 2 paratransit passengers per hour. The system is not currently meeting this performance metric.



► Figure 16 | Paratransit Passengers per Revenue Hour, 2016

Passengers per Revenue Mile

The paratransit service carried an average of 0.2 passengers per revenue mile during 2016. The number of passengers per revenue mile was constant throughout the entire year. The number of passengers per revenue mile correlates to the overall ridership for paratransit each month. In October 2016, the paratransit service carried more riders than any other month that year and had the highest rate of passengers per revenue mile (**Figure 17**).



► Figure 17 | Paratransit Passengers per Revenue Mile, 2016

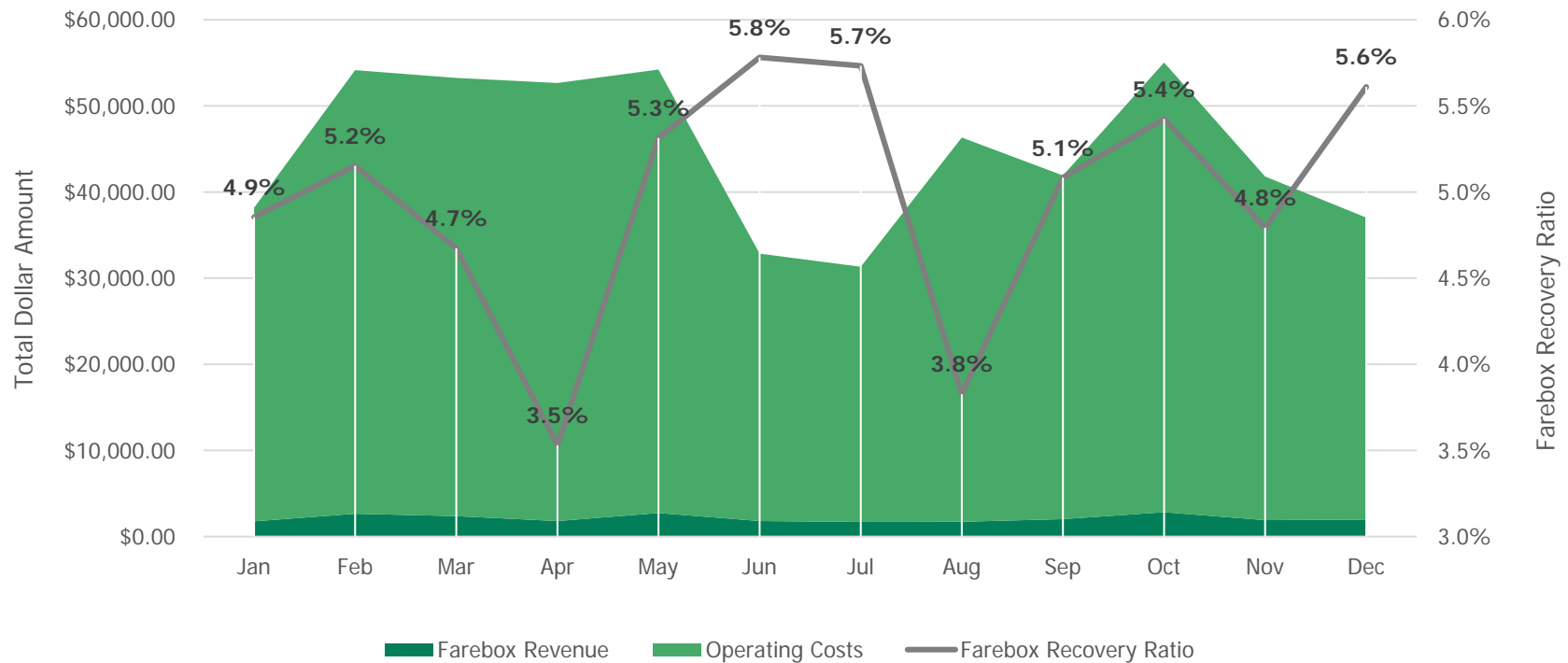
Cost Efficiency

Paratransit costs \$3.00 for a single ride, which is double the standard GMTS one-way fare for fixed-route service. Frequent riders may purchase a ten-trip ticket for \$27.00, which represents a ten percent discount over the standard paratransit rate.

Farebox Recovery Ratio

Farebox revenue stays consistent throughout the year for the paratransit services, while the total operating costs fluctuate, with major dips in June and July (**Figure 18**). June, July and December also saw the largest farebox recover ratios, all above 5.5 percent recovery.

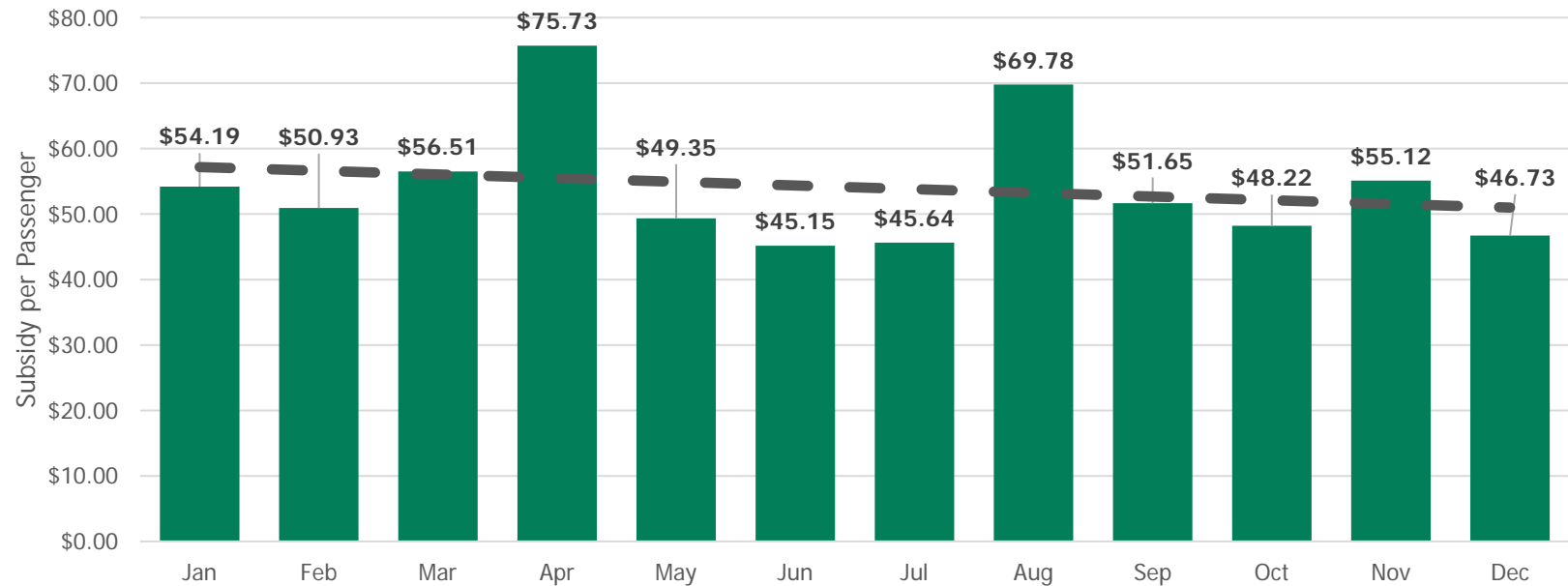
To reach the goal of maintaining a balanced transportation system that effectively uses available transportation funds, the following objective has been identified: maintain a farebox recovery ratio greater than 6 percent for paratransit services. In 2016, this objective was close to being met in the summer months and in December but the annual average fell short.



► Figure 18 | Paratransit Farebox Recovery Ratio, 2016

Subsidy per Passenger

In 2016, the subsidy per passenger on the paratransit service steadily decreased. As with the farebox recovery ratio, June, July, and December were the most cost efficient in terms of the lowest subsidy per passenger. **Figure 19** provides a summary of the subsidy per passenger for the paratransit service by month.



► Figure 19 | Paratransit Subsidy per Passenger, 2016

Service Quality

On-time Performance

Paratransit does not operate on a fixed schedule and passengers are required to make reservations with GMTS at least one business day in advance of the desired trip time. Paratransit will only wait for five minutes upon arrival at a scheduled pickup to maintain a high quality of service for all users. On-time performance is defined as no more than 5 minutes early and no more than 2 minutes late. In April 2017, 39 percent of the 385 recorded paratransit trips were on-time per the passenger's scheduled pick up time. Saturdays had the longest average trips, 16.3 minutes; four minutes longer than the overall average trip length of 12.3-minute trips (**Table 13**).

► Table 13 | Paratransit On-Time Performance and Average Trip Length, April 2017

SERVICE TYPE	NUMBER OF TRIPS SURVEYED	ON-TIME	EARLY	LATE	AVERAGE TRIP LENGTH (MINUTES)
Total	385	39%	44%	17%	12.4
Monday- Friday (Day)	230	35%	55%	24%	12.3
Monday – Friday (Night)	102	46%	25%	29%	11.9
Saturday	53	45%	34%	21%	16.3
System	385	39%	44%	17%	12.4

Market Analysis

Identification/Description of Local Activity Centers

Multiple schools, shopping centers, entertainment and cultural venues, healthcare facilities, and major employers are in Mankato and North Mankato. In addition, Mankato is the county seat of Blue Earth County, and several civic facilities are located throughout the service area. While some of these activity centers are served by existing GMTS service, others are not, including and the Loyola Catholic High School, the Prairie Winds Middle School, and a Walmart distribution center that employs more than 400 people. **Table 14** provides a detailed list of activity centers and the routes that serve them. Some activity centers are not currently served by any GMTS routes.

► Table 14 | Activity Centers

TYPE	NAME	ROUTE
Business District	Downtown Mankato	2, 3, 4, 5, 7, 10, 11, 13
Community Center	Lincoln Community Center	2
	YMCA	5
	Tourtellotte Park/Pool	No Service

TYPE	NAME	ROUTE
Education	Dakota Meadows Middle School	5
	Immanuel Lutheran Grade School and High School	3, 10, 11
	Loyola Catholic School	No service
	Mankato East Senior High School	6
	Mankato West Senior High School	2
	Minnesota State University	1A-North, 1A-South, 1B-North, 1B-South, 2, 6, 8, 9, 10, 11, 12, Campus Express, Stomper Express
	Prairie Winds Middle School	No service
	South Central College	5
Employer	Taylor Corporation	5
	Verizon Wireless	2, 3, 4, 5, 7, 10, 11, 13
	Walmart Distribution Center	No service
Entertainment	Children's Museum of Southern Minnesota	2
	Verizon Center	2, 3, 4, 5, 7, 10, 11, 13
Government	Blue Earth County Courthouse	2, 3, 4, 5, 7, 10, 11, 13
	Blue Earth County Government Center	2, 3, 4, 5, 7, 10, 11, 13
	Blue Earth County Justice Center	6

TYPE	NAME	ROUTE
	Mankato City Hall	2, 3, 4, 5, 7, 10, 11, 13
Health	Mayo Clinic	3, 10, 11, 13
	Wickersham Health Campus	13
Housing	Orness Plaza	3, 13
Shopping	River Hills Mall	3, 6, 10, 11, Stomper Express
	Madison Avenue Corridor	3, 6, 13
	Walmart Supercenter	3, 10, 11, Stomper Express

Transit Propensity

To determine whether a location is suitable for transit service, a transit propensity analysis was applied. This analysis uses a series of indices that reveal locations with significant clusters of potential transit oriented users, commuters, jobs, or other non-work destinations that could be well-served by new or increased transit service. Each index is based on a set of demographic, employment and geographic characteristics, which are weighted to reflect the effect of these characteristics on transit demand. Combined with other data on the origins and destinations of trips throughout the region, and input from stakeholders, these indices provide a foundation for planning transit service throughout the study area. The transit propensity indices for the Mankato are summarized in **Table 15**.

The transit-oriented population and commuter indices draw from the US Census' 2015 American Community Survey (ACS) five-year estimates, which provide the most recent and reliable source of demographic data for small geographic areas. Employment and non-work travel indices are based on the US Census' 2014 Longitudinal Employer-Household Dynamics (LEHD) survey, which provides the most recent estimates of the number and type of jobs in an area.

► Table 15 | Summary of Transit Propensity Indices

TRIP TYPE	TRANSIT PROPENSITY INDEX	DEMOGRAPHIC AND EMPLOYMENT STATISTICS USED	LOCATIONS WITH HIGHEST PROPENSITY
Producers	Transit-Oriented Population Origin	Population, race/ethnicity, households, age, income, car ownership, disability status	University Park, Jaycee Park, Buscher Park, Rasmussen Park, Downtown Mankato, East Mankato, North Mankato
	Commuter Origin	Labor force, employed persons, commuters	University Park, Jaycee Park, Buscher Park, Rasmussen Park, Downtown Mankato, North Mankato, Blue Earth County Justice Center
Attractors	Workplace Destination	Employees	Minnesota State University, Downtown Mankato, Tourtellotte Park, North Mankato
	Activity (Non-Work) Destination	Jobs in restaurant and retail, recreation, healthcare and social assistance, education, and government	Minnesota State University, River Hills Mall, Downtown Mankato

TRANSIT PROPENSITY INDICES

Transit-Oriented Population Origin Index

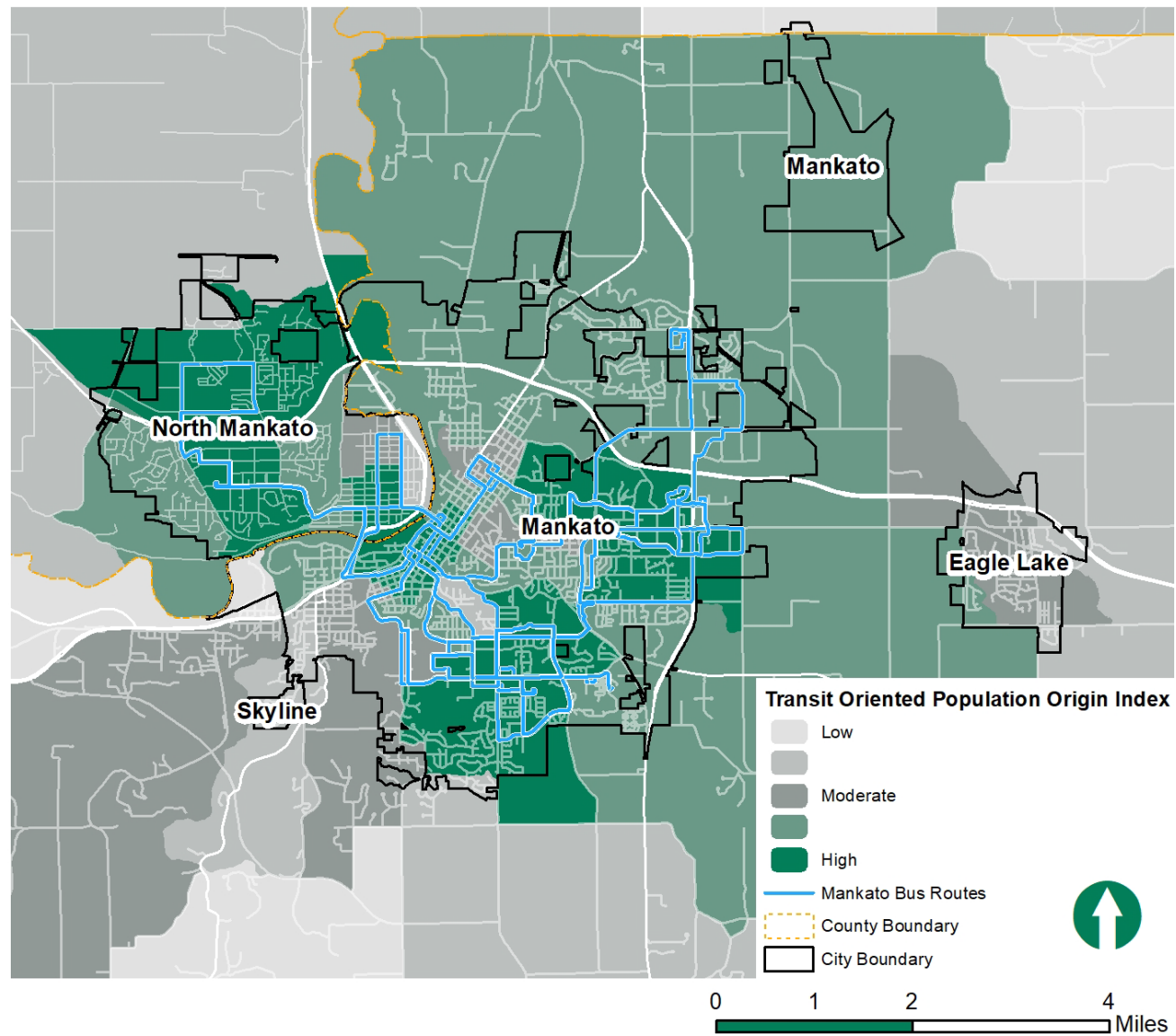
The Transit-Oriented Population Origin Index identifies areas with higher numbers and concentrations of customers more likely to need or use transit. The index is constructed from demographic statistics in six categories: population (including race and ethnicity), age, number of households, income, vehicle ownership, and disability status. After each sub area is scored in these categories, the scores are weighted and combined to create an overall Transit-Oriented Population Origin Index, **Table 16** details the weights used for each category.

► Table 16 | Transit-Oriented Population Index

CATEGORY	WEIGHT
Population (General / Minority)	5
Age (Youth / Senior)	25
Households	25
Income (Low)	15
Vehicle Ownership (Zero / One Car)	25
Disability Status (Yes)	5

Areas with higher transit-oriented populations include the MSU-Mankato campus and the adjacent neighborhoods (University Park, Jaycee Park, Buscher Park, Rasmussen Park), Downtown Mankato, East Mankato (including River Hills Mall and Blue Earth County Justice Center), and North Mankato. Each of these areas is served by existing GMTS service, and MSU-Mankato, the Downtown Mankato transit hub on Cherry Street, and River Hills Mall are currently among the most active locations in the GMTS network in terms of daily boardings and alightings. In conjunction with the Transit-Oriented Population Index results, the ridership figures show that these areas are likely to remain high ridership locations following any improvements to the network.

In addition, the communities of Eagle Lake and Skyline have moderate concentrations of transit-oriented populations. Although the only activity centers in these communities are apartment complexes, the Longitudinal Employer-Household Dynamics (LEHD) Census data for these communities indicate that most residents in these areas are commuting to locations in Mankato with high concentrations of jobs. **Figure 20** shows the Transit-Oriented Population Origin Index for the study area.



► Figure 20 | Transit Oriented Population Index

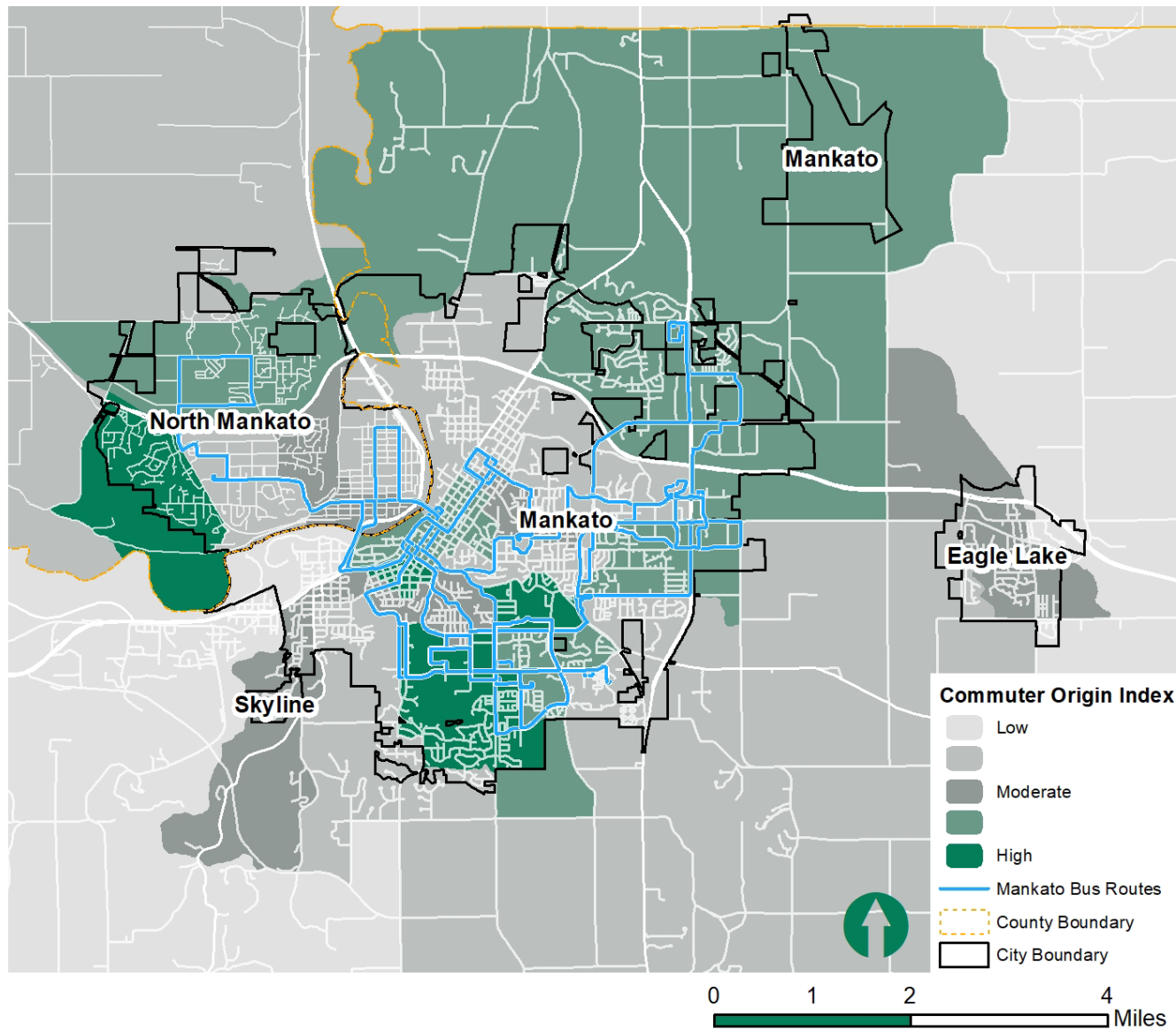
Commuter Origin Index

The Commuter Origin Index identifies areas with high numbers and concentrations of traditional peak-hour commuters. This is used to identify how well existing transit service meets commuter demand and the potential for new markets. The index is constructed from demographic statistics in two categories: labor force and commute mode, which are chosen because of the correlation to peak-hour trip flows. After each subarea is scored in these categories, the scores are weighted and combined to assess an area's overall Commuter Origin Index score. **Table 17** details the weights by category.

► Table 17 | Commuter Origin Index

CATEGORY	WEIGHT
Labor Force	80
Commute Mode (Transit)	20

Figure 21 shows the Commuter Index for the study area. By design, areas with moderate to high Commuter Index scores are those areas with high numbers and densities of persons employed or in the labor force. In Mankato, these areas include MSU-Mankato (University Park, Jaycee Park, Buscher Park, Rasmussen Park), Downtown Mankato, East Mankato, and North Mankato. Although these areas all score well on the Commuter Index, current GMTS service to some of the major employment centers in East Mankato such as the Walmart Distribution Center and Taylor Corporation in North Mankato only operates a few trips each day or is not within reasonable walking distance to these employers.



► Figure 21 | Commuter Index

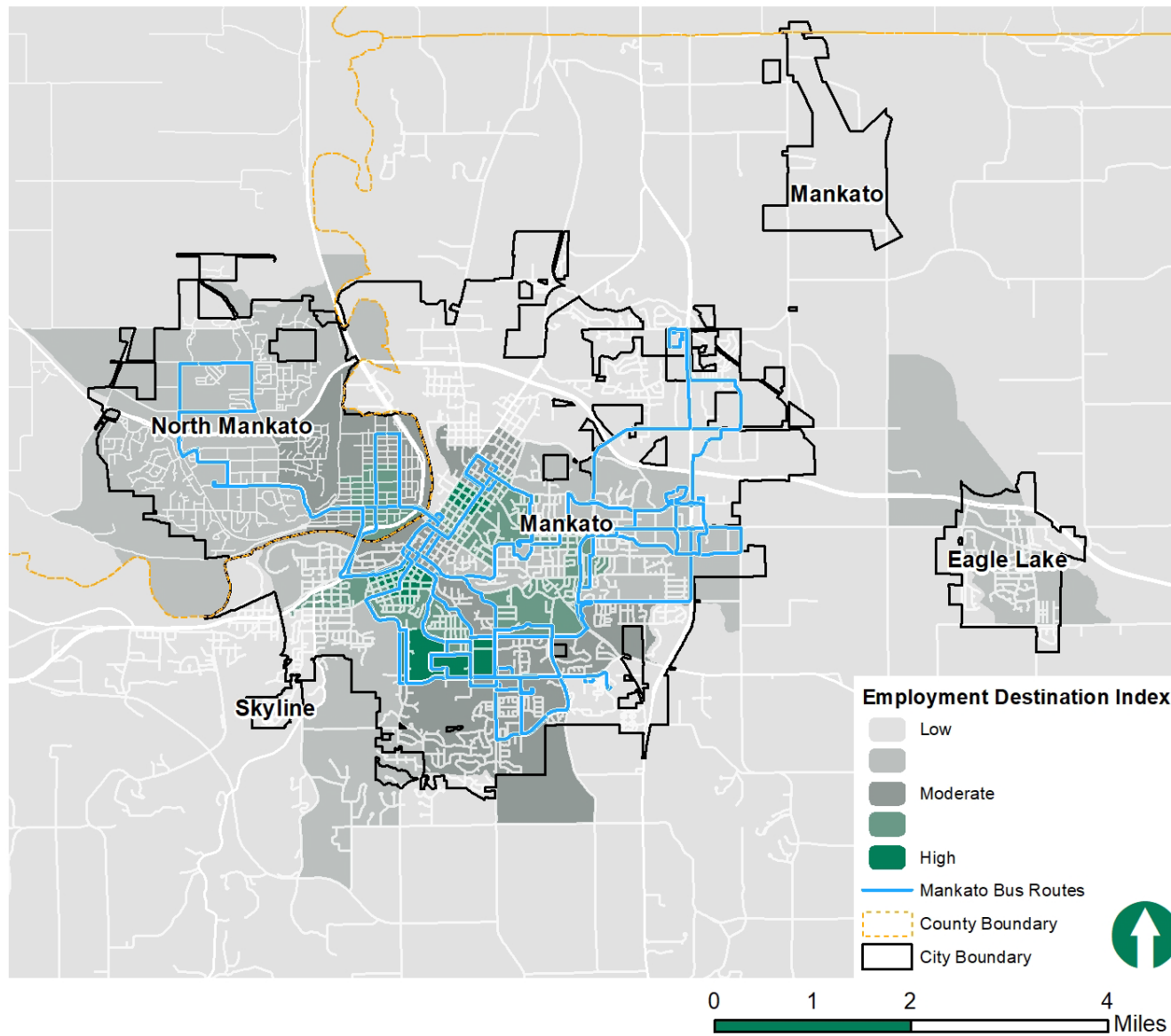
Workplace Destination Index

The Workplace Destination Index is constructed from the total number of jobs and employment density in an area. Areas with high numbers and densities of jobs are also likely to be locations where traditional peak-hour commuters would travel to for work and are considered major trip attractors. This index relies on Longitudinal Employer-Household Dynamic (LEHD) data on the location of both public and private sector jobs where the job is the primary job held by an individual (**Table 18**).

► Table 18 | Workplace Destination Index

CATEGORY	WEIGHT
Employment (All Jobs)	100

Figure 22 shows the Workplace Origin Index for the study area. In general, employment centers are more concentrated than residential areas, therefore fewer areas in the region receive moderate to high Workplace Origin Index scores. The areas with high concentrations of jobs, and the highest propensity scores include MSU-Mankato, Downtown Mankato (where a central business district and Verizon Wireless offices are located), River Hills Mall, East Mankato (including the site of the Walmart Distribution Center), and North Mankato (where the Taylor Corporation, the area's largest employer, is located).



► Figure 22 | Employment Index

Activity (Non-Work) Destination Index

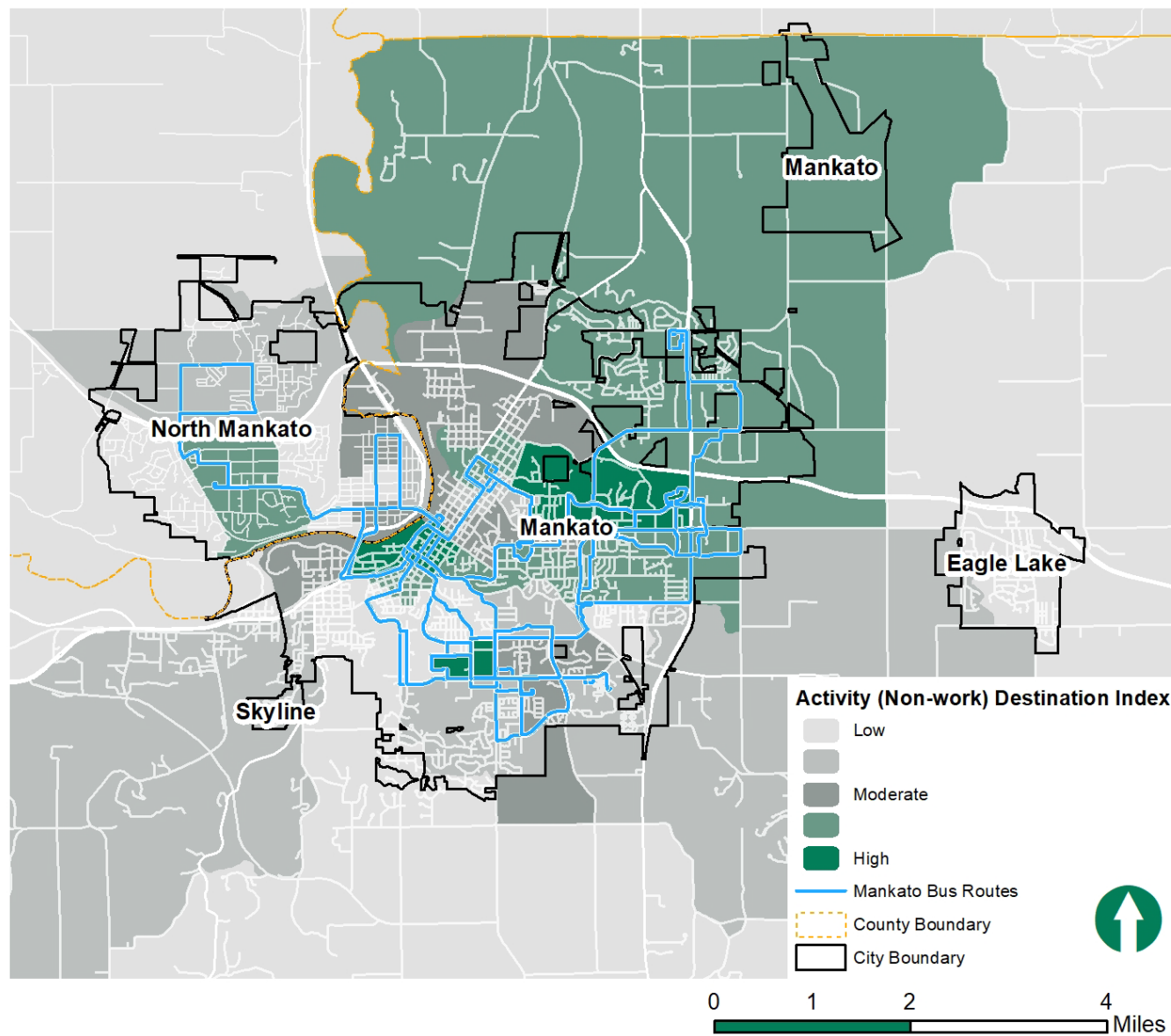
The Non-Work Index shows potential destinations for non-work travel based on the concentration of certain job types in an area. For instance, areas with high numbers and densities of retail and restaurant jobs likely indicate places where transit customers might travel to for shopping or dining, or make general transit trips. Scores across Retail & Restaurant, Recreation, Health Care & Social Assistance, Education, and Government are combined to create an overall Non-Work Index (**Table 19**). This index relies on LEHD data on the location of both public and private sector jobs where the job is the primary job held by an individual.

► Table 19 | Activity (Non-Work) Destination Index

CATEGORY	WEIGHT
Retail / Restaurant	40
Recreation	5
Healthcare / Social Assistance	25
Education	25
Government	5

Figure 23 shows the Non-Work Index for the study area. Areas with the highest scores in this index have a significant level of employment overall. The employment centers are more concentrated than residential areas so there are far fewer areas that show medium to high scores in this index compared to the origin indices. Because the Non-Work Index is based on employment data, the distribution of scores across the study area is similar to the Employment Index.

In the study area, the areas with the highest Non-Work Index scores are in East Mankato near the River Hills Mall and along the Madison Avenue corridor, which features several shopping centers. The MSU-Mankato campus and downtown Mankato also have high Non-Work Index scores. These areas are served by existing GMTS service, and are among the locations in the current network with the most boarding and alighting activity each day.



► Figure 23 | Non-Work Index

Service Analysis

Based on the four transit propensity indices and their underlying data, a suitability analysis was prepared to determine areas most suitable for all day, peak hour and paratransit services. These additional propensity suitability analyses aid in identifying the types of transit service potentially suitable for locations within the study area.

ALL-DAY SERVICE SUITABILITY INDEX

The All-Day Service Suitability Index identifies locations suitable for all-day transit service by combining the results of the Transit-Oriented Population and Non-Work Indices. Locations with significant transit-oriented populations are presumed to require connections to and from jobs or non-work-related trip destinations all day. This results in a suitability index that identifies major origins or destinations for transit trips that would occur throughout the day. **Figure 24** shows the All-Day Service Suitability Index for the Greater Mankato area. Areas with high All-Day Service Suitability Index scores include: MSU-Mankato, Downtown Mankato, East Mankato (including the Madison Avenue corridor, River Hills Mall and Blue Earth County Justice Center), and North Mankato. These areas are currently served by the existing transit network and MSU-Mankato, Downtown Mankato, and River Hills Mall are each served by multiple routes.

PEAK SERVICE SUITABILITY INDEX

The Peak Service Suitability Index identifies locations suitable for peak-hour service by combining results from the Commuter and Workplace Indices. Locations with significant numbers and densities of commuters are presumed to require connections to and from locations with significant numbers of jobs, especially during peak hours. This results in a propensity index that identifies major origins or destinations for transit trips that would occur during peak hours. **Figure 25** shows the Peak Service Index for the study area. Many areas that have high Peak Service suitability also have high All-Day Suitability. Many factors could be affecting this, including; a high concentration of retail that opens after peak hours and businesses that facilitate moving in and out during the day. These areas are currently served by GMTS and should remain connected to the transit network, though it may be necessary to evaluate the span of service to determine that these locations are served at the times of day most people wish to travel to or from them.

PARATRANSIT SERVICE SUITABILITY INDEX

The Mobility Bus provides consistent all-day paratransit service coverage to disabled persons within the Mankato city limits, especially to the higher density disabled populations in the Riverfront Park and Washington Park neighborhoods near Downtown Mankato and in the Alexander Park and Erlandson Park neighborhoods adjacent to Mankato Hospital.

However, in North Mankato, the hours of operation are limited to the service hours of Routes 4 and 5 (Monday – Friday: 6:35 AM – 8:35 AM, 11:35 AM – 12:35 PM, and 2:35 PM – 5:35 PM). North Mankato currently has high densities of disabled populations in the Spring Lake neighborhood, as well as moderate-high densities of disabled persons in the South Central College area including the Hoover and Forest Heights neighborhoods.

Outside of the service area, there are also some additional significant densities of disabled persons in both the Skyline and Eagle Lake areas, which should also be considered for expanded paratransit service. **Figure 26** details disabled population densities throughout the study area.

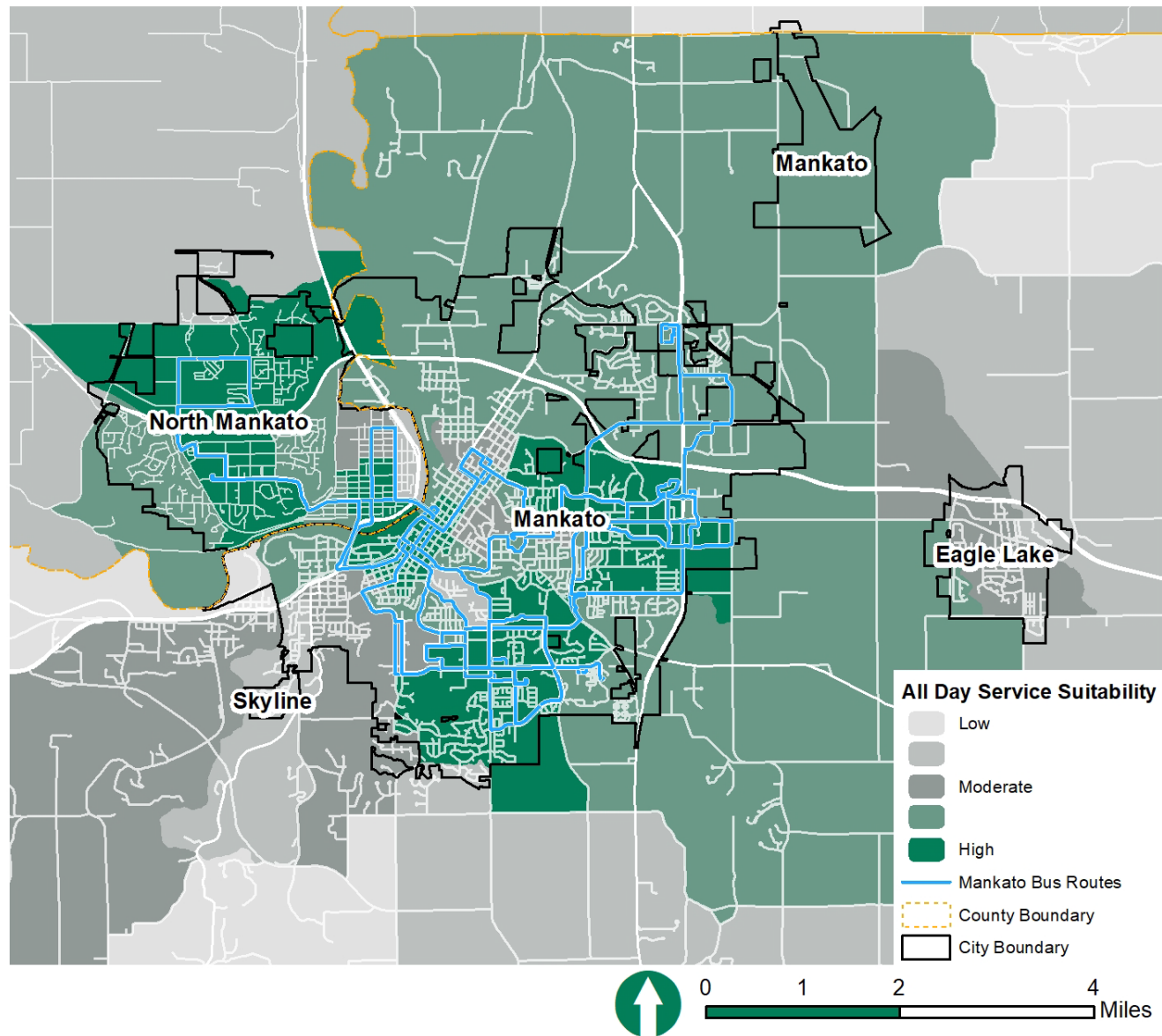
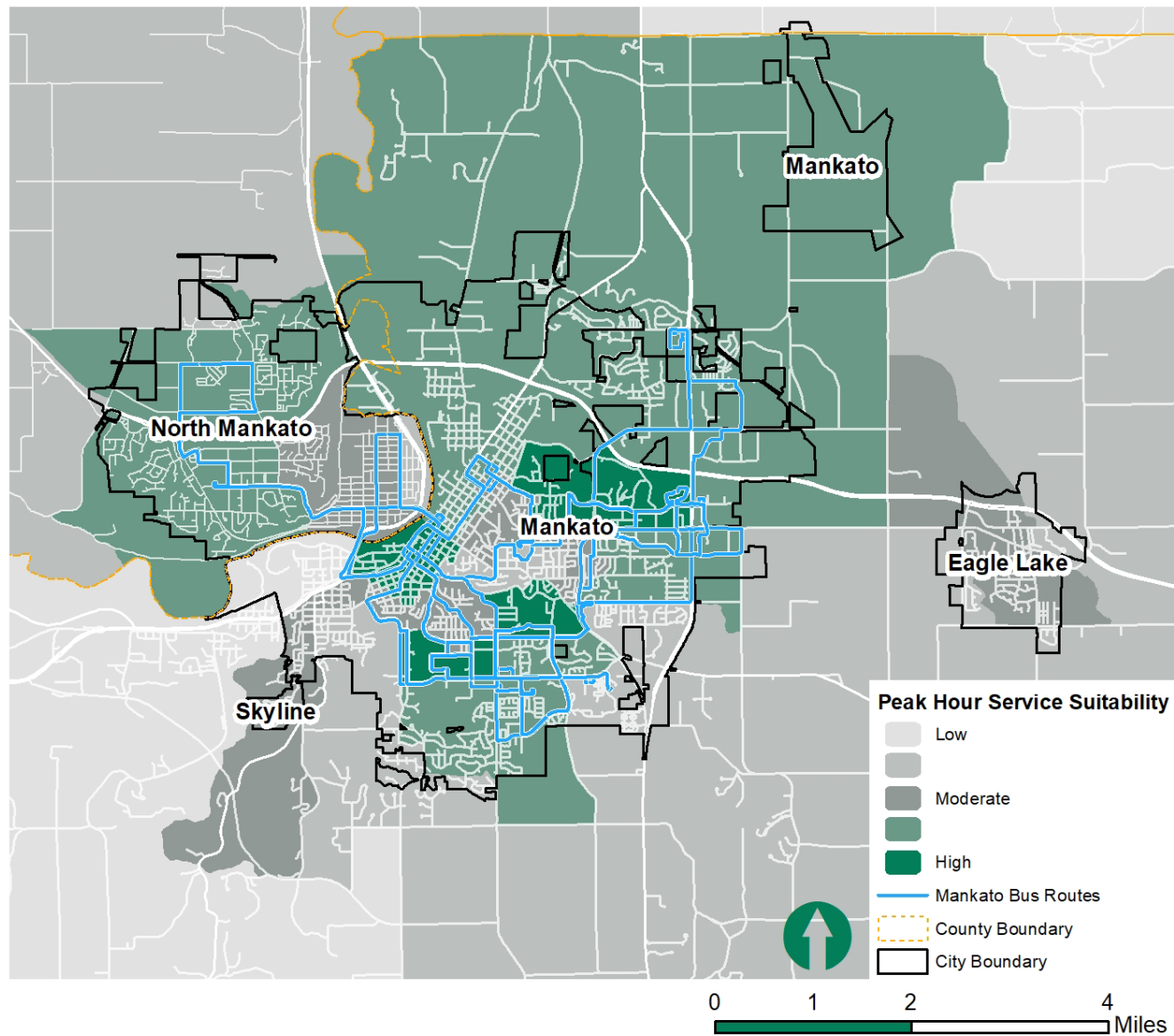
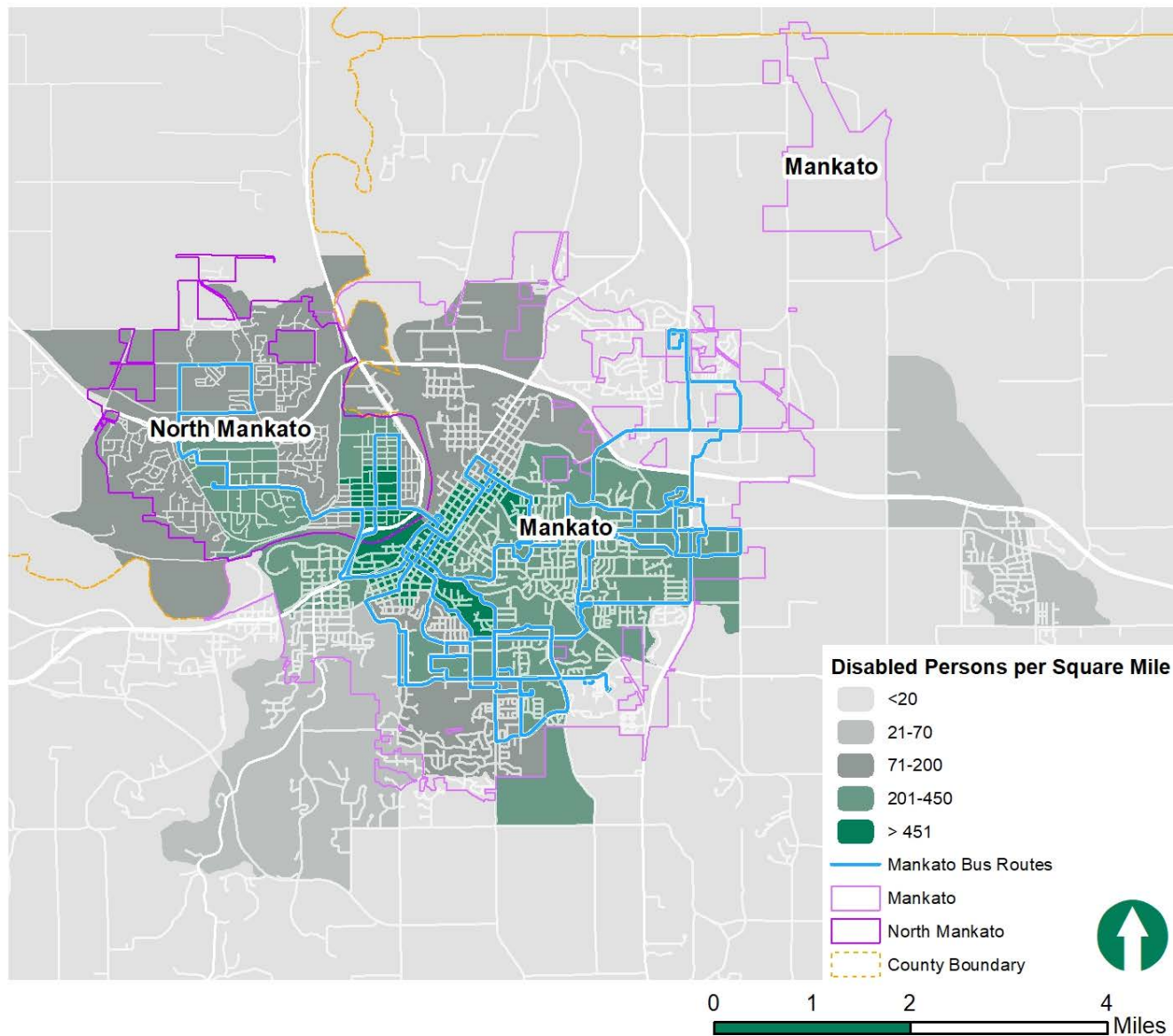


Figure 24 | All Day Service Index



► Figure 25 | Peak Hour Index



► Figure 26 | Paratransit Suitability

Service Gap Analysis

GMTS currently serves the parts of the study area with the highest population density and many of the areas with the highest employment densities. However, the transit propensity analysis shows that there are parts of the Mankato Urbanized Area that need increased or new service.

North Mankato is currently served on weekdays by Route 4 and Route 5, each of which has two trips during the morning peak, a midday trip, and three trips during the afternoon peak; the complementary paratransit service is aligned with these hours of service. Currently there is no evening or weekend service in North Mankato. North Mankato is the location of both South Central College and the headquarters of the Taylor Corporation. Additionally, as in Mankato, the North Mankato comprehensive plan includes plans for new residential units, some of which have already been constructed as well as new commercial and industrial developments in the coming years. Finally, high scores on the Commuter Index, Employment Index, and All-Day Transit Index, indicate that this area may be able to support an increased level of service.

Although Taylor Corporation and its subsidiaries are served by Route 5, this route only operates until 5:30pm, so those working the second and third shift are unable to take transit to work. Some other major employers in Mankato are not directly served by the existing GMTS network. Most notably, the Walmart Distribution Center, which employs more than 500 people, is over a half mile from the nearest bus route. Additionally, there is no Sunday service in Mankato.

While GMTS serves both Mankato East and Mankato West high schools and Dakota Meadow Middle School, there are several area schools that are not currently served, including Prairie Winds Middle School and Loyola Catholic High School. These schools are all within ½-mile of an existing service as the crow flies, but the walking route between the school and bus service involves dangerous or difficult walking routes.

Although the population densities to the east of Mankato are low, the transit propensity analysis indicates that there may be sufficient demand to expand transit service to Eagle Lake. However, these areas may be better suited for flexible alternative services rather than fixed-route service due to their low densities. There are also several apartment complexes and trailer parks that are not served by the existing transit network that also might be suitable for flexible alternative services.

Peer Analysis

This peer review compares GMTS's operating characteristics against those of peer transit agencies with comparable service areas and characteristics. Five transit agencies located in Washington, Maine, and Wisconsin were chosen as peers. Contrasted metrics are:

- ◆ Urbanized and service area square mileage, population, and density
- ◆ Transit service provided
- ◆ Transit vehicles available
- ◆ Vehicle revenue miles and hours
- ◆ Total ridership and ridership per revenue mile and hour
- ◆ Farebox recovery
- ◆ Subsidy per passenger
- ◆ Funding sources of operating and capital expenses

All statistics presented in this analysis are derived from the National Transit Database's (NTD) dataset for Fiscal Year (FY) 2015, the most recent year for which annual data was available at the time of publication.

Peer System Selection

Peers were selected based on a comparison of operational characteristics (unlinked passenger trips, vehicles operated in maximum service) and service area characteristics (size of service area, service area population, service area density, UZA population, number of cities served, number of colleges/universities served, size of universities). This comparison found the highest scoring peers to be:

- ◆ Valley Transit, Walla Walla, WA
- ◆ Community Connector, Bangor, ME
- ◆ Municipal Transit Utility, La Crosse, WI
- ◆ GO Transit, Oshkosh, WI
- ◆ Shoreline Metro, Sheboygan, WI

URBANIZED AREA AND SERVICE AREA CHARACTERISTICS

In comparison to the selected peers, GMTS's UZA has a population of 57,584, 21 percent below the peer average. Of the peers, Valley Transit, which operates in Walla Walla, WA, has the smallest UZA population (55,805), while La Crosse, WI, served by Municipal Transit Utility, has the largest (100,868). **Table 20** details the urbanized area and service area characteristics for GMTS and each of the five peer agencies.

Comparing the service area population, Valley Transit also serves the lowest population (47,239), while Municipal Transit Utility serves the highest (71,201). GMTS's service area population (52,703) is 12 percent lower than the peer average. Valley Transit also serves the lowest population density (1,890 residents per square mile), while GO Transit, located in Oshkosh, WI, serves the densest (2,643 residents per square mile). GMTS's population density (2,196 residents per square mile) is like the peer average (2,202 residents per square mile).

Finally, the Shoreline Metro, located in Sheboygan, WI, serves the smallest area (23 square miles), while the Municipal Transit Utility in La Crosse, WI, serves the largest (36 square miles). GMTS's service area (24 square miles) is 14 percent smaller than the peer average.

Overall, in terms of similarities, GMTS is most similar to:

- ◆ **UZA Population** – Valley Transit, Walla Walla, WA
- ◆ **Service Area Population** – Community Connector, Bangor, ME
- ◆ **Service Area Square Miles** – Valley Transit, Walla Walla, WA; GO Transit, Oshkosh, WI; and Shoreline Metro, Sheboygan, WI
- ◆ **Population Density** – Municipal Transit Utility, La Crosse, WI

► Table 20 | Peer Service Area Characteristics

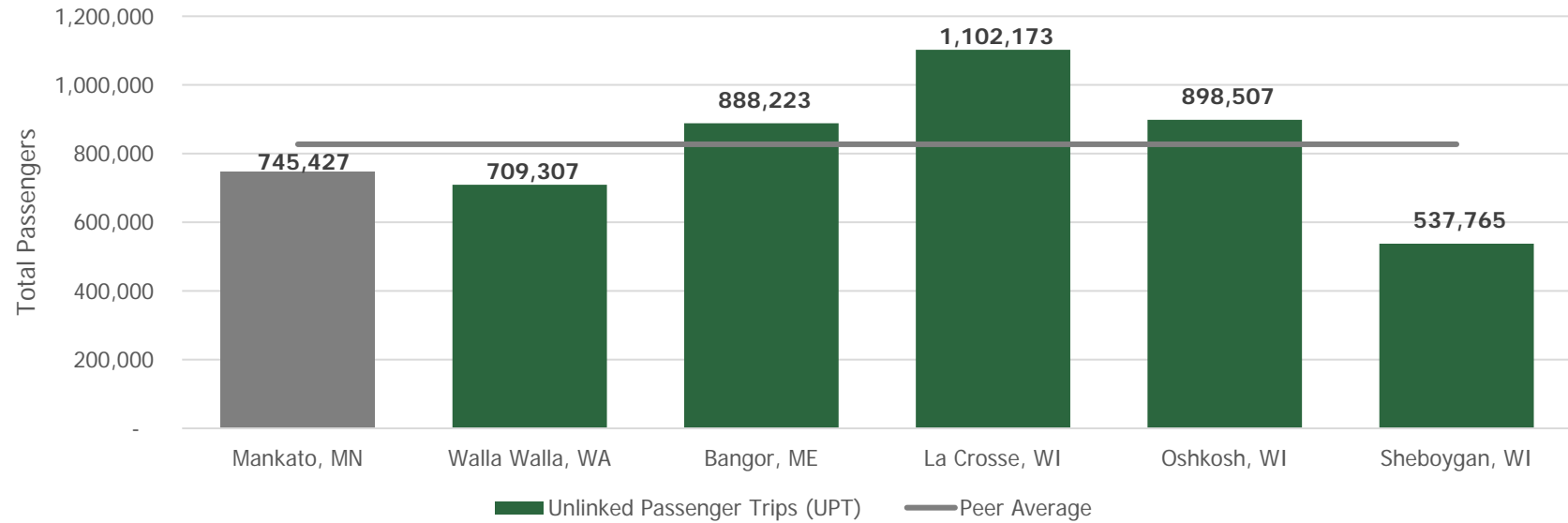
AGENCY NAME	URBANIZED AREA		SERVICE AREA		
	<i>City</i>	<i>POPULATION</i>	<i>POPULATION</i>	<i>SQUARE MILES</i>	<i>POPULATION DENSITY (RESIDENTS PER SQUARE MILE)</i>
Greater Mankato Transit System	Mankato, MN	57,584	52,703	24	2,196
Valley Transit	Walla Walla, WA	55,805	47,239	25	1,890
Community Connector	Bangor, ME	61,210	55,500	29	1,914
Municipal Transit Utility	La Crosse, WI	100,868	71,201	36	1,978
GO Transit	Oshkosh, WI	74,495	66,083	25	2,643
Shoreline Metro	Sheboygan, WI	71,313	59,490	23	2,587
PEER GROUP ANALYSIS					
Low Value		55,805	47,239	23	1,890
High Value		100,868	71,201	36	2,643
Average Value		72,738	59,903	28	2,202

Peer Analysis

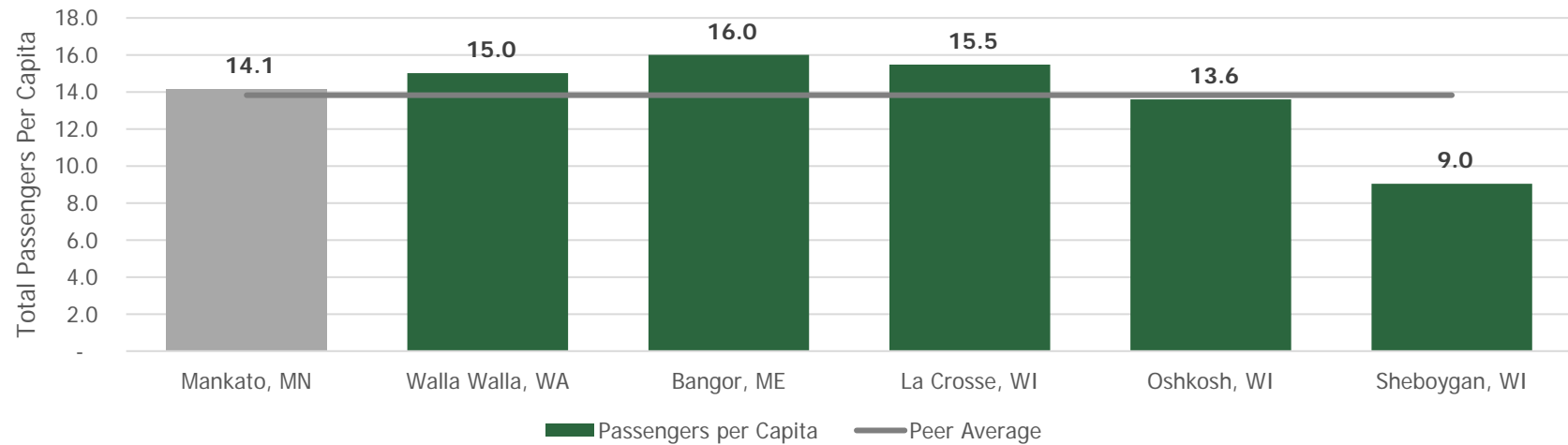
RIDERSHIP METRICS

Total annual transit ridership is an indication of the number of people using the service, and is often related to the size of the transit system and the size of the area served. Figure 27 In both the annual ridership and ridership per capita metrics, GMTS ranked 4th out of 7 (**Figure 27**). GMTS's unlinked bus passenger trips (745,427) was approximately 10 percent lower than the peer average (827,195). Of all peers, Shoreline Metro in Sheboygan, WI reported the lowest number of annual passengers (537,765) and Municipal Transit Utility in La Cross, WI reported the highest number (1,102,173).

Ridership per capita (**Figure 28**) shows the extent to which the service area population utilizes transit services, with a higher score indicating higher usage. GMTS's passengers per capita (14.1) is approximate to the peer average (13.8). Shoreline Metro in Sheboygan, WI has the lowest number of passengers per capita (9.0) while the Community Connector in Bangor, ME has the highest (16.0).

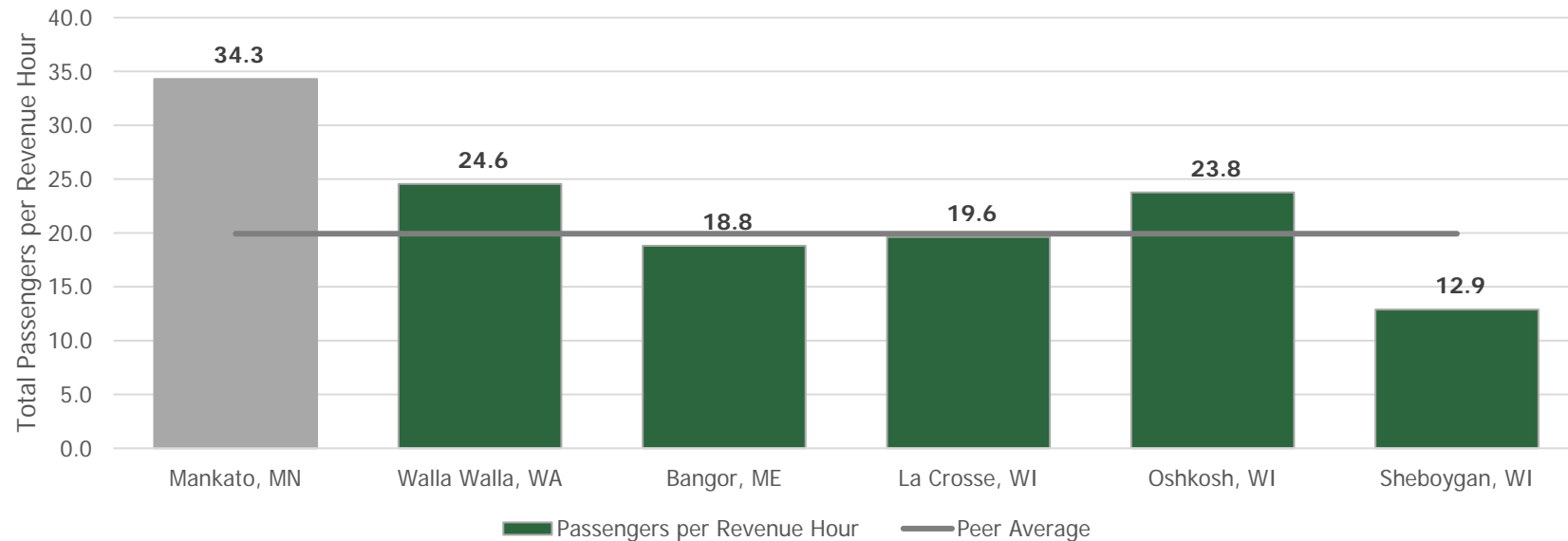


► Figure 27 | Annual Ridership



► Figure 28 | Passengers per Capita

Passengers per revenue hour is calculated by dividing the total ridership by the number of revenue hours provided, and quantifies the productivity of the service (**Figure 29**). GMTS has a higher number of passengers per revenue hour (34.3) than all the identified peers, ranking 1st out of 7 and 72 percent higher than the peer average (19.9), indicating a more productive service. Shoreline Metro in Sheboygan, Wisconsin has the lowest number of passengers per revenue hour (12.9).



► **Figure 29 | Passengers per Revenue Hour**

OPERATIONAL STATISTICS

The number of vehicles operated in maximum service highlights the level of service that each agency provides during peak periods. GMTS operates 12 vehicles during maximum service, slightly below the peer average (13.6). GO Transit operates the lowest number of vehicles (10), while Shoreline Metro operates the highest (17). **Table 21** illustrates the operational statistics for GMTS and each of its selected peer agencies.

The total number of annual revenue hours provided indicates the level of service available throughout the year. GMTS's number of revenue hours (21,734) operated annually is lower than all the identified peers, and is 49 percent lower than the peer average (42,361). Municipal Transit Utility in La Crosse, Wisconsin operates the highest (56,160) number of revenue hours. When analyzed at the service area level, GMTS's revenue hours per capita (0.4) is lower than all identified peers, ranking 7 out of 7, and is 43 percent below the peer average (0.7). Revenue hours per capita indicates how much service is operated on a per person basis within the service area, with a higher value indicating more service per person. GMTS's

low value indicates that GMTS provides less transit services per person within the service area than its peer agencies. The Community Connector in Bangor, Maine has the highest value (0.9) out of the peers.

► Table 21 | Peer Operational Metrics

AGENCY	VEHICLES OPERATED IN MAXIMUM SERVICE	REVENUE HOURS	REVENUE HOURS PER CAPITA
Greater Mankato Transit System	12	21,734	0.4
Valley Transit	11	28,886	0.6
Community Connector	14	47,210	0.9
Municipal Transit Utility	16	56,160	0.8
GO Transit	10	37,805	0.6
Shoreline Metro	17	41,742	0.7
PEER GROUP ANALYSIS			
Low Value	10	28,886	0.6
High Value	17	56,160	0.9
Average Value	13.6	42,361	0.7

COST EFFICIENCY

Between GMTS and their peers, regular fares range from \$0.50 to \$1.75. Seniors and persons with disabilities pay half fare for all agencies. The cost of a monthly pass ranges from \$20 to \$48, with GMTS' monthly pass (\$40) falling slightly above the average (\$34.60). Transfers are free in all agencies, and university students ride free in each agency that has a university in its vicinity. **Table 22** depicts the fares of GMTS and its peers.

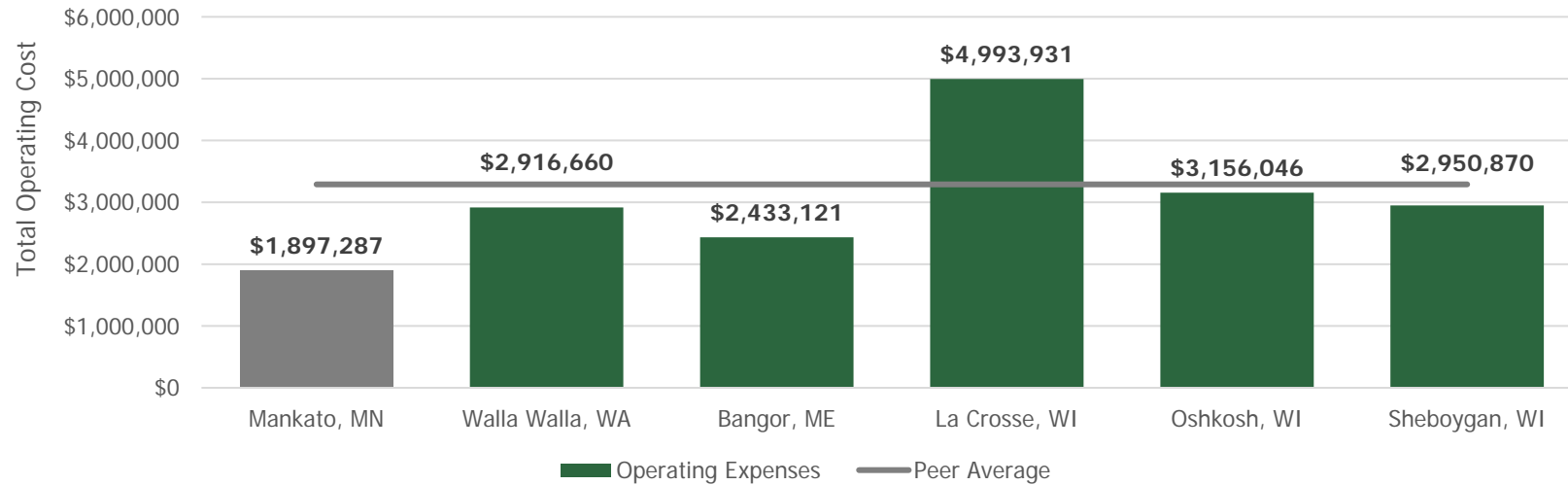
► Table 22 | Fare Comparison Table

FARES	REGULAR	SENIORS/PERSONS WITH DISABILITIES	MONTHLY PASS	TRANSFERS	UNIVERSITY STUDENTS
Greater Mankato Transit System	\$1.50	\$0.75	\$40	Free	Free
Valley Transit	\$0.50	\$0.25	\$20	Free	N/A
Community Connector	\$1.50	\$0.75	\$45	Free	Free
Municipal Transit Utility	\$1.50	\$0.75	\$35	Free	Free
Go Transit	\$1.00	\$0.50	\$25	Free	Free
Shoreline Metro	\$1.75	\$0.85	\$48	Free	N/A
PEER GROUP ANALYSIS					
Low Value	\$0.50	\$0.25	\$20	Free	Free
High Value	\$1.50	\$0.75	\$48		
Average Value	\$1.25	\$0.62	\$34.60		

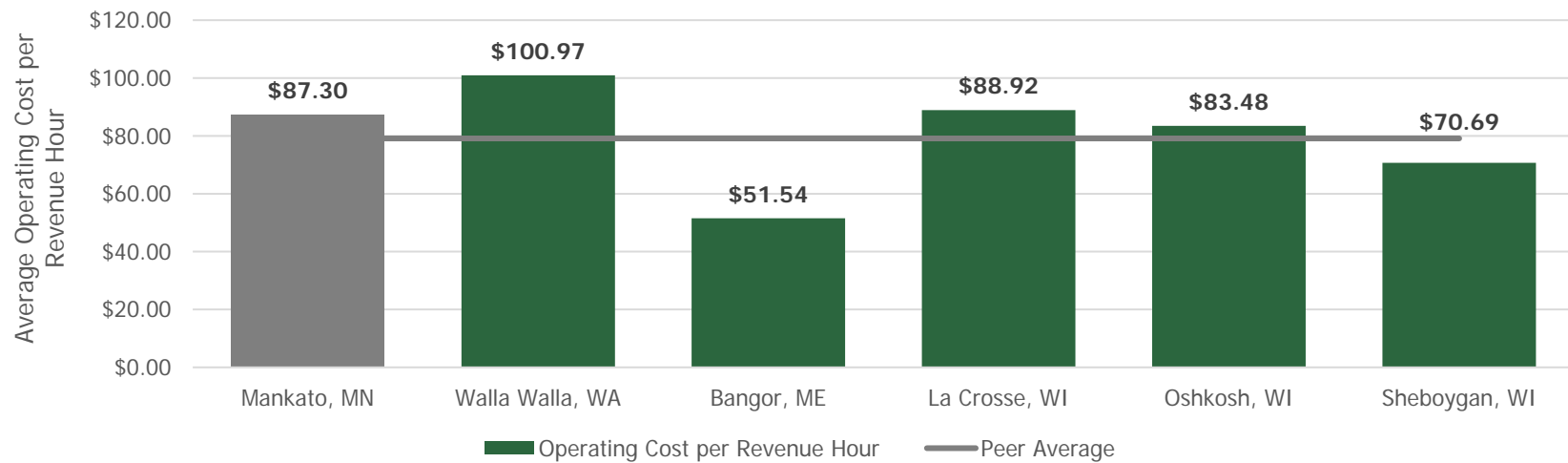
GMTS' operating costs (\$1,897,287) are 42 percent below the peer average (\$3,290,126), and are lower than all the identified peers. This is likely due to GMTS' lower level of service. Municipal Transit Utility in La Crosse, Wisconsin has the highest operating costs (\$4,993,931) and offers the most revenue hours. **Figure 30** depicts total operating expenses for GMTS and peer agencies.

Operating costs per revenue hour, depicts the cost of providing one hour of revenue service. On average, the peer agencies incurred an operating cost per revenue hour of \$79.12 (**Figure 31**). GMTS' operating cost per revenue hour (\$87.30) is 10 percent above the average, ranking the system 4th out of 7 in terms of efficiency. The Community Connector in Bangor, ME had the lowest value (\$51.54), while Valley Transit in Walla Walla, Washington had the highest (\$100.97).

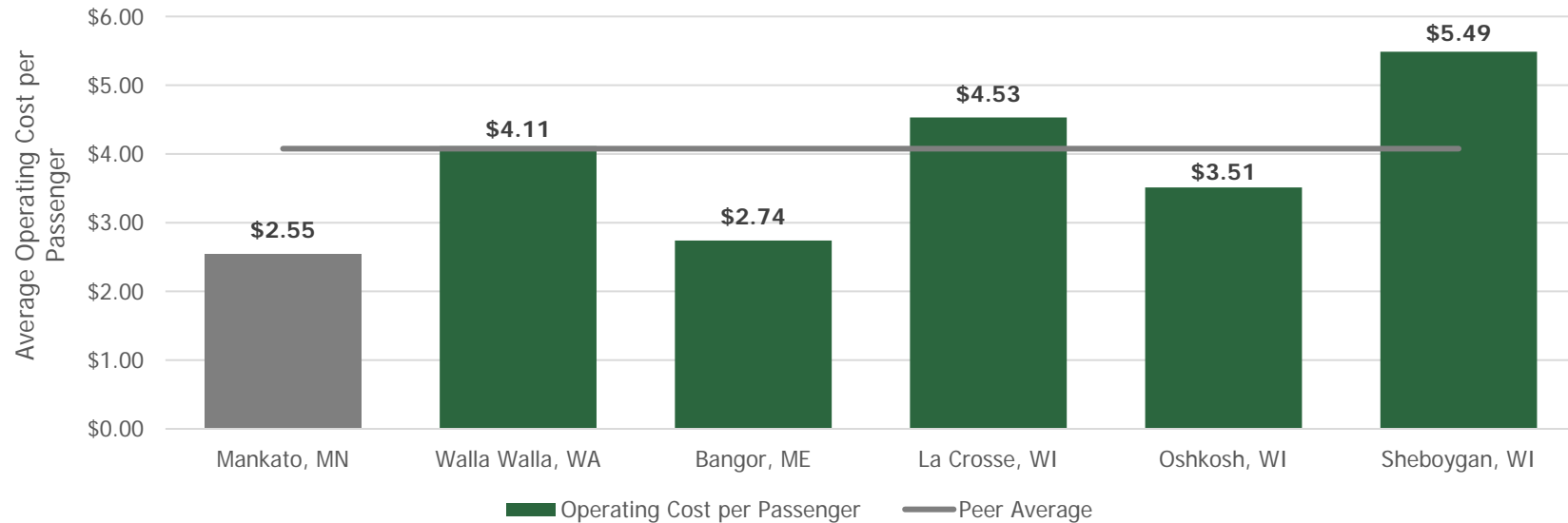
However, GMTS' operating cost per passenger (\$2.55) is 38 percent below the average (\$4.08), and is lower than all the peers (**Figure 32**). GMTS' low figure may be due to its higher number of passengers per revenue hour. The Shoreline Metro in Sheboygan, WI experienced the highest operating cost per passenger (\$5.49).



► Figure 30 | Total Operating Expenses



► Figure 31 | Operating Cost per Revenue Hour



► **Figure 32 | Operating Cost per Passenger**

The farebox recovery ratio indicates the total share of operating costs that are covered by fare revenues. The higher the fare recovery rate, the lower the subsidy required. FTA guidelines recommend a farebox recovery ratio of 20 percent for efficient systems. The subsidy per passenger indicates how much it costs the transit agency to provide bus service to each passenger, after subtracting the fare revenue. This cost must be paid by other funding sources, such as local, state, and federal sources. **Table 23** depicts service efficiency metrics for each peer agency in terms of total fare revenue, the farebox recovery ratio, and subsidy per passenger.

GMTS receives \$553,044 in fare revenue, 13 percent more than the peer average (\$488,316). In addition, GMTS' farebox recovery ratio (29 percent) is 81 percent above the peer average (16 percent), ranking the system 2nd out of 7, while its subsidy per passenger (\$1.80) is 48 percent below the peer average, ranking the system 1st out of 7. These statistics indicate that GMTS receives more of its funding directly from fares, and requires less outside funding than its peers. Of the peers, the Community Connector in Bangor, ME has the highest fare revenue (\$742,960) and farebox recovery ratio (31 percent), with a similarly low subsidy per passenger (\$1.90). Valley Transit in Walla Walla, Washington receives the least amount of fare revenue (\$153,308) and the lowest farebox recovery ratio (5 percent), but Shoreline Metro in Sheboygan, Wisconsin has the highest subsidy per passenger (\$4.65).

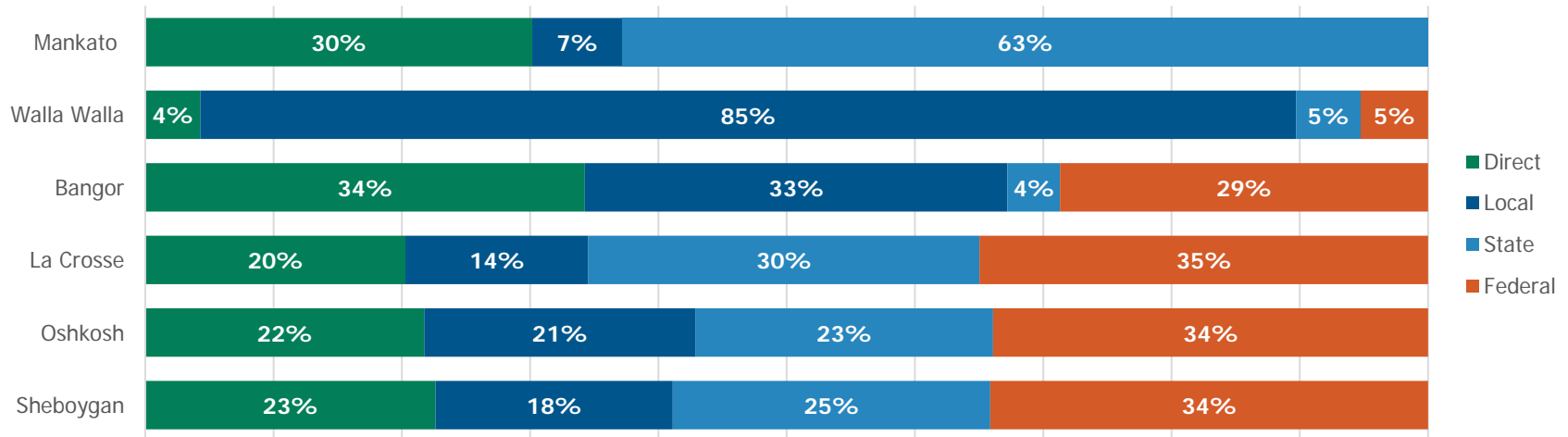
► Table 23 | Peer Service Efficiency

AGENCY NAME	FARE REVENUE	FAREBOX RECOVERY RATIO	SUBSIDY PER PASSENGER
Greater Mankato Transit System	\$553,044	29%	\$1.80
Valley Transit	\$153,308	5%	\$3.90
Community Connector	\$742,960	31%	\$1.90
Municipal Transit Utility	\$632,438	13%	\$3.96
GO Transit	\$460,926	15%	\$3.00
Shoreline Metro	\$451,950	15%	\$4.65
PEER AVERAGE			
LOW	\$153,308	5%	\$1.90
HIGH	\$742,960	31%	\$4.65
AVERAGE	\$488,316	16%	\$3.48

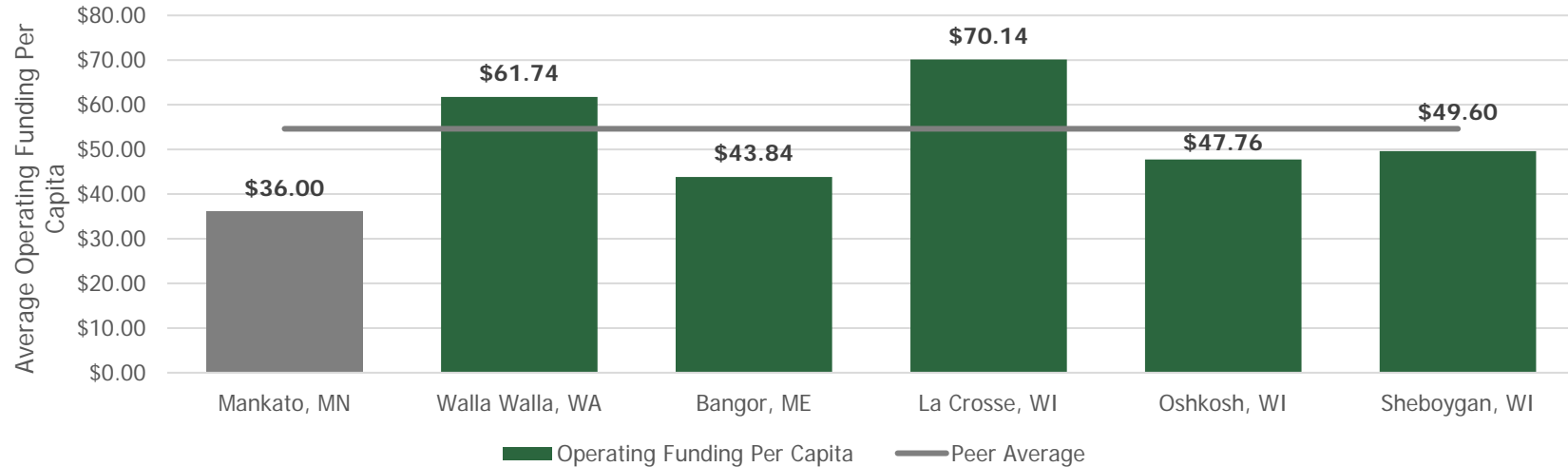
RESOURCE ALLOCATION

Funding sources are different for each agency, as each agency operates in a unique setting with differing political climates, available funding sources, and policies that dictate how funding can be used. GMTS is the only agency of the identified peers that does not receive any federal funding, with most peers receiving one fourth to one third of their funding from federal sources. GMTS receives more funds from states sources than do the peer agencies, but receives less from local sources. **Figure 33** illustrates the funding sources breakdown for each peer agency by federal, state, local, and directly-generated funds.

Operating funding per capita (**Figure 34**) depicts the amount of operating funding expended per service area resident. GMTS' operating funding per capita (\$36.00) is 34 percent below the peer average (\$54.62) and is lower than all identified peers, ranking 7th out of 7. The Municipal Transit Utility in La Crosse, WI has the highest operating funding per capita (\$70.14).



► Figure 33 | Operating Funds by Source



► Figure 34 | Operating Funding Per Capita

Summary and Key Findings

GMTS offers a lower level of service than its peers, operating fewer revenue hours and revenue hours per capita. Consequently, GMTS experiences lower operating costs overall as well as lower operating costs per passenger. However, GMTS experiences passengers per capita is on par with its peers, meaning that residents use GMTS's service at roughly the same rate as other peer agencies and cities. GMTS' passengers per revenue hour is also high, indicating that although less service is offered overall, residents are utilizing the service. This may indicate that GMTS could expand its services and expect ridership to remain high or increase. **Table 24** summarizes average peer values in service productivity and cost efficiency in comparison to GMTS's metrics.

GMTS experiences strong fare revenue, requiring a smaller subsidy per passenger than its peers and less outside funding. Unlike GMTS, all other peer agencies receive at least some federal money, indicating that this may be an avenue for exploration. In addition, GMTS receives significantly less local funding than its peers, indicating that this is another revenue source to explore.

► Table 24 | Summary of Average Peer Metrics as Compared to GMTS Metrics

CHARACTERISTIC	GMTS VALUE	PEER GROUP AVERAGE	PERCENT CHANGE
Service Productivity			
Vehicles Operated in Maximum Service	12	13.6	-13.3%
Unlinked Passenger Trips (UPT)	745,427	827,195	-11.0%
Passengers per Capita	14.1	13.8	2.4%
Revenue Hours	21,734	42,361	-94.9%
Revenue Hours per Capita	0.4	0.7	-69.7%
Passengers per Revenue Hour	34.3	19.9	42.0%
Cost Efficiency			
Operating Cost per Revenue Hour	\$87.30	\$79.12	9.4%
Operating Cost per Passenger	\$2.55	\$4.08	-60.2%
Operating Funding per Capita	\$36.00	\$54.62	-51.7%
Operating Costs	\$1,897,287	\$3,290,126	-73.4%
Fare Revenue	\$553,044	\$488,316	11.7%

CHARACTERISTIC	GMTS VALUE	PEER GROUP AVERAGE	PERCENT CHANGE
Subsidy per Passenger	\$1.80	\$3.48	-93.0%
Farebox Recovery Ratio	29%	16%	44.8%

Trend Analysis

This five-year trend analysis reports on and assesses GMTS' bus services between 2012 and 2016. Such an evaluation allows for an assessment of transit services over time, and sheds light on how development and changing demographics have impacted transit performance and system growth since the 2012 Greater Mankato Transit Redesign Study; the last major study of the transportation system in the Mankato region.

Population Trends

While the population of the entire metropolitan area and of North Mankato each increased between 2.1 and 2.2 percent between 2012 and 2016, the population of Mankato increased by more than three percent. **Table 25** shows the population estimates for the cities of Mankato and North Mankato as well as the entire Mankato/North Mankato Metropolitan area, from the Census Bureau.

► Table 25 | Change in Population 2012-2016

	2012	2013	2014	2015	2016	PERCENT CHANGE (2012-2016)
City of Mankato	40,437	40,381	40,803	41,055	41,720	3.2%
City of North Mankato	13,323	13,362	13,427	13,491	13,619	2.2%
Mankato-North Mankato Metro Area	98,009	97,820	98,727	99,178	100,016	2.1%

System Performance

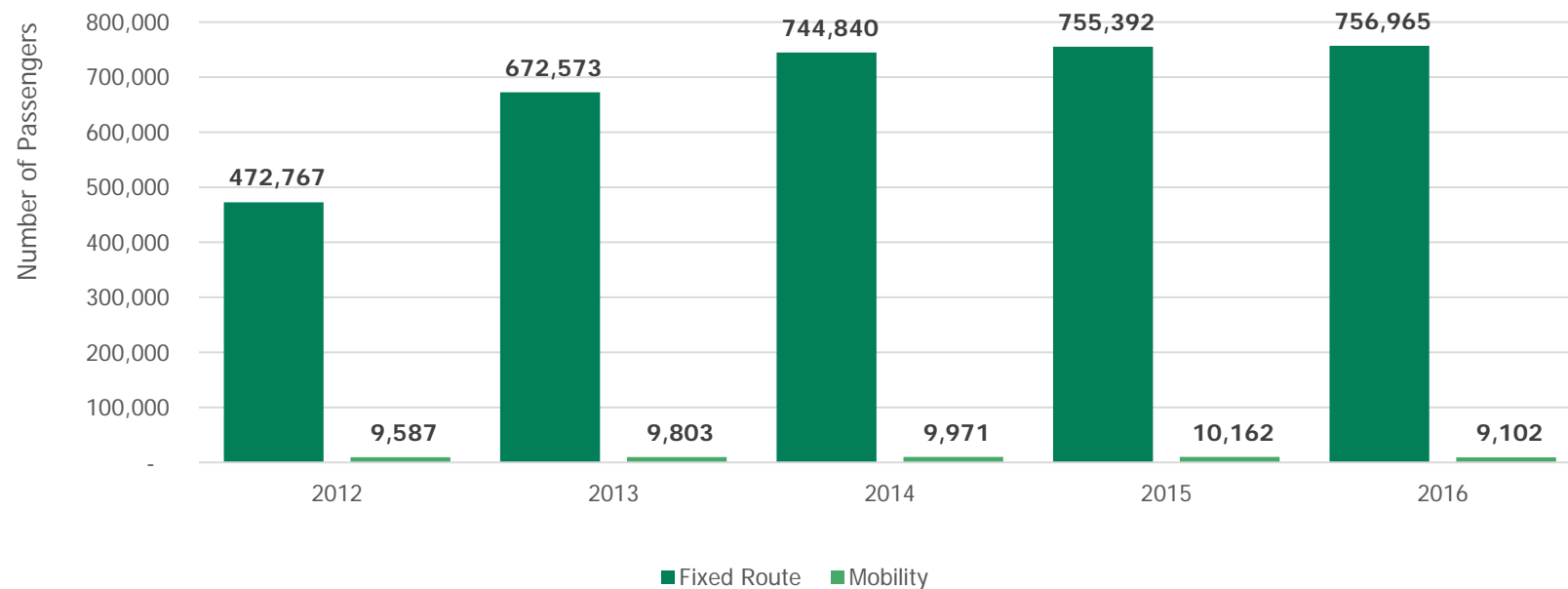
In September of 2012, GMTS implemented the recommendations from the Greater Mankato Transit Redesign Study, which included splitting service in North Mankato into two separate routes (currently Route 4 and Route 5), splitting the Downtown Mankato-East End via MSU-Mankato route into two separate routes (currently Route 2 and Route 6), adding a new Downtown Mankato-North End-East End route (currently Route 3), and simplifying the alignment of the Saturday services (currently Route 10 and Route 11). In addition, Route 13 was added to the network on July 24, 2014, Route 1 was split into separate north and south patterns on August 24, 2014, and Stomper Express service was gradually expanded to six nights a week.

The following trend analysis tracks the performance of the system from the start of the system redesign to present.

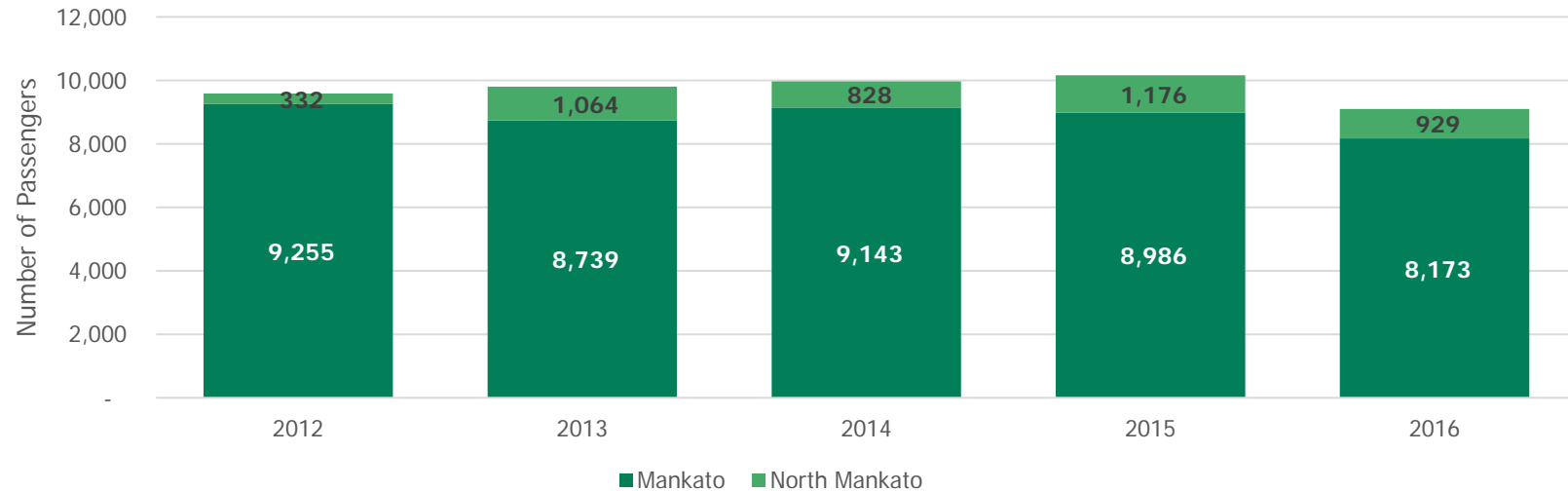
RIDERSHIP

The number of fixed-route revenue miles and hours of GMTS operations have increased by approximately 31 percent since 2012, in correlation the ridership has increased by more than 60 percent in this same time period from approximately 473,000 annual passenger trips to nearly 757,000 annual passenger trips (**Figure 35**).

Paratransit ridership increased between 2012 and 2015 by six percent, but between 2015 and 2016 it dropped by 12 percent. The greatest growth in paratransit ridership occurred in North Mankato, with an increase of 180 percent in ridership. While Mankato paratransit ridership decreased by almost 12 percent (**Figure 36**).



► Figure 35 | Total Ridership, 2012-2016



► **Figure 36 | Paratransit Ridership, 2012-2016**

SERVICE EFFECTIVENESS

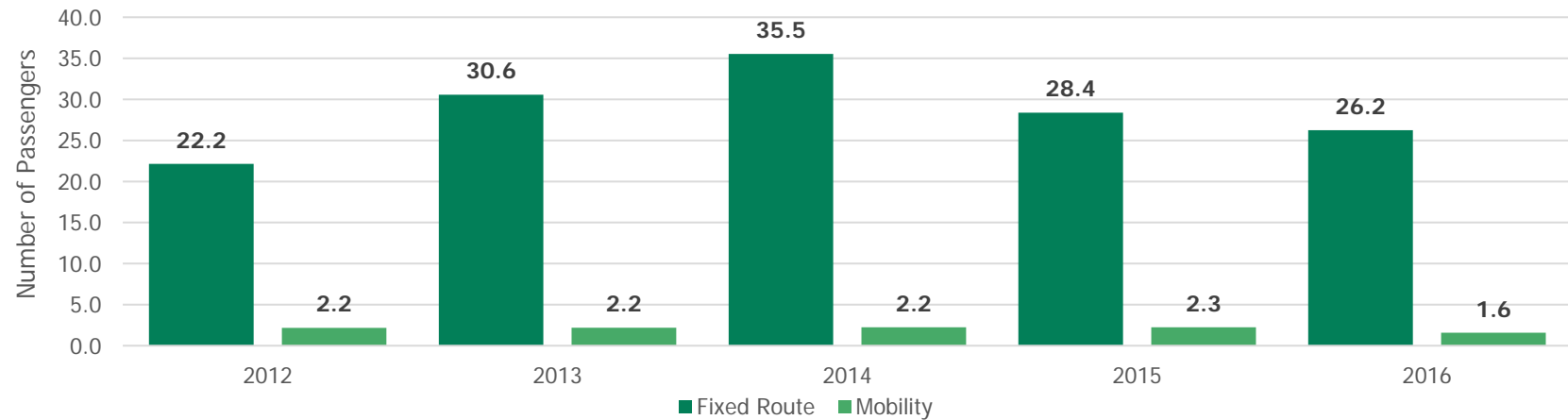
Despite general increases in fixed route ridership between 2012 and 2016, GMTS' overall effectiveness and productivity has increased only slightly. The sections below present system performance in terms of passengers per revenue hour and revenue mile from 2012 to 2016.

Passengers per Revenue Hour

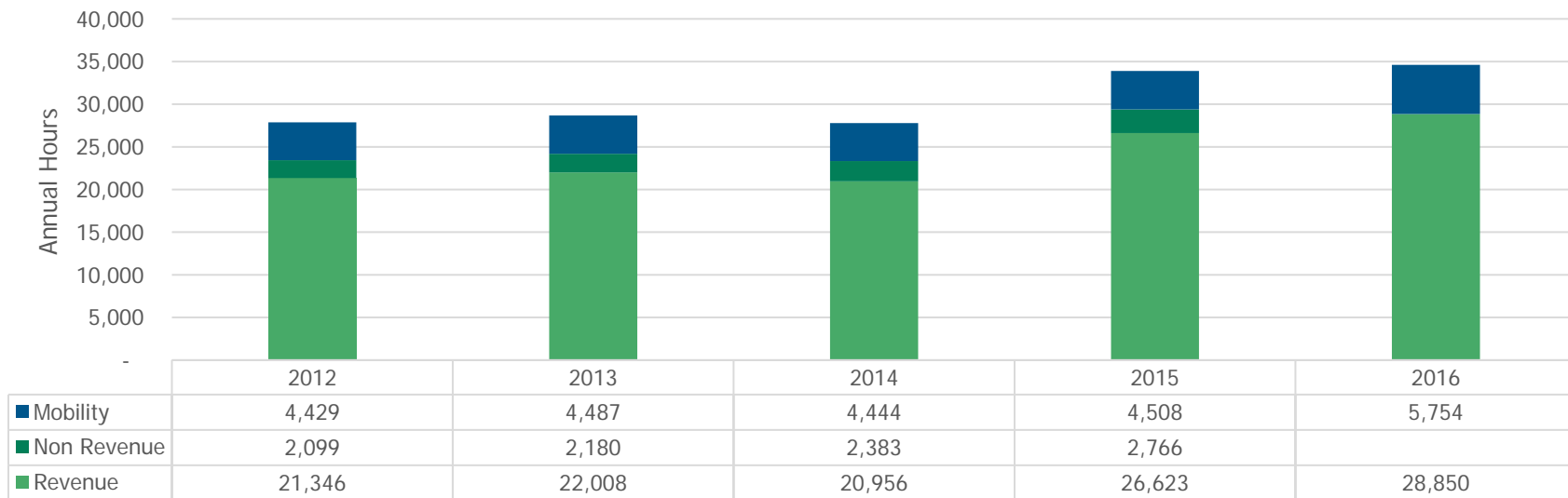
Passengers per hours on fixed-route service was the highest in 2014, at 35.5 passengers per hour. Fixed-route ridership increased by more than 10 percent in 2014 while annual hours decreased by 3.5 percent (**Figure 37**). The decline in fixed-route passengers per hour after 2014 correlates with the additional 8,000 annual fixed-route hours that GMTS began operating with the implementation of Route 13, the restructuring of Route 1, and the expansion of the Stomper Express. Annual fixed-route ridership only increased 1.4 percent during this same time period so passengers per hour decreased. Finally, while the number of non-revenue hours has increased since 2012, the percentage of non-revenue hours that make up total annual hours has stayed at approximately 10 percent.

Paratransit passengers per revenue hour has stayed consistent between 2012 and 2015, but decreased significantly in 2016, by 27 percent, to 1.6 passengers per hour. This decrease is directly associated with the 30 percent increase in paratransit hours operated and five percent decrease in ridership.

Figure 38 details the change in annual hours by service between 2012 and 2016.



► Figure 37 | Passengers per Revenue Hour, 2012-2016



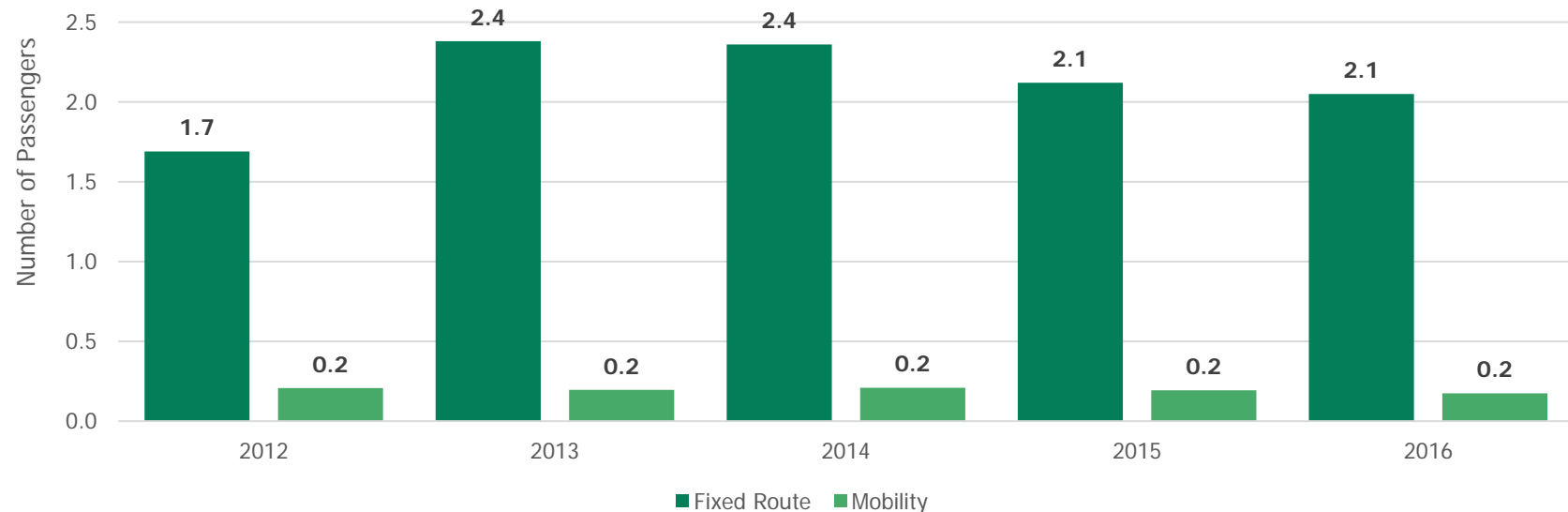
► Figure 38 | Annual Hours, 2012-2016⁴

⁴ Non-revenue hours unavailable for 2016

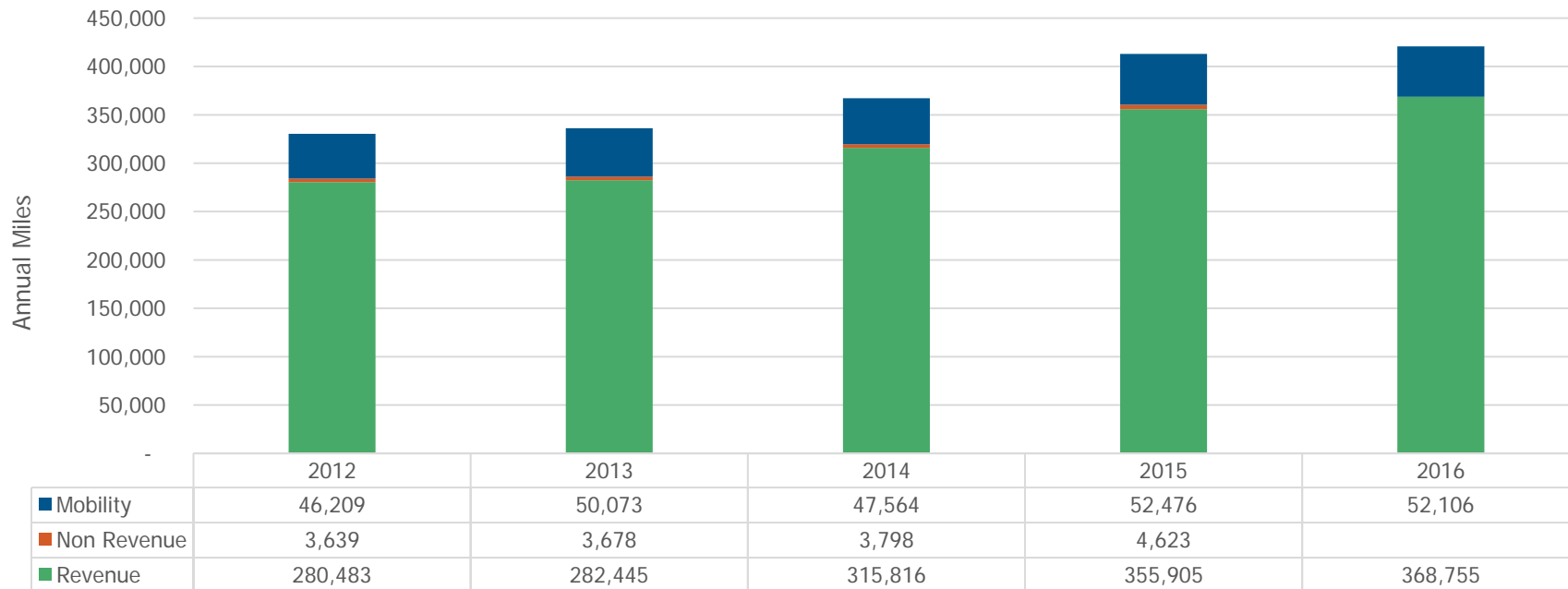
Passenger per Revenue Mile

For fixed-route services, passengers per mile was the highest in 2013 at 2.38 passengers per mile. Ridership increased by more than 40 percent in 2013 with only a 0.7 percent change in annual miles. The greatest increase in annual miles occurred between 2014 and 2015 with 12.8 percent more miles operated in 2015. However, annual ridership only increased 1.4 percent during this same time so passengers per mile decreased. Paratransit passengers per mile has been gradually decreasing since 2012, with a 20 percent decrease over the entire five-year time period. **Figure 39** shows the change in passengers per revenue mile between 2012 and 2016 for both fixed route and paratransit services.

While the total number of fixed-route non-revenue miles has increased since 2012, by over 30 percent, the percentage of non-revenue miles that make up total annual miles has stayed at approximately one percent. Paratransit miles operated has also increased, by approximately 13 percent. **Figure 40** shows the change in Annual miles for the past five years.



► **Figure 39 | Passengers per Revenue Mile, 2012-2016**



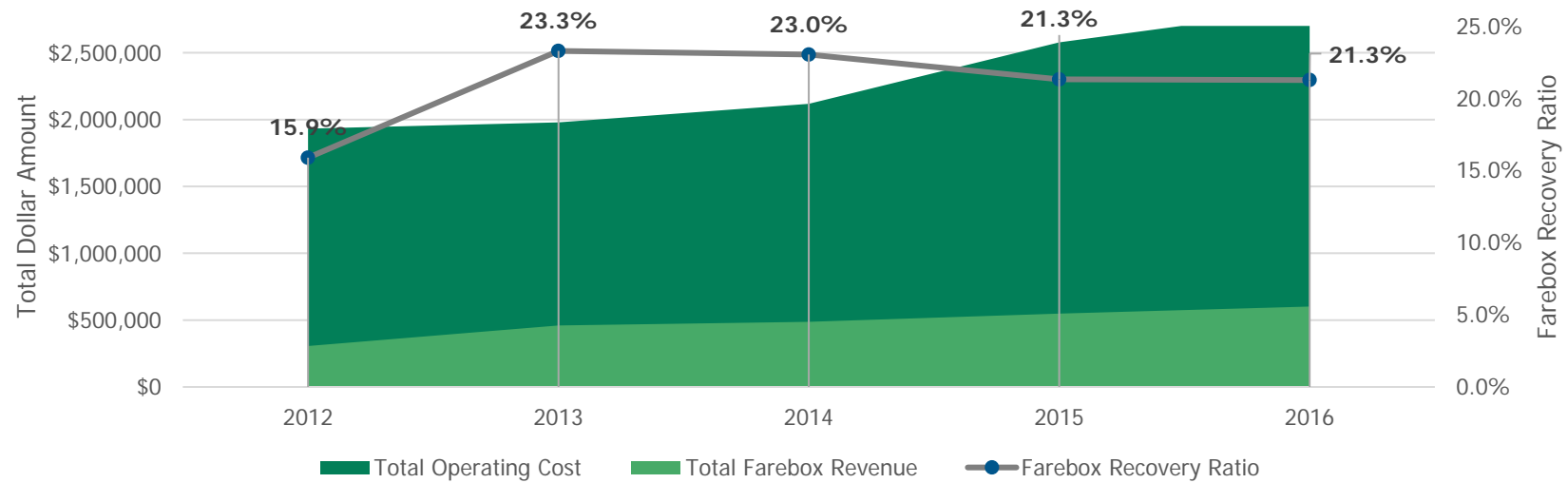
► **Figure 40 | Annual Miles, 2012-2016**

COST EFFICIENCY

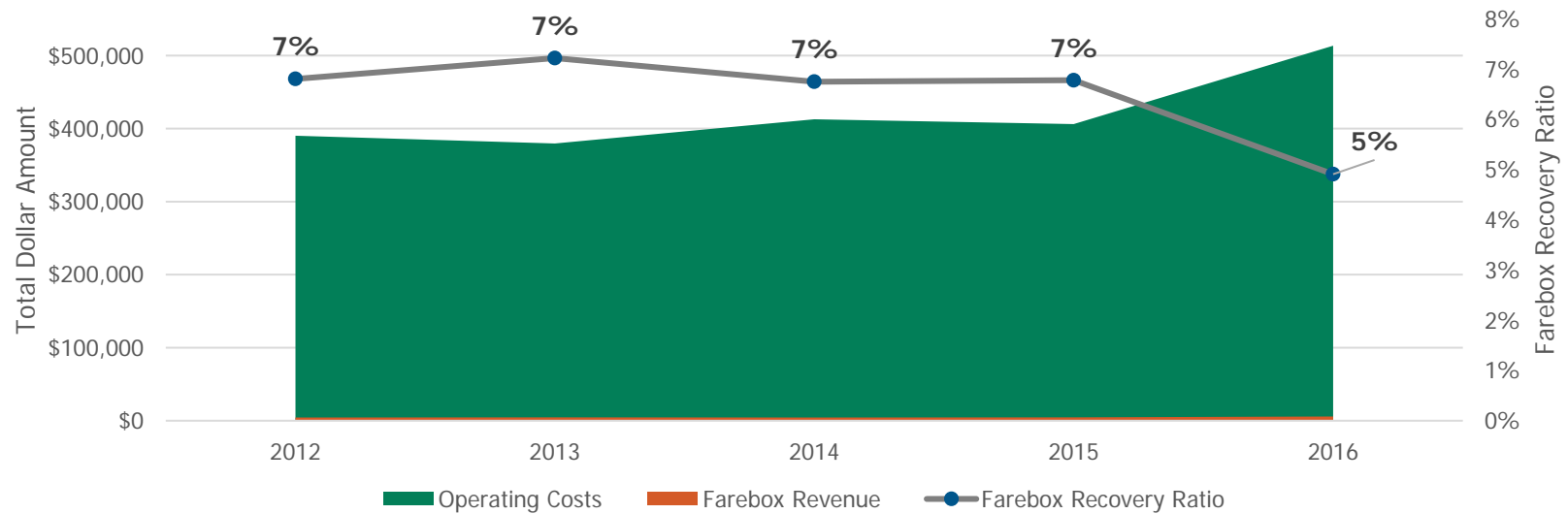
Farebox Recovery

From 2012 to 2016, the fixed-route farebox recovery ratio increased by 5.6 percent (**Figure 41**). The most productive years in terms of farebox recovery were in 2013 and 2014 with both achieving a 23 percent farebox recovery ratio, while 2012 saw the lowest farebox recovery at 15.9 percent.

Paratransit services maintained a seven percent farebox recovery ratio between 2012 and 2015, but in 2016 this decreased to five percent (**Figure 42**). In this timeframe, there was approximately 1,000 less paratransit trips and 1,200 more revenue hours contributing to the decrease in cost efficiency.



► Figure 41 | Fixed-Route Farebox Recovery, 2012-2016



► Figure 42 | Paratransit Farebox Recovery, 2012-2016

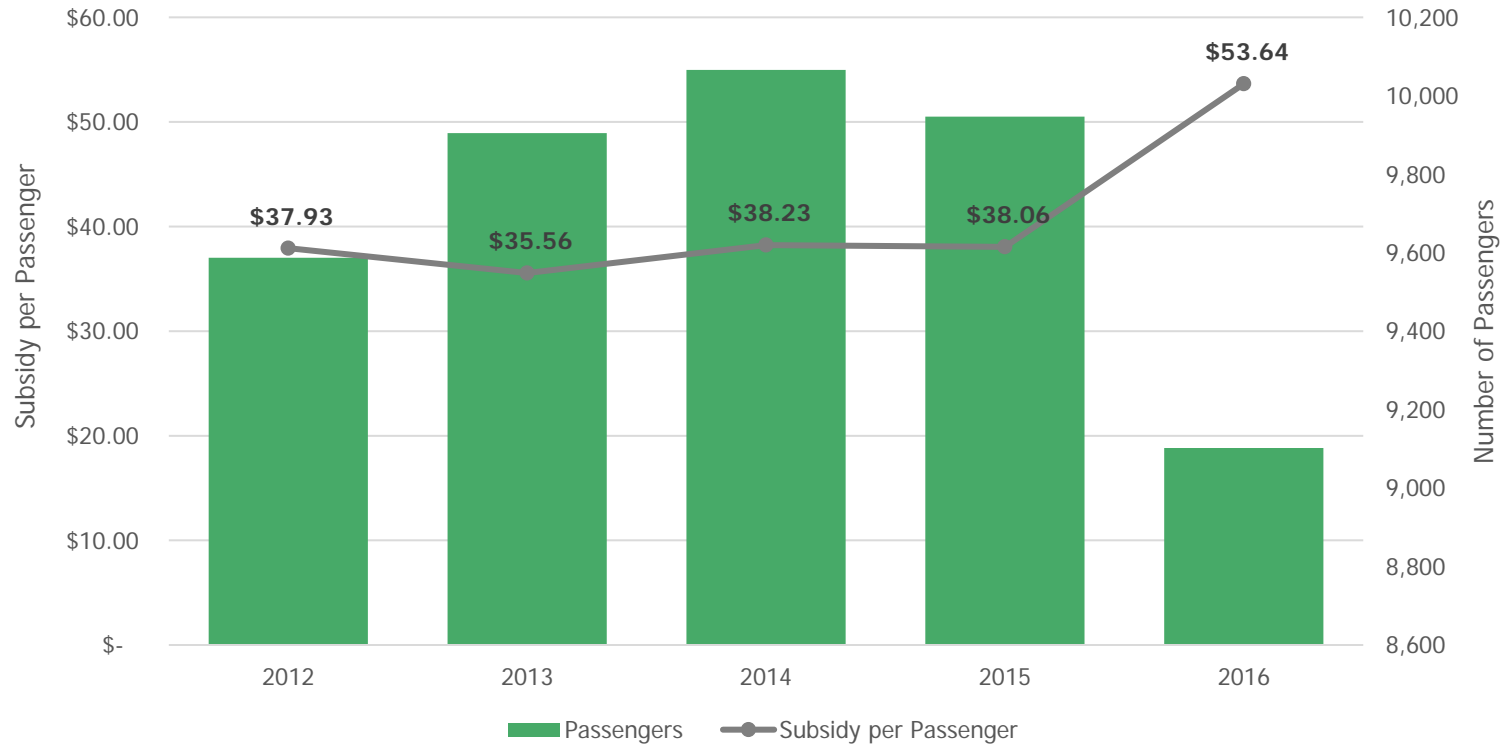
Subsidy per Passenger

In 2012, GMTS had the lowest farebox recovery ratio, at 15.9 percent and similarly saw the highest subsidy per passenger that year, at \$3.47 per passenger (**Figure 43**). From 2012 to 2016, the subsidy per passenger decreased by 15 percent.

Paratransit services maintained a consistent subsidy per passenger from 2012-2015, but between 2015 and 2016 there was an increase of \$15.58 per passenger. As mentioned previously there was a significant decrease in ridership and increase in revenue hours during this timeframe. **Figure 44** illustrates a comparison of subsidy per passenger and total ridership for paratransit services.



► Figure 43 | Fixed-Route Subsidy per Passenger, 2012-2016



► Figure 44 | Paratransit Subsidy Per Passenger, 2012-2016

Stakeholder and Community Engagement Results Report

June 2018



Prepared by: **Kimley»»Horn**



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Introduction

The purpose of this public engagement report is to provide an overview of the engagement techniques planned and utilized, as well as the feedback received. The goal of the public engagement efforts for the Mankato Transit Development Plan (TDP) was to gather stakeholder input, respond to comments and concerns, and keep decision-makers and other stakeholders informed at key project milestones. The project decision-making structure is also included to provide context for the outcomes.

Principles of Effective Public Engagement

Successful public engagement is about:

- ◆ providing community members an opportunity to influence decisions
- ◆ ensuring a diverse representation from the community
- ◆ creating an environment that encourages informed participation
- ◆ effective meeting design and facilitation

This requires a process that is characterized by technical competence, honesty, integrity, and good listening skills. These principles will create the framework within which public engagement will occur for the transit development plan.

These principles are reflective of both Kimley-Horn's philosophy of engagement and the Art of Hosting approach to engagement that the City of Mankato embraces.

Decision-making Process

The Mankato TDP was led and managed by the City of Mankato with input from other agencies through the Project Management Team (PMT). The PMT consisted of staff representatives from the City of Mankato, the City of North Mankato, the Mankato/North Mankato Area Planning Organization (MAPO), and the Minnesota Department of Transportation (MnDOT).

Evaluation of Efforts

Throughout the engagement process, efforts were evaluated using a variety of tools. As seen throughout the report, the engagement approach offered flexibility through the techniques planned and implemented.

Evaluation of techniques was based on the following criteria:

- ◆ Quantitative
 - How many people attended events? How many people completed the activities or comment forms?
 - How many people opened email messages or viewed web posts?

How many likes, shares, retweets, or comments on social media postings?

- ◆ Qualitative
 - What kind of feedback was received on the community and pop-up meetings?
 - What kind of feedback was received on the social media and website posts and email messages?
 - Have stakeholders expressed any particular challenges regarding their participation?

Did input received affect decision-making? How?

Engagement Summary

- ◆ The TDP engagement process was iterative, dynamic, and flexible. The team changed techniques throughout the project to engage diverse groups effectively.
- ◆ The TDP team received 520 surveys and public comments and held 17 pop-up, focus group, or community meetings. More than 60 interviews were conducted, which was an engagement technique added to the project after the team recognized a need to connect with certain groups of people in a one-on-one setting.
- ◆ Several groups that are typically underrepresented in the planning process were engaged: Paratransit (Mobility Bus) Riders; New Americans; High School Students; and College Students
- ◆ More than 55 businesses, non-profits, schools and universities, and federal, state, and local agencies were engaged
- ◆ Stakeholders and the public provided a lot of positive feedback about the Greater Mankato Transit System (GMTS): the system is widely considered affordable with high quality staff in all positions within the agency.
- ◆ The biggest concerns that came up were around safety and accessibility; service span and frequency; and marketing and communication of public information.
- ◆ The primary pieces of feedback received around safety and accessibility were the need for lighting, shelters, and crossings at or near bus stops as well as the need to improve Americans with Disabilities Act (ADA) accessibility of buses and stops. In addition, the need to provide safe, reliable transportation to the aging population of Greater Mankato was brought up by many people.
- ◆ Service span and frequency were among the most frequently discussed areas for improvement. Many people would like routes to be more available in the evenings and on weekends (particularly for shift workers), and throughout the summer. In addition, many commenters desired the frequency of routes – particularly around the MSU-Mankato campus where crowding is an issue – to be increased. There was also feedback about a number of specific locations that the public feels require additional service: North Mankato, MSU-Mankato Innovation Center, West Mankato, Mobile Home Parks, high schools, Sibley Park, Old Town, 3rd Avenue, and the North End. Service should also be expanded to these surrounding communities according to the public: Eagle Lake, Skyline, Lake Crystal, Mapleton, Le Hillier. Finally, there was feedback about the importance of matching service with demand, and expanding the types of service available. For example, there are many who do not qualify for Paratransit service, but have difficulty accessing fixed route service.
- ◆ Marketing and communications feedback primarily centered on the need to better advertise services available, and make the materials easier to understand. The fare types and payment options, maps and schedules, educational materials, and options for customer feedback should all be simple, easy to find, and legible to the public. In addition, materials should be made available in a variety of languages.

Public Engagement Techniques

The tables below detail the materials developed to support engagement efforts as well as the engagement methods used. Throughout the TDP process, there were multiple opportunities for the public to learn about the study and provide meaningful input online and in person. In addition, methods were modified during the project to ensure the breadth and depth of feedback was sufficient as well as delivering effective outcomes. The specific techniques used fall into three primary categories, with a fourth that emerged from initial engagement efforts:

- ◆ Stakeholder communications



- ◆ Surveys
- ◆ Meetings
- ◆ Interviews

Stakeholder Communications

The following materials were developed to facilitate and maintain communications with the general public and project stakeholders throughout the duration of the project. The complete list of stakeholders is available as an addendum to this document. Below the table are more detailed descriptions of the materials.

► Table 1. Materials Developed for Stakeholders and General Public

MATERIAL	PURPOSE/USE
Project Website	<ul style="list-style-type: none"> ◆ Plan information and updates ◆ Project materials ◆ Notice of upcoming meetings ◆ Contact information ◆ Access to surveys
Email Updates	<ul style="list-style-type: none"> ◆ Project information and updates ◆ Notice of upcoming meetings
Online Media Updates and Notifications	Provide notice of upcoming community meetings via: <ul style="list-style-type: none"> ◆ Media releases ◆ Email notifications ◆ Social media posts: Facebook, Twitter, Youtube, LinkedIn, Instagram
Project Handouts	<ul style="list-style-type: none"> ◆ Purpose of project ◆ Project schedule and progress ◆ Summarize results
Project Business Cards	Provide contact information and link to project website via QR Code
Surveys and Interview Questions	Developed sets of questions for several groups: <ul style="list-style-type: none"> ◆ Current system riders ◆ Current system Non-riders ◆ High School students (riders and non-riders) ◆ Decision-makers ◆ Paratransit riders ◆ Transit Operators ◆ Businesses ◆ New Americans

In addition to these public materials, the following materials were developed for the project team:

► **Table 2. Materials developed for Project Team**

MATERIAL	PURPOSE/USE	LOCATION
Contact Database	<ul style="list-style-type: none"> ◆ Collect stakeholder contact information via project website, surveys, comment forms, public meetings ◆ Categorize by stakeholder type 	Provided to client at project close
Comment Database	<ul style="list-style-type: none"> ◆ Track comments and responses via a sortable Excel spreadsheet ◆ Be transparent 	Addendum to this document
Issues and Recommendations Matrix	<ul style="list-style-type: none"> ◆ Summarize recommendations ◆ Tie recommendations to stakeholder outreach 	Final Plan

Website

The website, www.mankatotranistudy.com, is unique to the project and has lived throughout the project's duration. Featured on the City's and MSU-Mankato's websites, the website has served as a central place for people to find information about the plan, surveys, or any other project materials and is be accessible and available in multiple languages.

Email Updates

A unique project email template was created. Periodic email updates to corridor stakeholders were provided.

Notifications and Online Media

For both community meetings, a general media release was prepared and distributed to local newspapers. Meeting flyers and email notifications were provided to each city and stakeholder group and were posted to each entities' website and social media accounts.

An email notification was provided to the entire project contact list, including housing management companies and mobile home park managers. The project team also coordinated the distribution of announcements on-board and at transit stations.

Additional Materials

Additional materials that are easily understood by a wide range of project stakeholders were prepared. These materials used nontechnical, easy-to-understand language to present project information. Additionally, custom graphics and figures presented information graphically where possible.

Project handouts and flyers were distributed at various meetings, events, and locations. These handouts directed people to the project website, and also provided a phone number for people to call and take the surveys.

A project business card that includes project contact information and a link to the project website was also developed. This business card was distributed at various meetings and events as well.

Surveys and interview questions were developed initially for current transit system riders, current non-riders, and decision-makers. Through the engagement process, a need to develop specific versions of the rider/non-rider surveys for high school students and paratransit riders was recognized. Sets of questions were developed for New Americans, Transit Operators, and Businesses to allow the team to conduct in-depth interviews and collect their feedback about the process. Details about these surveys and results are discussed in the following section.

Contact Database

The Kimley-Horn team developed and maintained a contact database that included contact information for those interested in receiving project updates. People were able to provide their contact information on the website, a survey, a comment form, or at a meeting. These individuals received notice when new information was available or when the project was at key progress points. This database will be provided to the client at project completion.

Public Comments and Comment Database

The project website provided a place for people to leave comments throughout the project. Comments ranged from reactions to project materials to thoughts or stories related to someone's experiences. Comment cards were also available on buses and at any project-related meetings. The Kimley-Horn team worked with staff to respond to comments and questions as necessary and kept a log of comments and responses received throughout the project. This comment log is available as an addendum to this document.

Issues and Recommendations Matrix

An issues and recommendations matrix was developed that includes all recommendations under consideration. The matrix provided a statement of need, identify the difficulty to implement, and expected effectiveness of each option. The matrix references stakeholder outreach directly by mentioning the source of the issue (e.g., current rider, non-rider, or decision-maker). Issues and recommendations matrices are an effective way to communicate recommendations at decision-maker and community meetings.

Methods

The following engagement methods were utilized throughout the project. Specific details about how these were conducted and the results of the engagement can be found below the table.

► Table 3. Engagement Methods

METHOD	AUDIENCE	PURPOSE	TOOLS
Surveys	<i>Current system riders</i>	Gather information on rider experiences (issues and what is working well)	<ul style="list-style-type: none"> ◆ Paper surveys on buses ◆ Electronic survey on project website
	<i>Current system non-riders</i>	Gather information on barriers to use and suggested changes	<ul style="list-style-type: none"> ◆ Electronic survey on project website ◆ Distribute through existing networks

METHOD	AUDIENCE	PURPOSE	TOOLS
	<i>Decision-makers</i>	Gather information on issues with the system and priorities	<ul style="list-style-type: none"> ◆ Paper surveys distributed via mail ◆ Electronic surveys distributed via email
Meetings	<i>Decision-makers:</i> <ul style="list-style-type: none"> ◆ Three meetings with the Mankato City Council ◆ One meeting with MAPO Policy Board 	<ul style="list-style-type: none"> ◆ Review issues identified, goals and objectives, and draft recommendations ◆ Adopt final plan 	<ul style="list-style-type: none"> ◆ PowerPoint presentations
	<i>Community:</i> Two sets of meetings – one at start of project and one at end	<ul style="list-style-type: none"> ◆ 1st meeting: provide project background, gather input on what works well and areas of improvement ◆ 2nd meeting: present and gather feedback on draft recommendations 	<ul style="list-style-type: none"> ◆ Circle Way from Art of Hosting ◆ Display boards ◆ Project handouts
	<i>University, Business, and Non-Profit Focus Groups</i>	<ul style="list-style-type: none"> ◆ Provide organizations with project information and collect their input 	<ul style="list-style-type: none"> ◆ Project information and materials
	<i>Pop-up Meetings</i>	<ul style="list-style-type: none"> ◆ Reach stakeholders unable to attend community meeting or who have not heard about the project ◆ Connect with traditionally underrepresented people 	<ul style="list-style-type: none"> ◆ Business cards ◆ Rider and non-rider surveys ◆ Project handouts
Interviews	<i>Paratransit Riders</i> <i>New Americans</i> <i>Transit Operators</i> <i>Businesses</i>	<ul style="list-style-type: none"> ◆ Obtain more detailed feedback from individuals who were unable to attend focus groups ◆ Connect with traditionally underrepresented people 	<ul style="list-style-type: none"> ◆ Paratransit rider survey ◆ Transit operator interview questions ◆ Rider and non-rider surveys
TV and Radio Shows (City Staff)	<i>KTOE</i>	<ul style="list-style-type: none"> ◆ Reach stakeholders unable to attend community meeting or who have not yet heard about the project 	<ul style="list-style-type: none"> ◆ Project information and materials

Detailed Summaries

Surveys

Surveys are essential for gathering information from various stakeholders. Surveys were distributed to current transit riders, non-riders, and decision-makers throughout the duration of the study. Surveys were made available in paper format at events as well as online, within the project website. In total, 437 surveys were received, with 205 coming from current riders (including Paratransit riders), 215 coming from current non-riders, and 17 coming from decision-makers. The Paratransit surveys are discussed in the Interviews section below. The survey questions are available as an addendum to this document.

Each survey focused on a few key questions rather than an extensive list of questions. Rider surveys focused on their experiences, including what currently works well and any issues with the current system. Non-rider surveys also will be available on the website, and they will be distributed through other means as well. Project flyers were made available on buses to direct riders to the project website, and provided a phone number for those who are interested in responding to the survey by phone.

A specific effort was made to reach people who are traditionally underrepresented in planning processes. To reach these populations, a variety of approaches were utilized. A version of the rider/non-rider survey was developed specifically for high school students, and pop-ups were conducted at two high schools. A paratransit rider survey was created and administered over the phone, and phone interviews were conducted with New Americans, both of which are discussed specifically in the Interviews section, below.

Finally, rather than trying to create new networks of relationships for this project, existing networks were leveraged. Surveys and project materials were distributed to community members through local organizations. Partner organizations included:

- ◆ Mankato City Council
- ◆ North Mankato City Council
- ◆ Eagle Lake City Council
- ◆ Skyline City Council
- ◆ Blue Earth County Board
- ◆ Nicollet County Board
- ◆ Le Sueur County Board
- ◆ Potentially townships

Rider Survey Feedback

The following feedback was received from rider surveys about what worked well and what could be improved.

- ◆ Routing
 - Route names and numbers are confusing
 - Some routes, especially around campus, could be more direct to destinations
 - Service areas to add:
 - Downtown Mankato/Riverfront Drive
 - North Mankato
 - West Mankato
 - Residential areas farther away from University
 - Airport

- ◆ Service
 - Increased frequency is the most desired improvement
 - Riding bus takes a long time, especially with transfers and low frequency of service
 - Buses frequently leave earlier than scheduled from stops
 - Some bus routes are not run year-round and are desired for year-round service
 - Service times to add:
 - Later evening routes (second highest ranked improvement)
 - Increased Saturday service, especially earlier in the morning
 - Sundays
- ◆ Clarity of schedule/route
 - Online schedule does not include all bus routes
 - Where a bus goes is unclear
 - Bus schedules don't list stops

It would be beneficial if there was an app for accessing schedules

- ◆ Drivers and buses

Drivers are friendly

- ◆ Accessibility

- Disability access can be difficult

Paratransit does not run late enough

- ◆ Survey demographics and trends

- Feedback primarily came from these groups:
 - 18-24
 - Female
 - White
 - Ride the bus 4-5 days/week
 - College students
 - Used the bus for school

Non-Rider Survey Feedback

The following feedback was received from non-rider surveys about what worked well and what could be improved.

- ◆ Barriers to riding the bus
 - Schedule is difficult to understand

Route start/stop hard to figure out

- ◆ Routing

- Bus does not stop at some areas (especially apartment complexes) that it drives right by
- Buses should stop at designated bus stops
- Service areas to add:
 - Mall
 - North Mankato
 - Airport
 - Hilltop
 - Eagle Lake
 - Downtown

- ◆ Service

- Frequency improvements would be beneficial

- Some buses don't operate during school breaks, which is challenging
- Later service would be beneficial

Decision-Makers

Decision-makers are great resources for information, because constituents often contact them about issues with or desires for the transit system. Decision-makers also influence the distribution of resources and make choices that affect the system, so it is important to understand their perspective and priorities for the system at the beginning of the study. Surveys were distributed to decision-makers throughout the service area to collect information regarding issues with the existing system and their priorities. Decision-makers were sent a survey via Survey Monkey, which was distributed by the community development director at the City of Mankato.

17 surveys were received from decision-makers. These decision-makers represented Blue Earth County Board, Independent School District 77, Le Seuer County Board, Lime Township, Mankato City Council, Mankato Township, the Nicollet County Board, the North Mankato City Council, and South Bend Township. In general, the participating decision-makers had not heard much from their constituents about the transit system, but had the impression that the transit system worked sufficiently (average score of 5/10). The strengths that they identified were that it is affordable, and it works especially well for students, particularly in Mankato proper. The areas for improvement that they identified were frequency, routing, and a desire for longer service hours. In addition, the issue of handicapped accessibility and ease of use for the elderly came up repeatedly in the comments from the decision-makers. This was one of their highest priorities in terms of improving the transit system – they felt that the system should work best for those most in need. However, survey respondents also highlighted the need for these challenges to be met within the existing financial constraints. Finally, several decision-makers highlighted that they had generally positive feelings towards the transit system because it showed that the region is considering its future growth carefully.

Meetings

Meetings were used to share project information and discuss specific topics with the general public and stakeholder groups.

Decision-Maker Meetings

Four meetings were held with local decision-makers, three with the Mankato City Council, and one with the MAPO Policy Board. The first Mankato City Council meeting was held on March 6, 2017. During this meeting, the Kimley-Horn team and the TDP project were introduced. The TDP team participated in a second City Council meeting on March 26, 2018 to share the engagement efforts and outcomes to date as well as share two of the proposed plans to change service.

The TDP team presented the final TDP and Transit Asset Management plans to the MAPO Policy Board on June 7, 2018 where they were recommended for adoption, and to the Mankato City Council on June 25, 2018 where they were adopted.

Community Meetings

Two sets of community meetings were held during the planning process to give people an opportunity to learn about the project and to also provide input regarding the transit system. Both community meetings were held at transit accessible and convenient locations and incorporated the Circle Way from Art of Hosting so that every participant has an opportunity to share and can see each other. The Kimley-Horn team worked with City to identify individuals and groups to invite specifically as well as push out notifications of the meeting through the various communication channels discussed above.

The first set of community meetings were held on June 22nd, 2017 and 24th, 2017. These meetings focused on the existing system and laid groundwork to help those interested in better understand data

about how the system functions today. Questions for this meeting focused on what aspects of the transit system work well for current travel needs and what aspects need improvement. The second set of community meetings were held on April 19, 2018. This meeting focused on recommendations for the system. Community members were able to learn and provide feedback about recommendations and provide feedback regarding whether the recommendations will address their issues. The feedback received at these community meetings is summarized below.

ISSUES OR CHALLENGES WITH THE CURRENT TRANSIT SYSTEM

- ◆ Routes and Timing
 - The bus does not operate late enough – people cannot take it home from work or to go out to dinner
 - Bus does not operate on Sundays
 - Specific access issues: No access to Eagle Lake, and difficult to get to Old Town; accessing post office, restaurants
- ◆ Physical access to bus
 - Winter maintenance is poor
 - Buses don't currently have level boarding and steps can be challenging
- ◆ Aging population
 - The population in the Greater Mankato area is aging and needs help getting comfortable with transit
 - Fares are a challenge for senior citizens
- ◆ Land use in Greater Mankato
 - The Greater Mankato area is currently not designed for people without cars
 - There are currently limited or lacking connections to the areas surrounding Mankato, which have more affordable housing
 - Non-profits would prefer to distribute bus tokens but currently have to pay for cabs because the bus either doesn't serve where clients need to go or travel times using the bus are too long
- ◆ Marketing
 - People don't know about the disability fare
 - Also difficult to communicate/market to older population
- ◆ Paratransit
 - Can be difficult to schedule in advance, and this makes it hard to get a ride when you want to because buses are often at capacity
 - Paratransit is currently the only option for people with scooters
 - Does not operate on Sunday
 - Fares are an issue for people with disabilities and fixed incomes
 - Eligibility paperwork is difficult
- ◆ Overloads and Bikes on board
 - Routes that serve students can be difficult to use because they get overloaded
 - Bikes can also cause issues – currently no consistent policy for allowing more bikes on board

OPPORTUNITIES FOR IMPROVEMENT

- ◆ Expand service span and frequency
 - Sunday and Holiday service
 - Evening service including Saturdays, and especially for Paratransit
 - Increase more service to year-round, not just school year
 - More frequent buses – some routes are always overloaded near MSU-Mankato

- ◆ Route adjustments
 - Expand food access via transit
 - Sam's Club/Walmart (Route 3), Baker's Square/Chipotle
 - Hy-Vee (Route 13)
 - Sibley Park
 - Hiniker Road
 - The industrial park
 - The food shelf
 - Eagle Lake
 - Madison East to serve offices and clinics
 - Adam Street extension
 - West Mankato
 - Mobile home communities (Southhaven, Knollwood, and Eastwood)
 - Old Town
 - North Mankato
 - Service improvements are especially needed for the 2nd shift
 - People need to encourage government in North Mankato for improved service
 - Add stops in residential areas buses already stop in and add routes to new residential neighborhoods
 - Specific stop locations:
 - Off Victory Drive by Menards and Fleet Farm
 - Between Wickersham and 22nd
 - Hilltop
 - Expand service to jobs and childcare facilities
 - Explore new partnerships like the one that exists with MSU-Mankato (i.e., with local employers)
- ◆ Fares
 - Introduce SmartCards that allows you to auto-refill it – increase flexibility on fareboxes
 - Introduce a senior card
- ◆ Marketing
 - Have bus ambassadors on board to help new passengers
 - Promote one free month of service to increase ridership
 - Have ambassadors on board and bus “trainers” to help make riding the bus more accessible
 - Create how-to video
 - Encourage people with disabilities to use the fixed-route bus if they are able, to reduce crowding on Paratransit
 - Gamification of riding bus – like Pokémon Go
- ◆ Drivers & Driver Training
 - Hire excellent drivers and implement driver training
 - Operators help riders with their bags, don't rush people, and are very friendly
 - Operators help make community connections/friends
- ◆ Introduce Dial-a-ride service
 - This could serve areas without fixed-route service
 - 10am-9pm would be a good dial-a-ride service span
- ◆ Transit Hub
 - Bridge Plaza would be a nice location
 - Post Office
 - Could be a transit-supportive multiuse space with affordable housing
 - Sibley Parkway/Children's Museum
 - A growing area with new housing

- Include bicycle parking at the new transit hub

TRANSIT INFORMATION AVAILABILITY AND ACCESSIBILITY

- ◆ Mobile application and website
 - Would like a trip planner and to know when bus is really coming
 - Add FAQs to website
 - More social media presence and information
- ◆ Schedules and maps
 - Need bigger maps to be available
 - Maps should be easier to print from website
 - Maps should be available at transit stops
 - Add landmarks (i.e., buildings or businesses) to the route maps
- ◆ Operators and ambassadors
 - People like talking to real people for help – people often ask other riders for help, there should be designated helpers
 - Announcements on board from operators would help visually impaired
 - Downtown ambassadors would be helpful, especially during events
- ◆ Inclusivity
 - Make materials available in other languages
 - Operators could be taught basic phrases in other languages
- ◆ Feedback
 - Offer an option for riders to provide feedback on the buses (currently, giving it to operators)
 - Keep a log of service requests and report how they are utilized
 - Riders call 311 or the transit phone number to provide feedback
 - Riders provide feedback on the city's website

An interactive map could be beneficial for providing route ideas, service needs, or other feedback

- ◆ Physical improvements
 - Add Wi-Fi to buses
 - Invest in articulated buses to manage larger loads
 - Use of restraints would be beneficial for people using walkers, especially when they are carrying groceries
 - Add bus shelters to protect riders in inclement weather
 - Need a clear policy around flagging bus down versus bus stop signs (and bus stop signs in appropriate spots to match the policy)
 - Directional/destination information on signs would be helpful to riders as well

GOALS FOR THE TRANSIT SYSTEM

- ◆ Customer experience
 - Trip planning – make it easy to do multimodal
 - Public art at major transit stops
 - Boost ridership by creating fare passes for specific groups – students, seniors, people with disabilities (and use to collect better data and do performance evaluations)
 - There is an opportunity to gain ridership as adults age in the Greater Mankato area
 - People may not want to drive anymore
 - A strong transit system will help people maintain their independence while no longer driving
- ◆ Coverage, flexibility, and frequency
 - On time performance improvements – set a standard, monitor, and evaluate
 - Expand service span – all year round, weekend and evening service

- Increase service to areas outside of MSU-Mankato
 - Consider nursing home, assisted living, mobile home locations
- Decrease average travel time for riders
- ◆ Safety and security
 - Bad weather policies and practices (Snow, tornado, storms)
 - Especially important with vulnerable populations like elderly, disabled
- ◆ Accessibility
 - Increase access to food, housing, jobs
 - Add transportation question on workforce application – transportation shouldn't be an issue for people accessing jobs
- ◆ Education and increasing ridership
 - Increase awareness of costs of owning a vehicle and compare cost of riding the bus to owning a vehicle to encourage ridership
 - Encourage North Mankato residents (and those who want to access it) to reach out to government to allow for greater transit service there

Pop-up Meetings

Pop-up meetings were a way to reach those unable or uninterested in coming to a community meeting or who have not heard about the project. Pop-up meeting times and locations were planned to focus on reaching either existing riders at places with a high number of transit boardings, such as outside of the MSU-Mankato student union, or current non-riders, at locations where potential riders are already gathering. However, many of the locations where the team anticipated connecting with non-riders resulted in connecting with riders, and vice versa. For example, while the pop-up at the United Way's Project Community Connect was expected to provide access to non-riders, many rider surveys were received during this event.

UNITED WAY PROJECT COMMUNITY CONNECT

The Mankato TDP conducted its first pop-up meeting as an attendee of the United Way Project Community Connect (PCC) event on April 17, 2017. Held in downtown Mankato at the Verizon Wireless Center, this event has dozens of regional service providers at one location for interested residents to get all their service questions answered at one time. The goals of this pop-up were to:

- ◆ Introduce the TDP to the SE Minnesota community and residents
- ◆ Gain insight on reasons behind transit use or non-use by residents today
- ◆ Identify locations that need new or improved transit service
- ◆ Identify preferences on transit service types, amenities, access, and management

The intention with this event was to connect with non-riders, however, 26 rider surveys were collected at this event. The team attended the PCC event again on April 18, 2018. 13 general comments were collected from the public. The feedback received at this event from both years is summarized below.

- ◆ North Mankato service was requested, particularly with greater frequency and expanded hours (weekends and evenings)
- ◆ Later service was requested across the board – particularly for shift workers. One comment suggested midnight as the cutoff point.
- ◆ Service requested to Lincoln Community Center, Highland Park, and Eagle Lake – also comments that more routes are needed broadly
- ◆ Hilltop/Downtown connection should be more reliable and frequent
- ◆ Paratransit availability on Sundays
- ◆ Disconnect mobility bus from Stomper's Express
- ◆ Access to jobs – fun.com, Taylor Corp.
- ◆ Bus drivers are wonderful

- ◆ More benches and shelters along routes

HIGH SCHOOL

After the success of this initial pop-up, the Mankato TDP conducted its next pop-ups with high school students at Central High School, West High School, and East High School in May 2017. At the pop-ups, 28 surveys were collected (26 non-riders, 2 riders), and dot surveys were conducted to understand the high school students' priorities for the transit system.

High school students often do not have cars of their own, and so the transit system has a unique opportunity to engage and serve this population. Many students commented that the bus could help them participate in after school activities, but that they did not know how to ride the bus and so did not feel comfortable utilizing the service. Besides education on service, high schoolers also strongly indicated that they would like the buses to serve more locations, and have more frequent service. Several students indicated that they wished that the bus could get them to the Twin Cities.

In the dot survey, the high schoolers were asked to prioritize transit system changes. The students prioritized lowering the cost (or fares) most highly, and improved passenger amenities second. Their third and fourth priorities, respectively, were extended hours (beginning service earlier and ending it later), and customer travel training.

MSU-MANKATO ON-CAMPUS

In addition to engaging high schoolers, the team also engaged college students at MSU-Mankato. A pop-up was hosted at Centennial Student Union on the MSU-Mankato campus on April 18, 2017. The intention was to engage riders primarily. 10 rider surveys and 6 public comments were collected.

- ◆ Most common trip is from MSU-Mankato to Walmart/HyVee on Madison Street
- ◆ Land-to-air service doesn't work well – service is frequently full so students can't rely on using it to get to the airport, and have to pay for a cab all the way to Minneapolis-Saint Paul International Airport (MSP).
- ◆ Southwood Terrace bus shelter
- ◆ Service to on-campus student housing
- ◆ Later bus service
- ◆ Bus service on campus is good, but off campus is not good
- ◆ Requested an app that details routes and schedules – it can be difficult to know where bus goes and what time it runs
- ◆ Greater frequency of buses
- ◆ Sunday service
- ◆ Drivers are friendly
- ◆ Always on time – very consistent

CHERRY STREET

On April 17, 2018 and April 19, 2018, the team held a pop-up at the Cherry Street bus stop. The intention was to engage transit riders at this event. 16 public comments were received.

- ◆ Reduced fare for seniors
- ◆ Service to nearby towns
- ◆ North Mankato service – weekends
- ◆ Weekend service, later service globally
- ◆ West Mankato, Madison Lakes
- ◆ Summer service to campus
- ◆ Bus tracker app would make already superb bus service better
- ◆ Purchase newer buses (get rid of older ones that break down)

University, Business, and Non-Profit Focus Groups

The TDP team planned to host focus groups to target four specific audiences: Colleges/Universities, Nonprofits/Community Organizations, Businesses, and Paratransit riders. These meetings were opportunities for them to learn about the project and provide input regarding the transit system. The forums for Universities, Businesses, and Non-Profits were organized and invitations were sent out, however none of the business owners chose to attend. There were attendees at the other two focus groups. Ultimately, Paratransit riders and businesses were reached through phone interviews (which are addressed in the following section). The results of the final two focus groups are included below.

UNIVERSITIES

The Mankato TDP team hosted a university and college focus group meeting for at the MSU-Mankato Wiecking Center on June 23, 2017. The purpose of the university and college focus group was to hear from university and college leaders from throughout the Greater Mankato-North Mankato area and gain their insight on current issues and strengths of the transit system and how it can be improved to better serve their students, faculty, and staff. There were participants from MSU-Mankato and South Central College.

Barriers to Riding the Bus

- ◆ Routes don't go where they need to go
 - Walking might be faster than the bus if the routes aren't direct
- ◆ Schedule
- ◆ People don't know how to ride the bus
- ◆ People are dependent on their cars
- ◆ Accessibility of the schedule
 - Where to find it
 - How to read it
 - Some routes aren't very direct, so it's challenging to understand where they go
- ◆ Intimidating
- ◆ Overcrowded buses
 - Especially at 8:30am

Issues or Challenges with the Current Bus System

- ◆ The white buses are very loud
- ◆ International students don't have ID before semester starts
- ◆ There aren't enough service hours between Mankato and North Mankato
 - South Central College had to cancel its international student program due to the poor transit service
 - The current gaps in service between Mankato and North Mankato are an issue
- ◆ Campus Express doesn't run late enough on Fridays
- ◆ Sunday service would be very beneficial
 - Walmart and River Hills Mall
 - Late morning to early evening
- ◆ Route 4 no longer operating on Sherman Street is an issue
- ◆ There are not enough shelters
- ◆ There is a lack of service to the industrial park
- ◆ North Mankato service would open housing options for students
 - Improved service between Mankato and North Mankato would also open housing options in Mankato for SCC students
- ◆ There currently isn't service to the Hubbard Building
 - Service lacking a couple weeks before the semester starts

Opportunities for New or Improved Service

- ◆ Service to New Ulm
- ◆ Service to the new dining center at MSU-Mankato
- ◆ Wi-Fi on buses would be appreciated by many students
- ◆ Add charging stations on buses
- ◆ Service to Sibley Park
- ◆ Service to other recreational opportunities
 - Hiniker Park
 - Spring Lake Park
- ◆ Improved frequency on Saturday would be much appreciated by students
- ◆ Seats on the blue buses could be cleaned more or replaced with vinyl seats
- ◆ Providing rides on campus even without Mav card available
 - Mav card could be integrated in a mobile app
- ◆ Add different colors/wraps on buses & something to look at inside the bus
- ◆ Show photos of students on buses

Transit Information Availability and Accessibility

- ◆ People have trouble finding the transit website
- ◆ It would be nice to have information for all routes on one map
- ◆ It is challenging to print the maps on the transit website
- ◆ Mobile app would be very beneficial
 - Can update information
- ◆ Bus map complicated to read
 - DC Metro map is easy to read
 - Straight, simple, streamlined route lines would be very beneficial
- ◆ Confusing regarding where the bus stops
- ◆ Visual map on the bus would be helpful
- ◆ Create a video for how to read schedule & ride the bus
 - Create video news & updates (short 2-3 minutes)

How to Engage Students, Staff, and Faculty Regarding the Transit System

- ◆ Surveys
 - Electronic
 - Send out through smaller channels
- ◆ Go to South Central College
- ◆ Engage the Student Senate
- ◆ Host an open house bus day
 - Learn how to ride
 - Free to ride
 - Get stamps along route
 - Coincide with a big event
- ◆ Rotating images or screens with updates on the buses

NON-PROFITS

The Mankato TDP team hosted a non-profit focus group meeting at the Intergovernmental Center on June 23, 2017. The purpose of the non-profit focus group is to hear from non-profit leaders from throughout the Greater Mankato-North Mankato area and gain their insight on current issues and strengths of the transit system and how it can be improved to better serve them, their clients, and their employees. There were participants from MRCI Worksource, the Salvation Army, YMCA, the Minnesota Council of Churches, Blue Earth County Public Health, VINE Faith in Action, Blue Earth County

Employment Services, MN Valley Action Council, Greater Mankato United Way, Leisure Education for Exceptional People (LEEP), Nicollet County Public Health, and MN River Area Agency on Aging.

Issues or Challenges with Current Bus and Paratransit

- ◆ Lack of System Understanding
 - Some people don't understand how to ride
 - Confusion and fear over where the bus will go prevent people from riding the bus
 - There is currently not a mobile app for accessing transit information
 - Some people have language barriers, which makes riding the bus a challenge
- ◆ Scheduling or Frequency Issues
 - The route schedule and long waits to transfer buses (30 mins to 1 hour) is an issue
 - Route schedules do not accommodate people's work schedules and child care
 - The bus does not operate frequently enough
 - There is a need for Sunday service
 - The timing of the Paratransit is an issue in North Mankato
 - There is a need for additional Paratransit bus
 - It is an issue for people to get home from the 2nd shift on the bus
- ◆ Infrastructure
 - There are currently not enough shelters at bus stops
 - The lack of bus stop signs makes it challenging for people to know where to wait for a bus
- ◆ Stop or Service Location
 - Some people have trouble getting between their home and the bus stop
 - Paratransit should prioritize getting to employment
 - Access to employment in Mankato from St. Peter is a challenge
 - This impacts the local workforce and economy
 - Transit service is needed to:
 - Eagle Lake
 - LeHillier
 - SkyLine
 - East High School
 - North Mankato
 - South Bend Township
 - St. Peter
 - Madison East to Colony Court
 - Health care services are impacted and in jeopardy if transportation fails
 - Better connectivity is needed between Mankato and North Mankato
- ◆ Challenges by Age or Demographic
 - It is difficult for older adults getting to medical appointments and then to pharmacy
 - The bus is not currently youth friendly, especially not for youth riding alone
 - Bus stops are needed near public and senior housing
 - There is a need for someone to show clients how to ride the bus, especially those who don't speak English
 - The bus is not affordable for people with limited incomes
- ◆ Other Topics
 - It is a challenge for the health department and non-profits to purchase passes, because the transit agency is not a listed provider
 - The convenience of cars and the availability of free parking prevent people from riding
 - Some people need assistance from public transportation to private property

Opportunities for New or Improved Transit Service

- ◆ Service to:
 - Apartment complexes in Colony Court in North Mankato, Forest Park Heights, Sibley Park
 - East High School
 - St. Peter (Maplewood Apartments and the St. Peter Hospital)
 - Sibley Parkway
 - Ethnic restaurants
 - Halal Stores
 - Islamic Center
 - Places of worship
 - VINE Faith in Action
 - YMCA
 - DMV
 - Eagle Lake
 - 3rd Avenue
 - West Mankato
 - Lower North
 - Salvation Army
 - Mobile home parks
 - Schools
 - Lime Valley
 - Hilltop
 - South Haven, University Trailer Park
 - Franklin Park
 - South Bend Township
 - Dublin Road area
 - River Bluff/Johnson Plaza
 - Liberty and 4th
 - Partners for Affordable Housing
 - Hoffman Road Area
 - Mt. Kato
 - Homestead apartments
 - University Park
 - Upper North
 - Service agencies
- ◆ Training would be beneficial to teach people how to ride the bus
 - Including visuals, pictures, colored landmarks, videos, postcards, booklets
- ◆ Bus driver greeting helps with accessibility and comfort
- ◆ Buses provide an opportunity to accommodate the aging demographic by providing a transportation option other than driving
- ◆ Service to more apartment buildings
- ◆ A language app could be beneficial for operators to assist those that speak languages other than English
- ◆ Extra trips before and after school would be beneficial to youth
- ◆ More direct routes
- ◆ Service to areas with high concentrations of people with low-incomes and older adults

Interviews

As a result of the initial community meetings and focus groups, the team recognized that phone interviews would be a beneficial method to incorporate. Phone interviews allowed the team to reach

greater numbers of individuals traditionally underrepresented in the planning process, and also made it easier for those individuals to participate. Phone interviews were conducted with transit operators, Paratransit riders, and new Americans and collected more detailed feedback in this one-on-one setting.

Transit Operators

Operator interviews were received from 27 GMTS operators. The following is a high-level summary of the feedback received. This information is discussed in more depth in the Issues Identification Memo.

- ◆ Routing
 - Routes often drive through and pick up in parking lots.
 - Pickup would be preferred on the street or at a designated area
 - Route names
 - Simplify labeling system (especially for students)
 - Service areas to add:
 - East Mankato (Walmart/Mall)
 - Jack Links
 - Eagle Lake
 - West Mankato
 - St. Peter
 - North Mankato (Commerce Dr. area)
- ◆ Service times
 - Layover/recovery time is generally sufficient
 - Service times to add:
 - Routes before 8:00am
 - Later evening schedules
 - North Mankato, evening and Saturday
 - Downtown Mankato at night
 - Early Saturday morning service to campus/Stadium

Buses that service campus often leave while class gets out

- ◆ Shelter/stop design and flag stop system implementation
 - Stops in parking lots lack a designated shelter or pickup area and riders expect buses to stop in the middle of parking lots for pickup
 - Shelters are dark/poorly lit, which makes it challenging to see riders at night
 - Shelters/benches still present at areas that are no longer serviced
 - Bus route postings at shelters/pickup areas can be improved
 - Flag stops
 - Some people flag the bus in the middle of blocks rather than at intersections; intersections or designated areas preferred
 - Can interfere with timeliness of bus schedules
- ◆ Accessibility
 - Mobility scheduling can be improved
 - May be beneficial to add a third mobility driver during peak hours so that riders don't get turned away

Paratransit Riders

32 phone interviews were conducted with Paratransit riders to collect their feedback on this service specifically. A survey format was used to ensure that consistent information was collected from all riders.

All but two of riders find the system easy or very easy to use (94 percent of riders surveyed). In addition, transit was the primary mode of travel for 75 percent of the riders. The riders ranked buses on time more

often and later bus service as the top two priorities for improvements. Night mobility and year-round mobility were mentioned by many riders as service needs. St. Peter and North Mankato were specific destinations that respondents felt required additional service.

New Americans

Over the course of several weeks Mankato transit staff reached out to New Americans that utilize the bus system in the Greater Mankato Area. The riders were asked to participate in a short interview regarding locations to which they would like to ride the bus and improvements they would like to see to the transit system. The feedback that was received is summarized below:

WHERE WOULD YOU LIKE TO GO USING THE BUS?

- ◆ Hindi (Washington Street)
- ◆ Barkhadle (South Front Street)
- ◆ Open Door Health Center
- ◆ Colony Apartments
- ◆ Islamic Center
- ◆ Lincoln Community Center
- ◆ South Central College
- ◆ AmeriPride
- ◆ 3rd Avenue (Jack Links)
- ◆ Hilltop Lane Apartments

WHAT IMPROVEMENTS SHOULD BE MADE?

- ◆ Start earlier and operate later in the day
- ◆ More frequent service
- ◆ Sunday service
- ◆ Year-round city-wide service (outside of the school year)
- ◆ Serve more locations
- ◆ Materials available in additional languages

Businesses

As mentioned above, the TDP team organized a focus group and sent invitations, but businesses chose not to attend. To ensure their feedback was still captured and taken into account, city staff engaged businesses in one-on-one interviews.

Radio and TV Talk Shows

The community engagement strategy leveraged traditional media to reach people who may not engage using other forms. Traditional media outlets included partnering with radio station KTOE (AM 1420, 102.7 FM) to share presentation and public meeting information.

Addenda

Stakeholders

One of the key engagement tasks was to identify stakeholders and confirm that these organizations and individuals are represented in the study process. The final list of stakeholders is provided below. The team will also provide the contacts obtained from these stakeholders in the contact database to the client at project close.

- ◆ Federal, state, and regional agencies
 - Federal Transit Administration (FTA)



- Minnesota Department of Transportation (MnDOT)
- Mankato/North Mankato Planning Organization (MAPO)
- Minnesota River Valley Transit

Region Nine Development Commission

- ◆ Local agencies
 - Blue Earth County
 - Nicollet County
 - Le Sueur County
 - City of Mankato
 - City of North Mankato
 - City of Eagle Lake
 - City of Lake Crystal
 - City of Mapleton

City of Skyline

South Bend Township

Lime Township

Mankato Township

- ◆ Educational institutions
 - MSU-Mankato
 - Bethany Lutheran College
 - South Central College

Independent School District 77—Mankato Area Public Schools

- ◆ Businesses
 - Greater Mankato Growth, Inc.
 - Center for Innovation & Entrepreneurship (MSU-Mankato)
 - Individual businesses
 - Friesen's Bakery
 - Jack Links
 - Buyfun.com
 - Major employers

Second-chance employers

- ◆ Public stakeholders
 - Residents
 - Students
 - Traditionally underrepresented and underserved populations, such as people with low incomes and new Americans
 - People with disabilities

Senior housing residents

- ◆ Other stakeholders
 - Social service providers
 - Mankato Clinic
 - Mayo Clinic Health Systems
 - Echo Food Shelf
 - Nicollet County Public Health
 - Blue Earth County Public Health
 - Blue Earth County Human Services

- Nicollet County Human Services
- Non-profit organizations
 - Feeding The Community Partners
 - Open Door Health Center
 - Mankato Rehabilitation Center, Inc. (MRCI) WorkSource
 - Harry Meyering Center
 - Pathstone
 - Greater Mankato Diversity Council
 - Salvation Army
 - Blue Earth County Employment Services
 - MN Valley Action Council
 - Greater Mankato United Way
 - Leisure Education for Exceptional People (LEEP)
 - MN River Area Agency on Aging
- Mobile Home Parks
 - University Park Mobile Home Park
 - Eastwood Manor Mobile Home Park
 - Lime Valley Mobile Home Park
 - South Haven Mobile Home Park
- Faith-based groups
 - VINE Faith in Action
 - Minnesota Council of Churches
 - Young Men Christian's Association (YMCA)
 - Young Women Christian's Association (YWCA)

Surveys

Included in each of the sections below are the surveys or questions developed for various groups.

Rider Survey

The following survey was available in both a paper format (as seen below), and online.

MANKATO → Transit Development Plan

RIDER SURVEY

The City of Mankato is starting work on the Mankato Transit Development Plan. This plan will provide recommendations for how Mankato's transit system can grow in the next 5 years and beyond. Your input is very valuable to understand the strengths and issues of the current transit system in the Mankato area.

EASE OF SYSTEM USE

Please select the option that best represents your opinion.
In your opinion, how easy is it to ride the Greater Mankato Transit System?

Very Difficult	Somewhat Difficult	Moderate	Easy	Very Easy
_____	_____	_____	_____	_____

Is there an aspect of riding the bus that makes it confusing or difficult? If yes, what is it?

Is using transit the way you primarily travel throughout Mankato? Yes _____ No _____

IMPROVEMENTS

What would make riding the bus more appealing to you? Please rank these improvements in order of greatest priority to you (1=highest priority and 5=lowest priority)

_____ Earlier Bus Service	_____ Bus Serves More Locations
_____ Later Bus Service	_____ Bus On-time More Often
_____ More Frequent Bus Service	

Are there any locations the bus does not travel to that you feel are important to have service?

Please share any other comments related to strengths of the current bus system, issues with the current bus system, or improvement that you would like to see to the bus system:

DEMOGRAPHICS (OPTIONAL)

Understanding more about you helps us to better understand the needs of our customers and consider appropriate improvements. Please consider sharing information about yourself below.

What is your age? Under 18 _____ 18-24 _____ 25-34 _____ 35-44 _____ 45-54 _____ 55-64 _____ 65+ _____

What is your gender? Male _____ Female _____ Prefer not to answer _____

What is your race?
 Black _____ White _____ Asian _____ Native American/Pacific Islander _____ Middle Eastern _____ Two or More Races _____
 Prefer Not to Answer _____

Have you lived in the United States more than 7 years? Yes _____ No _____

Do you identify as Hispanic or Latino? Yes _____ No _____ Prefer Not to Answer _____

Do you identify yourself as a person with a disability? Yes _____ No _____

Rider Survey

1 of 2

TELL US ABOUT SOME OF YOUR MOST FREQUENT TRANSIT TRIPS

Please tell us about the trips that you currently make most frequently on the bus. Please provide information about your trip to and from a destination as separate trips.

TRIP 1

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____

TRIP 2

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____

TRIP 3

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____




Rider Survey


2 of 2

Non-Rider Survey

The following survey was available in both a paper format (as seen below), and online.

MANKATO  Transit Development Plan

NON-RIDER SURVEY



The City of Mankato is starting work on the Mankato Transit Development Plan. This plan will provide recommendations for how Mankato's transit system can grow in the next 5 years and beyond. Your input is very valuable to understand the strengths and issues of the current transit system in the Mankato area.

INTEREST IN RIDING THE BUS

Would you ever be interested in riding the bus in the Great Mankato area? Yes ☐ No ☐

BARRIERS TO RIDING THE BUS

What prevents you from currently riding the bus?

I don't know how to ride the bus/I don't know where the bus goes ☐

The bus does not travel where I need to go ☐

The bus does not operate at the time I need to travel ☐

The bus takes too long to get to where I need to go ☐

Other (Please explain)

IMPROVEMENTS

What would make riding the bus more appealing to you? Please rank these improvements in order of greatest priority to you (1=highest priority and 5=lowest priority)

<input type="checkbox"/> Earlier Bus Service	<input type="checkbox"/> More Frequent Bus Service
<input type="checkbox"/> Later Bus Service	<input type="checkbox"/> Bus Serves More Locations
<input type="checkbox"/> Bus On-time More Often	

Are there any locations the bus does not travel to that you feel are important to have service?

Please share any other comments you have related to strengths of or issues with the current bus system or improvements that would make you more interested in the bus system:

DEMOGRAPHICS (OPTIONAL)

Understanding more about you helps us to better understand the needs of our customers and consider appropriate improvements. Please consider sharing information about yourself below.

What is your age?
Under 18 ☐ 18-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+ ☐


What is your gender?
Male ☐ Female ☐ Prefer not to answer ☐

What is your race?
Black ☐ White ☐ Asian ☐ Native American/Pacific Islander ☐ Middle Eastern ☐ Two or More Races ☐
Prefer Not to Answer ☐

Have you lived in the United States more than 7 years? Yes ☐ No ☐

Do you identify as Hispanic or Latino? Yes ☐ No ☐ Prefer Not to Answer ☐

Do you identify yourself as a person with a disability? Yes ☐ No ☐

 Non-Rider Survey

1 of 2

TELL US ABOUT SOME OF YOUR MOST FREQUENT TRANSIT TRIPS

If you would be interested in riding the bus, please tell us about the trips that you are interested in taking on the bus. Please provide information about your trip to and from a destination as separate trips. If you would never be interested in riding the bus, please leave this section blank.

TRIP 1

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____

TRIP 2

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____

TRIP 3

Beginning location:

Name of Place _____ Closest Intersection to this Location _____

Ending location:

Name of Place _____ Closest Intersection to this Location _____

Purpose of this trip: Work _____ School _____ Medical _____ Shopping _____ Recreation _____ Social _____

Other (please describe) _____

What time do you take this trip?

6am-9am _____ 9am-3pm _____ 3pm-6pm _____ 6pm-10pm _____ 10pm-6am _____

How frequently do you take this trip?

Daily _____ 4-5 days per week _____ 2-3 days per week _____ A few times a month _____ A few times a year _____



Non-Rider Survey

2 of 2

Decision-Maker Survey

The following set of questions were provided to decision-makers in an online survey tool.

Which policy board do you represent?

- Blue Earth County Board
- Eagle Lake City Council
- Independent School District 77
- Le Sueur County Board
- Line Township
- Mankato City Council
- Mankato Township
- Nicollet County Board
- North Mankato City Council
- Skyline City Council
- South Bend Township

1. Based on what you have heard from constituents, how well does the Greater Mankato Transit System serve those you represent on a scale of 1 to 10, with 10 being outstanding service?

1 2 3 4 5 6 7 8 9 10

Very
Poorly

Outstanding

Why did you select this rating?

2. In your opinion, how well does the Greater Mankato Transit System serve those you represent on a scale of 1 to 10, with 10 being outstanding service?

1 2 3 4 5 6 7 8 9 10

Very
Poorly

Outstanding

Why did you choose this rating?

3. Based on what you have heard from those you represent and your opinion, what are the strengths of the current Greater Mankato Transit System?

4. Based on what you have heard from those you represent and your opinion, what improvements can be made to the Greater Mankato Transit System?

5. What are your priorities for the Greater Mankato Transit System?

High School Student: Rider Survey

In addition to the questions listed below, high school students could optionally provide demographic information, and contact information to be entered in an Amazon gift card giveaway.

I CURRENTLY RIDE THE GREATER MANKATO TRANSIT SYSTEM BUS

On Average, how many times per week do you ride the bus?

- 1-2 ____



- 3-4 _____
- 5+ _____

Are there any aspects of riding the bus that are confusing or difficult?

Why do you ride the bus? (check all that apply)

- I don't have a car available to me _____
- I have a car available to me, but I don't have my driver's license _____
- It is the most affordable option _____
- It's faster than walking _____
- It's the safest option _____
- Public transit is better for the environment _____
- Other: _____

Where do you ride the bus to most often? (check all that apply)

- School: _____
- After-School Activities: _____
- Shopping: _____
- Leisure/Recreation: _____
- Work: _____
- Medical Appointment: _____
- Other: _____

If there were improvements made to the bus system, which places would you start riding the bus to or ride the bus to more often? (check all that apply)

- School: _____
- After-School Activities: _____
- Shopping: _____
- Leisure/Recreation: _____
- Work: _____
- Medical Appointment: _____
- Other: _____

My travel patterns would not change:

What would make riding the bus more appealing to you? Please rank these changes or improvements in order of greatest priority to you (1= highest priority and 5= lowest priority)

- Earlier Bus Service
- Later Bus Service
- More Frequent Bus Service
- Bus Serves More Locations
- Bus Costs Less to Ride

Are there any locations the bus does not travel to that you feel are important to have service?

Please share any other comments related to strengths of the current bus system, issues with the current bus system, or improvement that you would like to see to the bus system:

High School Student: Non-Rider Survey

In addition to the questions listed below, high school students could optionally provide demographic information, and contact information to be entered in an Amazon gift card giveaway.

I CURRENTLY DO NOT RIDE THE GREATER MANKATO TRANSIT SYSTEM BUS

What prevents you from riding the bus? (check all that apply)

- I have a car available to me _____
- My family/parents drive me where I need to go_____
- I live far from the nearest bus stop_____
- I can walk to my most frequented destinations_____
- I don't know how to ride the bus____
- I can't afford to ride the bus____
- The bus takes too long____

If there were improvements made to the bus system, which places would you start riding the bus to? (check all that apply)

- School: _____
- After-School Activities: _____
- Shopping: _____
- Leisure/Recreation: _____
- Work: _____
- Medical Appointment: _____
- Other: _____
- My travel patterns would not change: _____

What would make riding the bus more appealing to you? Please rank these changes or improvements in order of greatest priority to you (1= highest priority and 5= lowest priority)

- Earlier Bus Service
- Later Bus Service
- More Frequent Bus Service
- Bus Serves More Locations
- Bus Costs Less to Ride

Are there any locations the bus does not travel to that you feel are important to have service?

Please share any other comments related to strengths of the current bus system, issues with the current bus system, or improvement that you would like to see to the bus system:

Public Comments and Survey Results

Public comments and survey results are included as they were received. Spelling and grammar have not been adjusted.

Public Comments

► Table 4: Public Comments

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/18/2017	Pop-Up Meeting	Centennial Union	Many students noted their most common transit trip is between MSU-Mankato campus and the Walmart/HyVee along Madison Street	Route 6 & the Stomper Express will continue to serve these trips
4/18/2017	Pop-Up Meeting	Centennial Union	Land-to-Air service does not work well. The service is frequently full so they do not rely on it to get to the airport using it. They had to pay for a cab to get them to MSP. This student noted that he was an international student.	Land-to-Air is outside the scope of this project
4/18/2017	Pop-Up Meeting	Centennial Union	Southwood Terrace needs a shelter in front of the building. When it is rainy, students wait inside the building for the bus. The stop/street is far enough away from the building that many times the bus does not see the students waiting inside the building. If there was a shelter, people would wait at the stop and this issue would be resolved.	Title VI compliant standards developed for shelter placement
4/18/2017	Pop-Up Meeting	Centennial Union	When it is raining, some drivers will drop students off at Southwood Terrace at one of the concrete driveways on either side of the bus stop instead of at the stop itself. This is preferred, because the stop does not have concrete (it is a grassy area) so that riders aren't required to step in mud to exit the bus. Add a concrete pad at the stop, or encourage drivers to let riders off at the driveway instead of the stop itself during rain.	ADA compliant bus pads will be constructed at identified bus stops
4/18/2017	Pop-Up Meeting	Centennial Union	Later bus service	Service is proposed until 10pm on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario
4/18/2017	Pop-Up Meeting	Centennial Union	My destination is campus apartments (student housing apartments)	Student housing will continue to be served by the Route 1

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/25/2017	In-person	N/A	Would like Sunday service like he has on Saturday	Sunday service is proposed on the Route 26 and on Mobility Bus in the Expansion Scenario and on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario
4/25/2017	In-person	N/A	Would like Sunday service like he has on Saturday	Sunday service is proposed on the Route 26 and on Mobility Bus in the Expansion Scenario and on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario
5/9/2017	Mankato City Portal	N/A	Can we please schedule at least two or three more buses from upper North to downtown. One of them being after 7:00-8:00. And another at 9:00/10:00 am.	Flex service is proposed to supplement Route 13
5/5/2017	Letter	N/A	There seems to be a fairly large number of people that would not qualify for our Mobility Bus service but still have a difficult time accessing the normal bus routes. Would it be feasible to create a route (DAR service) that would provide curb to curb service but not have the requirements currently in place to access Mobility Bus? I'm thinking it would be a kind of "Mobility Bus Lite" that people could call in advance to schedule a ride but they would not need to be ADA certified.	ADA compliant pads will be constructed at identified bus stops; flex service is also being added to dense locations not served by fixed route service
5/16/2017	Online Comment	N/A	Post ID: 11 A lot of bullying happens on the bus and I feel that there should be more done about it.	This comment was in relation to the school bus rather than GMTS
5/19/2017	Online Comment	N/A	Post ID: 14 The only thing that I would like to change is that there is not enough bus routes for Walmart and to the mall. I know that there is not enough student taking that path because the timing is not flexible, it comes once in an hour. A Student going for grocery and shopping is a primary thing to do.	30-minute service is proposed on Route 6 in the Illustrative Scenario
6/20/2017	Online Comment	N/A	Post ID: 22 I am representing disabled individuals who have difficulty obtaining work and shopping due to limited bus transportation and inadequate transportation for the disabled.	ADA compliant pads will be constructed at identified bus stops

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
6/26/2017	Online Comment	N/A	<p>Post ID: 30</p> <p>Thanks for the interesting info gathering session this weekend!</p> <p>It was really well run and enjoyable.</p> <p>If I can be of help in this big project you are working on, please let me know. My job is to connect teams of students to interesting projects in the community...</p> <p>Here's a link to our event on Weds to gather innovative community development project ideas.</p> <p>https://www.eventbrite.com/e/dream-big-learn-big-go-big-workshop-tickets-35090894811</p> <p>All the best!</p>	Thank you!
6/26/2017	Online Comment	N/A	<p>Post ID: 29</p> <p>Hello Mark,</p> <p>Thanks for facilitation of the transit needs conversation today. I am sending you this email as an example of the challenges some of our community members struggle with as do their providers who are held to a standard that promotes community integration. Transportation has a great influence on one's ability to integrate into the community; it affects options in the areas of housing, work and community involvement.</p> <p>I believe that as public transportation becomes more accessible, the lives of our community members will be greatly enhanced and I anticipate there will be economic advantages as well.</p> <p>With Appreciation, Kelly McDonough</p>	Thank you!

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
6/26/2017	Online Comment	N/A	Post ID: 28 Hey Mark, You were asking location for the 1 – 2 am times. The call that I got earlier this week was for a 4 day-a-week shift at MICO working 3 pm – 1 am. Unfortunately, he was supposed to come in this afternoon and do paperwork with me and he didn't show up. The other is working at Fiber Commercial Tech on Mohr Dr. His times have changed so he is working later now but he started by going in about 7 pm and working til early morning. Thanks for the great conversations today!! Hope tomorrow goes well! Carol	GMTS is going to explore partnerships with TNCs to serve second shift jobs
6/22/2017	Phone Comment	N/A	Post ID: 26 A person named Michelle (507-351-1345) called the operations supervisor wanting to provide input into the TDP but was unable to attend either community meeting. Her desire was for the city to begin providing fixed route bus service to the Sibley Parkway / Mound Avenue area. In her voicemail, Michelle specifically mentioned the new Sibley Park apartment complex and condo's that have been recently constructed.	Flex service is proposed to serve the Sibley Park area. The Route 21 is also proposed to serve this area in the Illustrative Scenario
6/22/2017	Online Comment	N/A	Post ID: 25 So glad to be part of this process as you seek to improve bus service!	Thank you!
8/30/2017	Online Comment	N/A	Post ID: 41 Please make bus routes easier to understand. Perhaps like google. Starting point and ending point. Is there a website that does that?	Marketing and Communications recommendations include recommendations about making the website easier to access with a trip planning tool as well as making maps and schedules easier to understand
#####	Online Comment	N/A	Post ID: 46 Please consider having buses run into downtown and hilltop areas late nights for those who live away from campus.	Routes 2, 3, 5, 6, and 7 are proposed to operate until 10pm in the Illustrative Scenario. GMTS is also exploring partnerships with TNCs for late night service

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
11/1/2017	Online Comment	N/A	Post ID: 47 Why do you continue to buy the huge buses for local transit? They don't fit on our streets, they have to wait at intersections for them to clear in order to make turns and they are probably driven 95% of the time at 10% capacity or less. Its good for the city to have a bus system -- lets just get buses that are a little more appropriately sized for the population and for the use.	Title VI compliant standards have been developed to assign buses to each route
4/18/2018	Pop-Up Meeting	Cherry St.	Reduced fare for seniors Out-of-town service to nearby towns	As transit hub locations are explored, GMTS will coordinate with services to nearby towns
4/18/2018	Pop-Up Meeting	Cherry St.	I feel we need more weekend routes to go to upper north Mankato on weekends, and Mon thru Friday	Route 3 is proposed to operate on the weekends in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Cherry St.	Great weekend routes for North Kato in illustrative scenario. Great to see the city investing in such an important service for our community and environment!	Thank you!
4/18/2018	Pop-Up Meeting	Cherry St.	Suc. To W. Mankato (liked the old stop on Hubble/Riverfront), or anywhere along Sibley (more than 3x/day) Bus-tracking app (his bus was 3 min. late while talking to us)	Flex service is proposed to serve the Sibley Park area. The Route 21 is also proposed to serve this area in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Cherry St.	Service is awesome. I've live din N. Mankato 12 years only vice I have is no bus service on Saturdays in N. Mankato	Service is proposed on Route 5 on the weekends in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Cherry St.	Weekend/late night svc. (especially rt. 3) Out-of-town svc. (ex: Minnesota Lakes) Likes all the diff. payment options available	Service is proposed on the weekends and until 10pm on Route 3 in the Illustrative Scenario; As transit hub locations are explored, GMTS will coordinate with services to nearby towns
4/18/2018	Pop-Up Meeting	Project Community Connect	General comments: Kirsten Proski - homeless response (507-387-8687) Improvement in bus drivers N. Mankato (2) "Don't know how" (3) Connect with local shelters to get this info out Hilltop -> shopping/downtown; better service (nights/weekends) Lincoln Community Center -> more frequent/reliable svc	Flex zones are added in North Mankato in the Expansion and Illustrative Scenarios; More frequent service is proposed on Route 2 in the Illustrative Scenario; Service is proposed until 10pm on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
			Expanded evening hours (getting home from work)	
4/18/2018	Pop-Up Meeting	Project Community Connect	Need more benches and shelters at stops (use routes 3 + 13)	Title VI compliant standards developed for bench and shelter placement
4/18/2018	Pop-Up Meeting	Project Community Connect	Increase No. Mankato times & add weekend times to N. Mankato. Would be nice.	Flex zones are added in North Mankato in the Expansion and Illustrative Scenarios; Weekend service is proposed on Route 5 in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	My husband and I live in West Mankato off of Woodland Ave. (close to Carney Ave). We are interested in a bus in that area.	Flex service is proposed to serve the Sibley Park area. The Route 21 is also proposed to serve this area in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	More svc in N. Mankato (more hours/weekends)	Flex zones are added in North Mankato in the Expansion and Illustrative Scenarios; Weekend service is proposed on Route 5 in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	Rt 3 - keep it going to Lyme St (near to School) - People don't shovel sidewalks, hard to get to school from couple blocks away	Comment noted
4/18/2018	Pop-Up Meeting	Project Community Connect	Need more frequent stops in upper North Mankato! More hours during the day	Flex zones are added in North Mankato in the Expansion and Illustrative Scenarios; Weekend service is proposed on Route 5 in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	Increase mobility bus availability and on Sundays Disconnect mobility bus from Stoppers Express	Sunday Mobility Bus service is proposed in the Expansion and Illustrative Scenarios.

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/18/2018	Pop-Up Meeting	Project Community Connect	I know of many people who were working at fun.com who were taking taxis to get there so it would be great if it went down that way. There are also multiple Tayler Corp companies that are also down that way	Flex zones are added in North Mankato in the Expansion and Illustrative Scenarios; Weekend service is proposed on Route 5 in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	A bus to Highland Park or close	Route 7 serves Highland Park
4/18/2018	Pop-Up Meeting	Project Community Connect	Rt 7 - out to 3rd Ave (ex. Hope St.), Maker Place employers; better svc. To downtown Rt. 3 - Split & go down 5th (doubling on 3rd not needed) and serve Warren St.	Route 22 is proposed to serve 3rd Avenue in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	Later hours for Route 3 Bus drivers are wonderful!	Service until 10pm is proposed on Route 3 in the Illustrative Scenario
4/18/2018	Pop-Up Meeting	Project Community Connect	Would like an Eagle Lake bus stop near the park (on the new route)	Title VI compliant standards developed for bench and shelter placement
4/19/2018	Community Meeting		Longer span of service - later in the evening - look at retail hours; also weekends, esp. Sunday (Oct-Dec 20/seasonal) Likes route 3 recommendation 3rd Ave - Hope House, Maker Space - Likes proposed route 22 N. Mankato - Keep running a route past the Food Shelf; needs weekend service to employers Listening sessions at Gus Johnson (413 N 4th) Likes bus locator feature, esp. call-in feature	Service is proposed until 10pm on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario
4/19/2018	Community Meeting		Service needs to extend past 5 pm	Service is proposed until 10pm on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/23/2018	Phone Comment		Joanne Dalton called Charles Androsky the morning of 4/23/18. She lives in the Sibley Park neighborhood and suggested increased service to/from that area. Specifically, the area includes Neighbors Restaurant, Sibley Park, Brick Street, as well as Carney Avenue. She stated she knows of persons with disabilities, high school students, and the elderly who reside in that area, and suggested these populations would benefit from increased service. She suggested an incoming route from Cherry Street, down Riverfront Drive, taking right on Brick Street, left at the bridge, then looping back onto Riverfront. She requested service from Sibley Park Neighborhood to MRCI, Mayo Clinic, and Cub Foods.	Flex service is proposed to serve the Sibley Park area. The Route 21 is also proposed to serve this area in the Illustrative Scenario
4/18/2018	Community Meeting	Intergovernmental Center	<p>I discussed the TDP with representatives from VINE's True Transit service and the MN Council of Churches. I took notes throughout the meeting, their suggestions and/or items of concern are outlined below. Could you please integrate their comments with the rest of the public input. Feel free to call me if there are questions, thank you</p> <p>1) Inter-operability of True Transit and GMTS. True Transit cannot operate within the GMTS service area. This consistently creates problems when True Transit riders wish to travel to multiple locations and/or run multiple errands within GMTS area. The representative shared several anecdotes regarding older and/or disabled persons who have been inconvenienced by this issue. For example, riders are often forced to alight True Transit buses far from their intended destinations and walk or take a taxi the rest of the way.</p> <p>2) Both representatives emphasized that the TDP should take into account the entire population, not just MSU-Mankato students. True Transit shared information on a survey they had taken, which indicated that some non-students were confused by the GMTS purple</p>	As transit hub locations are explored, GMTS will coordinate with services to nearby towns; Marketing and communications recommendations suggested branding the system as a whole rather than to segmented markets to address your concern about the bus wraps and marketing materials; the Marketing and Communications recommendations suggest an independent GMTS website with a trip planning component and How to Ride materials; Adjustments were made to the project website based on these comments; Translation is including in the Marketing and Communications recommendations; Plain language is included in the Marketing and Communications recommendations

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
			<p>MSU-Mankato bus wraps, and assumed the buses were for MSU-Mankato students only. They suggested a re-design of the wraps to better communicate that the bus is for citywide service, not just a campus shuttle.</p> <p>3) Both representatives emphasized that many riders use transit for medical appointments, and that TDP routing should provide service to medical providers.</p> <p>4) Both representatives emphasized the need for an independent GMTS website, and that the site should have a Trip Planning component which is mobile compatible. This mobile component should also include alert features to communicate when buses are running behind or cancelled. The website should include training materials on how to ride bus, which is a special concern for new Americans. Instructional “how-to” videos are especially helpful, with consideration for language barriers.</p> <p>5) On site workshops are also an effective way to educate on how to ride the bus.</p> <p>6) The True Transit representative stated that the TDP should work to ensure service to low income housing (Housing Choice Voucher, mobile home communities, etc.)</p> <p>7) On the TDP website, please move the public comment box to top of “Share Input” page, not the bottom of the page. This was confusing to both representatives.</p> <p>8) Ensure that translation features are included in any online software, trip planner, buses, or other materials</p> <p>9) All communication with the public should use plain grammar, avoid jargon, consider those with limited English as a language barrier. Keep communications simple and to the point.</p>	

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/19/2018	Community Meeting		<p>I spoke with another gentleman yesterday evening after the TDP had ended. He explained that he had been delayed at work (retail, River Hills Target) and arrived later than he'd planned. His comments are below. As you can see, many of his comments are already under consideration, but I wanted to make sure I sent you the complete list.</p> <ol style="list-style-type: none"> 1. Consider retail workers who work 2nd shift, 3 shift. Evening service should include River Hills Mall, MSU-Mankato (service to night classes). Connect down to Cherry Street. 2. Right now, Saturday service does not start to 10:00am. Can it start earlier? Extend service? 3. Sunday Service (10:00am-5:00pm). Especially important retail areas (Mall). 3. He'd be interested in a transit phone app. 4. Utilize Local Access TV Channel CCTV (housed at Bethany College) for training/awareness 5. Bus shelters should be heated (MSU-Mankato, River Hills Mall, high volume stops) 6. Fare Card would be a good option for students, but there may be obstacles to seniors using it. Might want to consider education for older people on how to use fare card. 7. Work with MSU-Mankato to include bus orientation/training/info booth at orientation sessions. 	Service is recommended on Routes 2, 3, 5, 6, and 7 until 10pm in the Illustrative Scenario; GMTS is exploring partnerships with TNCs to serve second and third shift workers; Saturday service is recommended to start at 8am in the Illustrative Scenario, and Sunday service is introduced in the Expansion Scenario and expanded in the Illustrative Scenario
4/17/2018	Pop-Up Meeting	Cherry St.	Would like to have a bus service/route to Tartletot Park and C&S supply area	A flex zone is introduced that serves Tourtellete Park and C&S supply area
4/17/2018	Pop-Up Meeting	Cherry St.	Summer service to campus.	Comment noted
4/17/2018	Pop-Up Meeting	Cherry St.	Campus routes OK today, but would like to see the bus tracker app and Sunday service to campus.	A transit app is included in the Marketing and Communications recommendations and Sunday service on Routes 2, 3, 5, 6, and 7 is proposed in the Illustrative Scenario

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/17/2018	Pop-Up Meeting	Cherry St.	The bus service is superb! But it would be better if you guys can introduce a new bus tracking app where we can check on and get to see where the bus is at etc....	A transit app is included in the Marketing and Communications recommendations
4/17/2018	Pop-Up Meeting	Cherry St.	Service (direct) to Childrens Hospital	The Children's Hospital is served by Route 13
4/17/2018	Pop-Up Meeting	Cherry St.	Would like to see extended weekend service to campus	Routes 2, 3, 5, 6, and 7 are proposed to operate on the weekends in the Illustrative Scenario
4/17/2018	Pop-Up Meeting	Cherry St.	It would be better if there are buses running around Mankato in summer.	Comment noted
4/17/2018	Pop-Up Meeting	Cherry St.	Replace older vehicles (tend to break down) (freightliners)	A transit asset management plan is included as part of this study
4/17/2018	Pop-Up Meeting	Cherry St.	North Mankato route needs one bus both lower North and Upper North before returning to Cherry and get rid of those freight liners buses need to be on time and drivers need not to be talking a lot to each other on Cherry	In addition to the Route 5, flex zones are proposed to serve North Mankato
4/17/2018	Pop-Up Meeting	Cherry St.	Service to Madison Lakes	As transit hub locations are explored, GMTS will coordinate with services to nearby towns
4/20/2018	Online Comment - Boards	N/A	Post ID: 69 Please email me at karilynn2171@yahoo.com. I would like to discuss the plans more. Thank you	Thank you!
4/20/2018	Online Comment - Boards	N/A	Post ID: 68 Share your thoughts about "Board 4: Cost Constrained Scenario" above: Doesn't address any of my additional needs that the current system doesn't cover	Thank you for letting us know
4/20/2018	Online Comment - Boards	N/A	Post ID: 68 Share your thoughts about "Board 5: Expansion Scenario" above: I would like more information on the Flex zone service, is this like the mobility bus in that you could schedule rides? That would be convenient.	The new transit operator will be defining how the flex zones will be operated

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/20/2018	Online Comment - Boards	N/A	Post ID: 68 Share your thoughts about "Board 6: Illustrative Scenario" above: added Sunday service would be a great benefit to me.	Great!
4/20/2018	Online Comment - Boards	N/A	Post ID: 68 Share your thoughts about "Board 8: Infrastructure Recommendations" above: Like the thought of a fare card	Wonderful!
4/20/2018	Online Comment - Boards	N/A	Post ID: 67 Share your thoughts about "Board 6: Illustrative Scenario" above: This must be the Dream Scenario Board :-) Route 3: This route runs too far from Franklin Elementary School. My husband uses a power chair to take our daughter to preschool there. With this new route, she would be denied full participate in preschool because her father has a disability. We cannot afford Mobility Bus all winter long. That would increase the price of preschool by \$100 a month (the 4 year old class is 4 days a week). Perhaps consider running the direction of the downtown loop on route 3 the other way and coming down Adams, turning left on Broad, jogging on Madison and left at the light on 2nd. If 4th Street is preferred for other reasons, the route could always jump back up there a block or two after crossing Madison. (better to offer solutions with criticisms when possible) Route 3: Please keep school start times in mind when routing the bus closer to Franklin. School starts at 8:15. The current time of a 7:45 ish run past the school allows for any parent who needs to drop their child off by bus to bring the child in and get them settled as needed prior to the start of classes. Route 3: It is very nice that it goes through the intersection of Pfau and Adams now. (not everything new is bad) Route 5: For families with young children the times for Route 5 need to align with the public library story times. The library opens at 10 am. Story times are also at 10 am. I had thought that	Comment noted

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			all of this new funding was going to close the gaps in North Mankato services. I'm very disappointed to find out that my husband Still can't take our daughter (or any future children- we are planning, get ready :-)) to story time. Aside from story time, public libraries exist to serve all citizens, many times more often those without transportation. Being able to arrive when the library opens gives maximum flexibility to already overburdened schedules.	

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/20/2018	Online Comment - Boards	N/A	<p>Post ID: 67</p> <p>Share your thoughts about "Board 8: Infrastructure Recommendations" above:</p> <p>Please take a person in a wheelchair with you and ride routes. It is hard to imagine if you are not in a wheelchair, but many of our bus stops are horrid. For example, the beautiful bus enclosures with cement floors that are connected to grass! Can't roll over that. Try safely getting on the bus from WalMart in a Wheelchair..... My husband can, and probably has, given you an earful on this. We would like to help rather than complain.</p> <p>For Fare: There should be a frequent rider disability fare. I've seen it in every large metro transit system. The discount is equivalent to the discount per fare. At least for our family, during the school year you will have an assured monthly pass buyer every month. Many more people with disabilities who live on a far more fixed income than we do will be able to come out of the shadows and participate in public transit with monthly passes at a discounted rate. For our family, we just eat more rice and beans to afford the regular price. Most people with disabilities are not as fortunate as we are.</p>	ADA compliant bus pads will be constructed at identified bus stops
4/20/2018	Online Comment - Boards	N/A	<p>Post ID: 66</p> <p>Share your thoughts about "Board 4: Cost Constrained Scenario" above:</p> <p>Would prefer extended hours 1 or 2 hours on either side ie: 5:35am instead of 6:35 and run until 6:35 or 7:35 pm weekdays and weekends</p>	Route 5 is proposed to operate until 10pm in the Illustrative Scenario
4/20/2018	Online Comment - Boards	N/A	<p>Post ID: 66</p> <p>Share your thoughts about "Board 5: Expansion Scenario" above:</p> <p>Would prefer extended hours 1 or 2 hours on either side ie: 5:35am instead of 6:35 and run until 6:35 or 7:35 pm weekdays and weekends</p>	Route 5 is proposed to operate until 10pm in the Illustrative Scenario

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/20/2018	Online Comment - Boards	N/A	Post ID: 66 Share your thoughts about "Board 6: Illustrative Scenario" above: Would prefer extended hours 1 or 2 hours on either side ie: 5:35am instead of 6:35 and run until 6:35 or 7:35 pm weekdays and weekends but otherwise its fine. It is very hard for someone living in North Mankato to bus to a & am job or appointment unless they walk the 40+ minutes down to Cherry street at 5-5:30 Am in the morning.	Route 5 is proposed to operate until 10pm in the Illustrative Scenario
4/20/2018	Online Comment - Boards	N/A	Post ID: 66 Share your thoughts about "Board 7: Marketing and Branding Recommendations" above: A trip planning tool would be a wonderful idea	Great!
4/20/2018	Online Comment - Boards	N/A	Post ID: 66 Share your thoughts about "Board 8: Infrastructure Recommendations" above: I like this idea	Wonderful!
4/19/2018	Online Comment - Boards	N/A	Post ID: 65 Share your thoughts about "Board 4: Cost Constrained Scenario" above: I currently take the #5 bus to work and am now able to take the bus home at Noon weekdays. Please do not alter the pick up schedule too much, I understand that to combine #4 with #5 makes sense. But I do need to work and am able to get out to catch the bus at Noon. It is too far to walk every day and I altered my work schedule to make sure I can catch the bus. I am only working part time and want afternoons free.	Sounds good!
4/19/2018	Online Comment - Boards	N/A	Post ID: 65 Share your thoughts about "Board 6: Illustrative Scenario" above: Would be nice to have the bus as a way to get to work when the employers call for saturday overtime. Also to have more opportunities for West Mankato.	Route 5 is proposed to operate on the weekends in the Illustrative Scenario; Flex service is added to West Mankato in the Expansion Scenario and Route 21 is proposed in the Illustrative Scenario

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/19/2018	Online Comment - Boards	N/A	Post ID: 65 Share your thoughts about "Board 8: Infrastructure Recommendations" above: I am a senior citizen and take the bus regularly. It would be more convenient not to have to have 75 Cents for each ride.	We will share this information with GMTS
4/19/2018	Online Comment - Boards	N/A	Post ID: 63 Share your thoughts about "Board 8: Infrastructure Recommendations" above: Please!! Just a bench on Bassett Drive by Aldi's and Kwik Trip!!	Title VI compliant standards developed for bench placement
12/1/2017	Online Comment - Boards	N/A	Post ID: 48 Please stop buying the over-sized buses for the transit system that run at 10% capacity and are over-sized for our city streets that they drive on. There has got to be bus sizes more suited to the quantity of passengers that this system serves daily.	Comment noted
3/13/2018	Online Comment - Boards	N/A	Post ID: 49 Bus service to Old Town from MNSU campus would be ideal. At present, it's a 10-12 minute brisk walk from the Cherry St stop to the downtown campus building across from Old Town Escape/the Coffee Hag, etc. It's only going to get more hazardous in the winter as the temperature drops and roads/sidewalks may get icy. This inconvenience also hurts small locally-owned businesses in Old Town, as many students (a driving economic force when school is in session) tend to forego the Old Town businesses in favor of the convenience of a direct bus trip to WalMart or River Hills Mall.	A Flex zone is introduced in the Illustrative scenario that would serve Old Town
4/5/2018	Online Comment - Boards	N/A	Post ID: 54 What is the result of this? everything I've seen requests more routes and longer days. When will anything change?	If approved, the expansion scenario will be implemented in August 2018

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/6/2018	Online Comment - Boards	N/A	<p>Post ID: 55</p> <p>Where I work, we begin shifts as early as 3am and shifts are over at 7am-7:30am. The location is near Energy drive. I know that MRCI is located where I work and I know that they transport people to and from work but they have to meet certain criteria. Often the people needing rides are disabled or low income. I believe that more transportation needs to be made available in those areas of town and maybe available as early as 7am.</p> <p>Thanks, Andrea</p>	Partnerships with TNCs are being explored to serve those working other shift times
4/6/2018	Online Comment - Boards	N/A	<p>Post ID: 56</p> <p>If routes ran later than 5 pm, more 8-5 workers would be able to utilize public transit to/from work. I'd love to see stops at the Children's Museum, Tourtellotte, Spring Lake Park ... it would open these family places up to more families.</p>	Service is proposed until 10pm on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario; flex zones are being added to serve the places mentioned and will be adjusted based on demand
4/13/2018	Online Comment - Boards	N/A	<p>Post ID: 57</p> <p>Why do we continue to purchase and replace transit buses with the same type of large, over-sized bus that we have in service today? These buses are a) never full and running at capacity and b) cause traffic issues at intersections and coming in and out of driveways around MSU-Mankato and elsewhere. Why can't smaller (and likely much more efficient) buses be used?</p>	Comment noted
4/16/2018	Online Comment - Boards	N/A	<p>Post ID: 59</p> <p>The week of 4/9 is almost over. Still no transit recommendations to comment on.</p>	Our apologies for the delay in posting the boards

DATE	EVENT TYPE	EVENT LOCATION	COMMENT	HOW INCORPORATED OR RESOLVED
4/16/2018	Online Comment - Boards	N/A	<p>Post ID: 60</p> <p>All buses: A go-card system - what the means is to have a card that you put money on it. You swipe in the bus each time you ride.</p> <p>City Buses - announce the street name that you are travelling on.</p> <p>Ex. Approaching Franklin Avenue</p> <p>or Transfer to route 2</p> <p>They have this in the cities</p> <p>Mobility: More weekend buses on Saturday and Sundays.</p> <p>Mobility: He feels the nighttime bus should go all year long.</p> <p>Mobility - ID card - present to driver to insure correct rider.</p>	<p>A recommendation for a fare card has been included in the plan. A transit asset management plan is included as part of this study.</p> <p>In the New Service Expansion plan, 11 hours of service are added for Mobility Bus Monday to Friday as well as extended Saturday and new Sunday service.</p>
4/16/2018	Online Comment - Boards	N/A	<p>Post ID: 62</p> <p>Mobility - more flexible times</p>	<p>In the New Service Expansion plan, 11 hours of service are added for Mobility Bus Monday to Friday as well as extended Saturday and new Sunday service.</p>

Rider Surveys

The tables below include both paratransit riders and fixed route riders. The Event Type column in Table 5 will indicate whether the user is a paratransit user (Mobility Bus Rider Phone Calls). In addition, the questions on demographics were optional.

The numbers below Improvement Ranking in Table 6 refer to the following options:

- ◆ 1- Earlier Bus Service
- ◆ 2- Later bus service
- ◆ 3- More frequent bus service
- ◆ 4- Bus serves more locations
- ◆ 5- Bus on-time more often

► Table 5: Rider Surveys – Source and Demographics

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey100	4/18/2017	In-person	Project Community Connect	25-34		White	No		No
Survey101	4/18/2017	In-person	Project Community Connect	55-64		White	Yes	No	No
Survey102	4/18/2017	In-person	Project Community Connect	55-64	Female	Black	Yes		Yes
Survey103	4/18/2017	In-person	Project Community Connect						

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey104	4/18/2017	In-person	Project Community Connect						
Survey105	4/18/2017	In-person	Project Community Connect						
Survey106	4/18/2017	In-person	Project Community Connect						
Survey107	4/18/2017	In-person	Project Community Connect						
Survey72	4/18/2017	In-person	MSU-Mankato Pop-Up	18-24	Male	White	Yes	No	No
Survey73	4/18/2017	In-person	MSU-Mankato Pop-Up	18-24	Male	White	Yes		No
Survey74	4/18/2017	In-person	MSU-Mankato Pop-Up	18-24	Female	White	Yes	No	No
Survey75	4/18/2017	In-person	MSU-Mankato Pop-Up	35-44	Male	White	Yes	No	No
Survey76	4/18/2017	In-person	MSU-Mankato Pop-Up	25-34	Female	Asian	No	No	No
Survey77	4/18/2017	In-person	MSU-Mankato Pop-Up	65+	Female	White	Yes	No	No
Survey78	4/18/2017	In-person	MSU-Mankato Pop-Up	18-24	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey79	4/18/2017	In-person	MSU-Mankato Pop-Up	25-34	Male	White	Yes	No	No
Survey80	4/18/2017	In-person	MSU-Mankato Pop-Up	25-34	Male	Asian	No	No	No
Survey81	4/18/2017	In-person	MSU-Mankato Pop-Up	65+	Male	Prefer Not to Answer	Yes	No	Yes
Survey82	4/18/2017	In-person	Project Community Connect						
Survey83	4/18/2017	In-person	Project Community Connect	35-44	Female		Yes	Yes	Yes
Survey84	4/18/2017	In-person	Project Community Connect	45-54	Male	White	Yes	No	No
Survey85	4/18/2017	In-person	Project Community Connect	55-64	Female	White	Yes	No	Yes
Survey86	4/18/2017	In-person	Project Community Connect		male	White			
Survey87	4/18/2017	In-person	Project Community Connect		Male	White			

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey88	4/18/2017	In-person	Project Community Connect	55-64	Female	White	Yes		
Survey89	4/18/2017	In-person	Project Community Connect	25-34	Male	White			
Survey90	4/18/2017	In-person	Project Community Connect	55-64	Male	White	Yes	No	
Survey91	4/18/2017	In-person	Project Community Connect	55-64	Female	White	Yes	No	Yes
Survey92	4/18/2017	In-person	Project Community Connect	45-54	Female	White	Yes	No	Yes
Survey93	4/18/2017	In-person	Project Community Connect	55-64	Male	White	Yes	No	Yes
Survey94	4/18/2017	In-person	Project Community Connect	55-64	Male	White	Yes	No	Yes
Survey95	4/18/2017	In-person	Project Community Connect						
Survey96	4/18/2017	In-person	Project Community Connect						

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey97	4/18/2017	In-person	Project Community Connect	45-54	Female	White	Yes	No	Yes
Survey98	4/18/2017	In-person	Project Community Connect	35-44	Female	White	Yes	No	Yes
Survey99	4/18/2017	In-person	Project Community Connect						
Survey1	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	Black	No	No	Yes
Survey10	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	2+ races	No	No	No
Survey11	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Asian	No	No	No
Survey12	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	Asian	Yes	No	No
Survey13	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes		No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey14	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey15	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	Yes	No	No
Survey16	4/19/2017	In-person	Weekday Data Collection Effort	35-44	Male	White	Yes	No	No
Survey17	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	Yes	No	No
Survey18	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey19	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey2	4/19/2017	In-person	Weekday Data Collection Effort	35-44	Female	White	Yes	No	No
Survey20	4/19/2017	In-person	Weekday Data	18-24	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
			Collection Effort						
Survey21	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey22	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey23	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey24	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	Yes	No
Survey26	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey27	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey28	4/19/2017	In-person	Weekday Data	18-24	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
			Collection Effort						
Survey29	4/19/2017	In-person	Weekday Data Collection Effort	15-24	Male	White	Yes	No	No
Survey3	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey30	4/19/2017	In-person	Weekday Data Collection Effort	18-25	Male	White	Yes	No	No
Survey31	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	No	No	No
Survey32	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	No	No	No
Survey33	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey34	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey35	4/19/2017	In-person	Weekday Data Collection Effort	18-24	female	white	Yes	No	No
Survey37	4/19/2017	In-person	Weekday Data Collection Effort	18-24			Yes	No	No
Survey38	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	Black	Yes	No	No
Survey39	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey4	4/19/2017	In-person	Weekday Data Collection Effort	35-44	Male	White	Yes	No	No
Survey40	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey41	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Asian	No	No	No
Survey42	4/19/2017	In-person	Weekday Data						

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
			Collection Effort						
Survey43	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey44	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	No	No	No
Survey45	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey46	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey48	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey49	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	Black	Yes	No	No
Survey5	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Felmale	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey50	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey51	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	No	No	No
Survey52	4/19/2017	In-person	Weekday Data Collection Effort	25-34	Male	White	Yes	No	No
Survey53	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey54	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey55	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female		Yes	No	No
Survey56	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey57	4/19/2017	In-person	Weekday Data	18-24	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
			Collection Effort						
Survey59	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey6	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Middle Eastern	No	No	No
Survey60	4/19/2017	In-person	Weekday Data Collection Effort	Under 18	Male	Asian	No	No	No
Survey61	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey62	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female		Yes	No	No
Survey63	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	No	No	No
Survey64	4/19/2017	In-person	Weekday Data Collection Effort	18-24	female	white	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey66	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Male	Black	No	No	No
Survey67	4/19/2017	In-person	Weekday Data Collection Effort	18-24	male	white	Yes	No	No
Survey68	4/19/2017	In-person	Weekday Data Collection Effort		male	black	No	No	Yes
Survey69	4/19/2017	In-person	Weekday Data Collection Effort	18-24		Black	No	No	No
Survey7	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey70	4/19/2017	In-person	Weekday Data Collection Effort	18-24	male		Yes	No	No
Survey71	4/19/2017	In-person	Weekday Data Collection Effort	25-34	Female	White	Yes	No	No
Survey8	4/19/2017	In-person	Weekday Data	18-24	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
			Collection Effort						
Survey9	4/19/2017	In-person	Weekday Data Collection Effort	18-24	Female	Black	No	No	No
Survey134	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey135	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey136	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey137	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey138	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey139	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey140	5/18/2017	Phone	Mobility Bus Rider Phone Calls						

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey141	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey142	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey143	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Female	White	Yes	No	Yes
Survey144	5/18/2017	Phone	Mobility Bus Rider Phone Calls	45-54	Male	White	Yes	No	Yes
Survey145	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Male	White	Yes	No	Yes
Survey146	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey147	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Female	White	Yes	No	Yes
Survey148	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey149	5/18/2017	Phone	Mobility Bus Rider Phone Calls	65+	Female	White	Yes	No	Yes

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey150	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Female	White	Yes	No	Yes
Survey151	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey152	5/18/2017	Phone	Mobility Bus Rider Phone Calls	25-34	Male	White	Yes	No	Yes
Survey153	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Female	White	Yes	No	Yes
Survey154	5/18/2017	Phone	Mobility Bus Rider Phone Calls	18-24	Female	White	Yes	No	Yes
Survey155	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey156	5/18/2017	Phone	Mobility Bus Rider Phone Calls	55-64	Female	White	Yes	No	Yes
Survey157	5/18/2017	Phone	Mobility Bus Rider Phone Calls	35-44	Female	White	Yes	No	Yes
Survey158	5/18/2017	Phone	Mobility Bus Rider Phone Calls						

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey159	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey160	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey161	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey162	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey163	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey164	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey165	5/18/2017	Phone	Mobility Bus Rider Phone Calls						
Survey178	6/24/2017	In Person	Community Meeting	55-64	Female	White	Yes	No	No
Survey200	9/23/2017	Online	Website	18 to 24 years	Female	White	Yes	No	No
Survey201	10/3/2017	Online	Website	18 to 24 years	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey202	10/5/2017	Online	Website	25 to 34 years	Prefer not to answer	Prefer not to answer	Yes	No	No
Survey 203	10/18/2017	Online	Website	25 to 34 years	Female	Prefer not to answer	Yes	Prefer not to answer	No
Survey25	4/19/2019	In-person	Weekday Data Collection Effort	18-24	Female	White	Yes	No	No
Survey36	4/19/2019	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey47	4/19/2019	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey58	4/19/2019	In-person	Weekday Data Collection Effort	18-24	Male	Native American/Pacific Islander	Yes	No	No
Survey65	4/19/2019	In-person	Weekday Data Collection Effort	18-24	Male	White	Yes	No	No
Survey130	4/18/2017	Online	Website	35-44	Male	Two or more races	No	Yes	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey131	4/18/2017	Online	Website	18-24	Male	Middle Eastern	No	No	No
Survey132	4/18/2017	Online	Website	Under 18	Female	Asian	Yes	No	No
Survey133	4/18/2017	Online	Website	25-34	Male	White	Yes	No	No
Survey129	4/25/2017	Online	Website	18-24	Female	Two or more races	No	No	No
Survey128	5/1/2017	Online	Website	25-34	Male	Asian	Yes	No	No
Survey125	5/10/2017	Online	Website	18-24	Male	White	Yes	No	No
Survey124	5/11/2017	Online	Website	45-54	Female	White	Yes	No	Yes
Survey123	5/12/2017	Online	Website	25-34	Male	White	Yes	No	Yes
Survey117	5/15/2017	Online	Website	55-64	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey118	5/15/2017	Online	Website	55-64	Female	White	Yes	No	No
Survey119	5/15/2017	Online	Website	35-44	Female	White	Yes	No	No
Survey120	5/15/2017	Online	Website	18-24	Male	White	Yes	No	No
Survey121	5/15/2017	Online	Website	35-44	Male	White	Yes	No	No
Survey122	5/15/2017	Online	Website	25-34	Female	White	Yes	No	Yes
Survey115	5/16/2017	Online	Website	65+	Female	White	Yes	No	Yes
Survey116	5/16/2017	Online	Website	Under 18	Female	White	Yes	Prefer not to answer	No
Survey114	5/18/2017	Online	Website	25-34	Male	White	Yes	No	Yes
Survey112	5/21/2017	Online	Website	55-64	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey113	5/21/2017	Online	Website	55-64	Female	White	Yes	No	No
Survey111	5/22/2017	Online	Website	55-64	Female	White	Yes	No	No
Survey110	5/24/2017	Online	Website	25-34	Female	White	Yes	No	Yes
Survey109	5/30/2017	Online	Website	45-54	Female	White	Yes	Prefer not to answer	No
Survey127	5/4/2017	Online	Website	18-24	Female	White	Yes	Prefer not to answer	No
Survey126	5/8/2017	Online	Website	25-34	Prefer not to answer	Prefer not to answer	Yes	Prefer not to answer	No
Survey108	6/1/2017	Online	Website	45-54	Female	White	Yes	No	Yes
Survey174	6/10/2017	Online	Website	55-64	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey172	6/12/2017	Online	Website	35-44	Female	White	Yes	No	Yes
Survey173	6/12/2017	Online	Website	45-54	Female	White	Yes	No	No
Survey171	6/14/2017	Online	Website	45-54	Female		Yes		No
Survey170	6/15/2017	Online	Website	25-34	Female	White	Yes	No	Yes
Survey168	6/20/2017	Online	Website	18-24	Male	Asian	No	No	No
Survey169	6/20/2017	Online	Website	25-34	Female	White	Yes	No	No
Survey166	6/22/2017	Online	Website	55-64	Female	White	Yes	No	No
Survey167	6/22/2017	Online	Website			Black	No	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey199	6/23/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey196	6/26/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey197	6/26/2017	Online	Website	45-54	Male	White	Yes	No	Yes
Survey198	6/26/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey177	6/4/2017	Online	Website	35-44	Male	White	Yes	No	No
Survey175	6/9/2017	Online	Website	55-64	Male	White	Yes	No	No
Survey176	6/9/2017	Online	Website	35-44	Male	White	Yes	No	Yes
Survey194	7/15/2017	Online	Website	18-24	Female	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey193	7/16/2017	Online	Website	18-24	Male	White	Yes	No	No
Survey192	7/24/2017	Online	Website	18-24	Female	White	Yes	No	Yes
Survey191	7/30/2017	Online	Website	45-54	Female	White	Yes	No	Yes
Survey195	7/8/2017	Online	Website	35-44	Female	Prefer not to answer	Yes	Prefer not to answer	Yes
Survey189	8/19/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey188	8/20/2017	Online	Website	25-34	Male	White	Yes	No	No
Survey187	8/21/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey186	8/25/2017	Online	Website	18-24	Male	White	Yes	No	No

SURVEY ID	DATE	SOURCE	EVENT TYPE	DEMOGRAPHICS (OPTIONAL)					
				AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey185	8/28/2017	Online	Website	25-34	Male	Black	Yes	No	No
Survey184	8/29/2017	Online	Website	25-34	Male	Two or more races	Yes	Prefer not to answer	No
Survey190	8/3/2017	Online	Website	35-44	Female	White	Yes	No	No
Survey181	8/30/2017	Online	Website	18-24	Female	White	Yes	No	No
Survey182	8/30/2017	Online	Website	25-34	Female	Prefer not to answer	Yes	No	No
Survey183	8/30/2017	Online	Website	25-34	Male	White	Yes	No	No
Survey180	9/2/2017	Online	Website	55-64	Female	White	Yes	No	No
Survey179	9/9/2017	Online	Website	35-44	Female	White	Yes	No	No

► Table 6: Comments and Improvements

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey100				1	2					Work Olive Grand 7 am to 11pm
Survey101					X	X				Outstanding staff!; difficult to ride bus back from N. Mankato after work (5-6:30pm)
Survey102	Moderate	Transfer, on top of the hill		2	4	3	1	5	3rd Avenue Area	
Survey103										
Survey104										
Survey105										
Survey106										

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey107										
Survey72	Easy	I'd love an app detailing the bus routes and times		3	1	4	2	5	East of Cherry St.	Always on time, very consistent
Survey73	Easy	None		4	1	3	2	5		I would like to see later service on route 2
Survey74	Moderate	School/campus - easy; other - moderate		4	5	1	3	2		Buses to & from campus & apartments okay; buses around city are slower, many stops
Survey75	Moderate	Not enough buses it takes 20-30 minutes to ride		5	4	2	3	1	NO	
Survey76	Very Difficult	There is only one bus a day which goes along the same route, and you have to wait		X	X	X	X		No	Drivers are friendly which is positive thing, but I would like to see more frequent buses and more buses. The buses which connect Mankato with Cities in a reasonable price.
Survey77	Easy	Could use Sunday service!		2	1	4	3			Sunday service starting early enough for church and afternoon for entertainments around the town

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey78	Somewhat Difficult	Knowing where it goes & what times it runs		5	1	2	3	4		Hard to use schedules
Survey79	Easy			5	4	2	1	3	Minneapolis	
Survey80	Easy						X			
Survey81	Moderate			2	1	4	3	5		Please have RT's 10 & 11 on Sunday and on Saturday start at 8am
Survey82										Could bus go serve Old Navy + stores near there?
Survey83	Moderate				X	X	X			Bob is great driver #3; Need bus service for the end of second shift
Survey84	Easy				X					

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey85	Easy					X	X			Letting dog on bus
Survey86	Somewhat Difficult	Not enough routes, don't run long enough - extend to			X					Should be a bus down Madison Ave and back; West Mankato Route, bus up and down riverfront drive
Survey87									Bus stop right next to trailer court on Hoffman by Happy Dan's; mom can't walk to current bus stop	Bus drivers are pleasant, good people - Kate + Regina
Survey88	Easy							X		
Survey89									Sundays - north Mankato @ Angre's Little Carn, live on 3rd St	Bus schedules don't list stops; not enough service mid-day; good workers, punctual
Survey90	Moderate					1	2			Sibley Park stop would be helpful; transfers are confusing
Survey91	Somewhat Difficult	Time needed; pick-up spots that are good for me		5	1	2	3	4	Echo food shelf	Stomper's Express needs to be year-round; drivers need to realize all disabilities are obvious (I walk as far as I can & still be able to shop/go home)

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey92	Easy				X				Jacobson 3rd Ave. used to have a route	1 hour later
Survey93										Mobility bus night using year round to Mankato and North Mankato; Sundays; 10 pm
Survey94	Easy					1	2	5	Out by Highway 22 by Quik Trip	More service to north Mankato at 8:30
Survey95	Easy				X					
Survey96	Moderate	No			1		2			North Mankato looking for a job and lives in Mankato
Survey97	Very Difficult						X		Hoffman Eastwood down at trailer country	More buses to North Kato; close to 9am
Survey98	Somewhat Difficult	Buses don't stop for her, system added new routes, don't			X					

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey99										Touchy drivers; North Mankato needs an extended route to the Dollar store; routes sucks; be aware of the weather; ride tree 2 and 13 to river hills mall; liked the shopper shuttle
Survey1	Easy	It can be difficult for disability				X	X		Fruolouy bus service in MSU- Mankato, no bus to hospital	
Survey10	Easy					X				More Friday routes
Survey11	Somewhat Difficult	Where a bus goes is sometimes unclear		5	1	2	3	4		I like the display outside buses show their route # anytime, like [[6]where to go]
Survey12	Easy	Sometimes the bus doesn't stop or stay at a stop it says		5	2	3	4	1	No.	Other than what I stated in the first part, no.
Survey13	Somewhat Difficult	Bus maps need to be more interactive					X			
Survey14	Moderate	Catching the appropriate bus at the right time				X	X		East side of campus	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey15	Moderate	Routes				X	X	X	More bus services near Hilltop Apartments	
Survey16	Easy			2	3	1	5	4		
Survey17	Very Easy	No		5	1	3	2	4	PreKs	
Survey18	Easy			3	4	2	1	5		
Survey19	Very Easy			3	1	3	4	5		
Survey2	Moderate				X	X	X			
Survey20	Easy									

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey21	Easy	No		4	5	1	2	3	Trailer parks and apartments not near to school (example Southhaven)	
Survey22	Easy								In college Town, Jacob heights	
Survey23	Very Easy	No				X				
Survey24	Easy			2	1	3	5	4		
Survey26	Somewhat Difficult	Crowded, doesn't run on Sun.			X		X			Running earlier on Sat and on Sun
Survey27	Very Easy	Route 8 changed from every 15 min to 20; didn't				X				
Survey28	Very Easy			3	2	4	5	1		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey29	Easy	No				1			N/A	N/A
Survey3	Easy			5	1	3	2	4	More apartments	Later for night classes. Some buses get to stop early and don't wait
Survey30	Easy					X				I think that the 20 min bus time from campus to summit apt's across the street is inconvenient. For me 15 minute round trips seemed to work great
Survey31	Somewhat Difficult	it takes a long time till you are where you want to go		5	3	1	2	4	Down Town!!!	
Survey32	Moderate			5	2	X	X	X	Jacob Height	
Survey33	Moderate	I only know 1 bus route, the others confuse me				X		X	Buses have been better about being on time	
Survey34	Very Easy			5	1	3	2	4	not that I can think of	drivers are extremely jerky... slam on the breaks excessively

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey35	Very Easy	Figuring out which goes where				X	X		it would be nice for more busses dropped off in stadium heights	
Survey37	Somewhat Difficult	Campus buses stop running at certain times/on		5	2	1	4	3	Closer downtown towards Riverfront Drive	
Survey38	Moderate			4	3	1	5	2		
Survey39	Very Easy					X			Downtown, post office	
Survey4	Easy			1	2	4	3	5	Churches on Sunday	Most of the drivers are exceptional (driving skills & attitudes)
Survey40	Very Easy			5	1	2	3	4	Cedar Meadows Apartments	
Survey41	Easy					X	X		To airport	Need more buses

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey42	Easy								-	Some drivers leave earlier than they should from the stop
Survey43	Easy				X	X				on time, lots of locations
Survey44	Moderate			3	4	5				Bus frequent everywhere, anytime.
Survey45	Very Easy			5	1	1	1	5	No	
Survey46	Easy	No				X			No	None
Survey48	Easy	learning the route names/#'s				X				
Survey49	Easy			5	4	1	2	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey5	Somewhat Difficult			5	2	1	4	3		
Survey50	Very Easy			2	3	4	1	5		
Survey51	Easy				X	X		X		
Survey52	Easy					X			NO	Some drivers are crazy drivers
Survey53	Very Easy	Not all bus routes are on the online schedule						X	Myers Field House	Making sure buses are not leaving early from stops
Survey54	Very Easy	X			1				X	Have the normal bus times extend later, like have the campus express route not start until 8pm
Survey55	Easy			4	5	1	2	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey56	Very Easy			5	4	3	2	1	No	
Survey57	Easy							X		
Survey59	Easy	No/Few bus stops downtown				X	X		downtown needs more stops!	
Survey6	Somewhat Difficult	Time schedule - areas		X	X	X	X	X	Bike trails - Burger King area	
Survey60	Moderate	No I don't think so. It make me confusing				X	X			
Survey61	Moderate	The morning bus driver doesn't stop for students past on the			X	X		X	Night class	
Survey62	Easy	No, pretty straight forward			X	X	X			

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey63	Easy						X			
Survey64	Easy			5	5	3	3	4		More friendly bus drivers. More stops, buses needed to be on time, especially during driver changes
Survey66	Easy	No		3	2	1	1	2		
Survey67	Easy	When routes change/end		5	2	1	4	3		Route 8 was much better every 15 minutes as opposed to 20 minutes
Survey68	Very Easy	No, okay		3	2	2	6	1	No, okay	it's cool and frequently at an time
Survey69	Very Easy	No		4	2	3	5	1	No	I wish there was a bus that works until when the library closes at 2am
Survey7	Very Easy			5	4	3	2	1		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey70	Easy			5	4	1	2	3		Seems fairly efficient
Survey71	Easy	The schedule can be a bit confusing		4	5	1	3	2		
Survey8	Easy	No				X			No	The bus is pretty good how it is now
Survey9	Moderate			5	4	1	2	3		
Survey134	somewhat difficult		Yes	5	2	4	1	3		
Survey135	moderate		Yes	1	3	2	5	4		
Survey136	very easy		No	1	4	2	5	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey137	easy		Yes	3	1	2	5	4		
Survey138	very easy		Yes	3	1	2	5	4		
Survey139	very easy		Yes	3	1	2	5	4	more north Mankato	would like bus to go to St. Peter and Eagle Lake
Survey140	easy		Yes	1	5	2	4	3	more North Mankato	
Survey141	easy		Yes	2	5	3	1	4		
Survey142	easy		Yes	1	3	2	5	4	St. Peter and Minneopa Park	
Survey143	very easy		No	4	1	3	5	2	St. Peter and N. Mankato	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey144	very easy		No	4	2	1	5	3	St. Peter and Minneopa Park	
Survey145	very easy		Yes	4	1	3	5	2	N. Kato, Eagle Lk, St. Peter	
Survey146	very easy		Yes	4	3	2	5	1	N. Kato	
Survey147	very easy		No	4	1	3	5	2	N. Kato, St. Peter, Eagle Lake, Minneopa	
Survey148	very easy		No	3	1	4	5	2	N. Kato, Eagle Lake	
Survey149	easy		Yes	4	2	3	5	1	Night mobility all year	
Survey150	very easy		Yes	4	1	3	5	2	N. Kato, St. Peter	night mobility all year

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey151	easy		No	4	3	1	5	2	N.Kato and year round mobility	
Survey152	easy		No	4	3	1	5	2	N.Kato and year round mobility	
Survey153	very easy		Yes	4	2	3	5	1	N.Kato and year round mobility	
Survey154	very easy		Yes	1	3	4	5	2		
Survey155	very easy		Yes	2	4	3	5	1	N.Kato and year round mobility	
Survey156	very easy		Yes	4	2	3	5	1	Night mobility all year	
Survey157	very easy		Yes	4	2	3	5	1	Night mobility all year	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey158	very easy		Yes	4	2	3	5	1	N.Kato and year round mobility	
Survey159	very easy		Yes	4	2	3	5	1	N.Kato and year round mobility	
Survey160	very easy		Yes	4	2	3	5	1		
Survey161	very easy		Yes	4	2	1	5	3	N.Kato and year round mobility	
Survey162	very easy		Yes	4	1	3	5	2	N.Kato and year round mobility	
Survey163	very easy		Yes	4	2	3	5	1	Night bus to Mpls	
Survey164	very easy		Yes	3	1	4	5	2	St. Peter/ N. Kato/ year around night service	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey165	easy		No	4	2	3	5	1		The bus is very helpful for me, Thank.
Survey178	Moderate		Yes	2	1	1	2	3	Mall, TJ Maxx, Kohls	
Survey200	Easy	When the bus starts moving the second you get on and it makes you fall	Yes	4	5	3	5	1	Riverfront businesses	More times added in morning since the buses get so full. Also I wish the bus started running as early as the gym opens
Survey201	Easy	maybe for people that aren't used to the routes	No	1	3	1	1	3		lots of the drivers are very rude, however there are some nice ones.

Survey202	Moderate	I've numbered these points because I address each of them in the comments section later, not necessarily out of importance: 1) Routes 4, 5, (North Mankato) and 7 (connects downtown to Stadium Heights) only run during certain intervals of the day, while others are constant. 2) Routes 1A North and 9 operate every 20 minutes. Routes 1A South, 1B South, The Campus Express, Route 12 Night Bus, and Route 2 operate every half hour. The remaining	Yes	4	2	1	3	5	Yes, absolutely:	1) Because of this, it can be quite difficult to travel between neighborhoods in Mankato. I would very much like to see more accessibility in this way.
									·Most of Main Street	2) This means that only the Stadium Heights area riders have the accessibility to more frequent rides, as the hourly-operated routes are those servicing the remainder of Mankato. A good, practical goal would be to staff each route so that each of them operates a full loop in 45 minutes or less.
									·The neighborhood North of Lime Street, at the bottom of Thompson Ravine Road, as well as the businesses on N Riverfront.	3) There are quite a few industries in Mankato that employ people nightly or overnight, and students attending other campuses besides MSU-Mankato also have the option of night classes. There are also places such as the River Hills Mall that is open until 10pm, and Wal-Mart which is always open.
									·A Riverfront Loop(?) that helps people cross the river via Veterans Memorial Bridge, Hwy 169, or both?	4)A practical goal would be to have buses wait a designated amount of time at all stops, regardless of passengers presence or absence.
									·West Mankato and the neighborhood by Sibley Park and Land of Memories.	4a) Adding more designated stops at intermediary points along current routes would also help to curb rider flippancy when it comes to exiting and entering the routes (ex: Route 13 lists Wickersham, Menards, Orness
									·North Mankato's options are sparse, and isolating.	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
										Plaza as the only designated stops in the area, meaning the bus is stopping in a lane of traffic on Victory Drive should someone need to exit the route between any of those points.)

Survey 203	Moderate	The bus stops are not noticeable at some areas. Sometimes I miss the bus because of that.	Yes	2	1	3	4	5	<p>I am highly disappointed in the Mankato's bus transportation. It is my main transportation here. I have also taken notice that international students who attends the colleges uses the bus line because they have no car. Some improvements I recommend:</p> <p>1. Have multiple buses running for route 6. This comes once an hour making it hard for me to schedule appointments or errands in the mornings.</p> <p>2. Please extend up until 10pm.</p> <p>3. Please have buses running on Sunday's especially when it is primarily used by students who are off classes or work. I understand we can request UBER or LYFT, but this takes a huge chunk of my income when I am barely surviving.</p> <p>4. There are some cities such as Milwaukee, WI that offers free bus rides on St. Patrick's Day or Thanksgiving day to decrease drunk drivers. Can we please consider this to make it safer and convenient for the safety of Mankato?</p> <p>5. Noticeable bus stops in every location. This is confusing as a new resident in Mankato, MN.</p>
Survey 25	Very Easy			4	3	2	1	5	

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey36	Very Easy			5	3	1	4	2		
Survey47	Very Easy			4	1	2	5	3		
Survey58	Easy					X			Colege Station on Fridays	
Survey65	Very Easy					X				
Survey130	Moderate			4	1	1	4	1		
Survey131	Easy	There is no bus no sunday		1	3	1	1	3	Airport	I hop the bus cover a lot of places such as entertainment places and restaurants
Survey132	Moderate	This is a test line		3	3	3	3	3	Test	Test

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey133	Easy	There are moments when arrival/departure times get crossed or mixed up.		3	2	5	1	4	Greater Mankato areas (Madison Ave, Adams Street) at least more than one bus route being available.	Buses are clean and Drivers are respectful. Drivers show patience towards those who are late or loud during the ride.
Survey129	Easy			2	3	5	5	3	North Mankato	
Survey128	Very Easy			3	4	1	1	1		
Survey125	Easy	Buses seem to get me to where I need to go when I need		3	2	1	4	5	Maybe the north end of Mankato	Drivers seem to be nice, pretty much on time, buses are nice, I like the MSU-Mankato bus pass program
Survey124	Easy			1	5	4	3	2		Strengths-the drivers are courteous and friendly, the buses are clean and well-kept, and the service is on-time. Improvement-I'd like to see a direct route from downtown to the Justice Center and back.
Survey123	Easy		Yes	5	1	4	2	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey117	Easy	there used to be on line a map of all the bus routes and if there is still one there it is very difficult to find and consult.	No	3	2	1	3	4		<p>I ride the number 5 to work Monday thru Friday. I really wish that there would be a bus every hour. I work until 2 pm and have to wait for an hour for a bus to go home. It is hard to make plans or get to an appointment after work. Not to mention that should I not be feeling well and want to go home, I have to wait for the noon bus or the 3 pm bus.</p> <p>I would also like to address the bus that is used to transport on Route 5. I wonder often if the bus will make it up the hill or will die on the way up. Also can not even read on the bus because the ride is rough. New bus needed.</p>
Survey118	Easy		Yes	1	1	1	1	1	Out of town.	More service in North Mankato.
Survey119	Easy	No but it would be nice to have a bus for the people in		1	1	2	2	2	Sibley Park	Some of the bus drivers gossip or make inappropriate comments about riders after they get off the bus. O
Survey120	Moderate	The route maps and pick up points were hard to	No	5	4	2	2	5	Seems to not have as many routes in the North Mankato area.	Getting to the MNSU campus is amazing from most routes

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				1	2	3	4	5		
Survey121	Moderate	Clear signage on buses on fares system	Yes	4	2	1	3	5	Most locations that are necessary to most folks are covered	Service to North Mankato need improvement. More times than the six available do not accurately reflect the needs of South Central students, those who live in North Mankato, and those who work in the industrial areas of North Mankato. Making it marketable the schedules of these businesses would help bring potential customers who work there. The collaboration with MSU-Mankato is a great step. However, certain services offered by MSU-Mankato bus services need to be extended to the rest of the city. For example, later night service to Wal-Mart, River Hills etc, would be a great. The federal funding is out there, let's get it!
Survey122	Very Easy		Yes	2	2	1	2	2		If you could get the bus to go to north Mankato more and a new bus for 4 and 5 routine
Survey115	Easy		Yes	1	1	3	5	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey116	Easy		Yes	1	5	2	3	5		
Survey114	Easy	The bus routes stop running after 5:30. And half the	Yes	5	5	5	5	5	At this point I don't have anything	More hours of bus service and also run on Sundays
Survey112	Very Easy		Yes	5	1	4	3	3		Saturday North Mankato hill top service at 6:30 am.
Survey113	Moderate		Yes	1	1	1	2	2	Would like a Saturday service in North Mankato	Have a Saturday bus that goes out to Menards and Fleet Farm as well. A better bus pass system, allow non college riders to be able to get a bus pass that are longer than a month. Let anyone to get a bus pass like the college students have. Larger shelters at the mall. a shelter over on Premier Drive. Be able to pay for passes and tokens and rides with a debit/credit card. Have another bus like route 13 going down N Fourth up Adams to Victory. Going the reverse of route 13.

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				1	2	3	4	5		
Survey111	Moderate	figuring out where they drop off and the times to pick up if you are not at one of the drops on the map.	Yes	3	1	1	1	3	there are no buses going into west Mankato	I'm really short and most times the bus drivers will let down the front of the bus so that I can exit through the front door. one time I was told to exit through the rear door, but the step is too big and I almost fell down.
Survey110	Moderate	It can be difficult for me to get on and off the bus due to my short height and oftentimes I have to jump on and off the bus because they won't lower the ramp to make it easier for me.	Yes	4	1	3	2	5	It would be nice to have more service in North Mankato as I go there on occasion and I often have to plan my entire day around a trip to North Mankato. It would also be nice if you could to the west side of Mankato as I go there on occasion and I don't like having to walk several miles each way in order to do so.	It would be great if you would have service after 6 pm as there are many times where I'd like to go somewhere and I don't like having to shuck out a bunch of money on a taxi and its been difficult getting Uber to take me places as my address is often pings out three different street names and they get lost and confused when I use them. It'd also be great to have service after 4 pm on Saturday and service on Sunday as there are times when I need to get something and if its after 4 pm on Saturday or on a Sunday, I can't get it.
Survey109	Very Easy	Later buses more on weekend especially Sunday	Yes	5	1	1	1	5		

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				1	2	3	4	5		
Survey127	Very Easy			4	4	3	4	3		
Survey126	Very Easy	Very easy to use when I figured out the scheduling.		4	4	4	5	5	No	
Survey108	Moderate	Needs stops in locations in outer areas of town, a central meeting place to transfer in upper Mankato	Yes	3	1	3	1	1	A church route starting from downtown would be AWESOME	I am a disabled rider and most of the drop off and pickups are fine EXCEPT Walmart. I am unable to wait at the bus stop because the bench is inaccessible in my wheelchair so I wait on the end of the sidewalk. However, there is no cutout so have to go back to it. I have yet to be able to get on the bus coming from the mall to Walmart (6, not the 3) because by the time I get back to the stop sign the driver is gone. They NEVER look to see if there is someone waiting and its not like I can wait in the middle of the road.

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				1	2	3	4	5		
Survey174	Very Easy	Not for me, maybe others !!!!!	Yes	1	5	3	4	2	The current routes, as a collective body, pretty much cover most of Mankato and North Mankato. However, the weekend routes do not cover North Mankato at all. For me, it's the frequency of the buses and later service.	Later bus service and frequency of service. If you work, you may be able to get to the Upper Hy-Vee, as an example, but will probably be forced to bring a Cab home after shopping. Bus service until about 8 PM or so would be ideal, including week-ends.
Survey172	Moderate	Routes are confusing and transfers are not practical leading to long waits and rides.	Yes	5	3	1	2	4	West Mankato, East High School, Rosa Parks Elementary	Rather than having busses double back on their routes, more locations could be served by having routes that do not double back. More route crossing locations could be identified to facilitate transfers within the system rather than returning to Front and Cherry for the vast majority of transfers.
Survey173	Moderate	evening bus routes are limited	No	4	2	2	1	4		

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				1	2	3	4	5		
Survey171	Easy	It would be great if the buses ran later in the day and started earlier on weekends.	Yes	4	1	3	2	5	MSU-Mankato theater/performing arts center. Buses don't go there in evening. Mankato East High School (and any other high schools)-- Buses should go there for kids who miss their school bus and don't have transportation to school or who stay after school for extracurricular events. Trailer parks -- I'm assuming folks in these areas could use bus service especially buses going to grocery stores and schools.	Strengths: Friendly, courteous drivers, usually on time. Improvements: Later service and to additional areas mentioned above.
Survey170	Moderate		Yes	5	1	2	3	2		
Survey168	Moderate		Yes	2	1	1	1	1		
Survey169	Easy		Yes	5	1	3	2	4		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey166	Somewhat Difficult	The routes stop early - done by 5pmish and I need sometimes to get home after that. The system to look up bus routes - especially on a phone- is REALLY cumbersome and hard to use. I actually find it easier to PRINT a PDF and carry that around. yuck.	No	3	1	1	1	4	Old Town area - lots of great shops and places to eat there and the new Innovation center - but getting there by bus for me requires two buses, takes forever and I still have to walk 3-4 blocks from the closest spot and then cross the busy street. (We need a safe crosswalk at Spring street and Riverfront.)	Great bus drivers, the buses themselves are nice and I really appreciate being able to bring my bike on some of them. I'd LOVE a way to get from MSU-Mankato to SCC to Bethany - so that I could interact with people at all three places, but right now I have to take a car when I need to do that. I'd rather ride my bike, walk and take the bus, I want to reduce use of gas and the car for the environment and to help me stay healthier - it's just hard to do and requires too much time mid-day for me to be productive. Thanks for asking our opinions!

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				1	2	3	4	5			
Survey167	Somewhat Difficult	I am answering for numerous refugee clients who have reported their bus experiences to me. The number of buses that someone needs to take to get from Colony Court Apartments in North Mankato, to Walmart or other retail in the Madison Hill is frustrating. Maybe an express bus that goes from North Mankato apartments and SCC directly to retail on Madison?	Yes	2	1	1	1		3	<p>Going directly to the Lincoln Community School rather than having to get to Cherry Street hub and then change buses. Though it is in walking distance, it adds too much time to my journey. I can't get my children to school and then make it to Lincoln for my own classes.</p> <p>It would be good to have the bus go through West Mankato, maybe on Sibley Street? It's a long way to the stop at the corner of Blue Earth and Stoltzman.</p>	It's good that the bus stops at places along the route when people signal, like at the Halal market on Front St, but that also makes the bus late and makes it take so long to get from my apartment to Cherry Street.
Survey199	Moderate	stops aren't clearly labeled	No	3	1	1	1		2		the route 2 bus between downtown and campus doesn't run late enough to service students

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				1	2	3	4	5		
Survey196	Moderate	Too long between bus stop times once you are outside of the MSU-Mankato area.	No	3	2	1	4	5	The Kato Ballroom area and other 3rd Avenue parts of town West Mankato The north end of Mankato should have a route that uses Thompson Ravine Road to access the Mall and Walmart.	Nice buses Friendly drivers Reliable service 60 minutes is too long to make a complete loop. North Mankato service is horrible and almost impossible to use due to the odd start and stop times throughout the day.. no continuous service. My mother had difficulty getting the Mobility Bus for North Mankato. minimal nighttime service, needs to run later and start earlier
Survey197	Somewhat Difficult		Yes	1	1	1	1	3		
Survey198	Easy		No	4	1	3	2	5		
Survey177	Easy		Yes	3	3	4	1	3		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey175	Easy		No	1	1	1	1	3		There should be a wider route. Perhaps the bus should run down Sherman Street instead of Center Street making it more accessible for persons living on the west end of town
Survey176	Easy	There was at first, but that was a more of a learning period for me, considering that I was so used to the way Metro Transit way of things, then moved to Mankato.	Yes	3	5	4	4	4	Mankato Regional Airport, would be one.	Now speaking from experience at Metro Transit, they have disability or Limited Mobility, now while yes you guys have that one bus that does this and at I think 3\$, would add that having the ability to allow people with disabilities through there State and or driver license ID, a symbol in my case its the A that denotes that I have disability/ies and say pay less then the non disabled person does say 0.75\$ or 0.50\$ if the latter is at all feasible for Mankato Transit, the one bus for this that you do have isn't as convenient in the sense of having it call and all for it.
Survey194	Easy		Yes	5	2	3	1	4		the bus drivers are ruthless and drive like crazy maniacs.

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey193	Very Difficult	I am living on the bus route, but it only runs the route from 6pm-930pm. This	No	5	3	5	5	1	Morning routes to places on the bus routes that are only traveled to in the afternoon (James Edge)	
Survey192	Moderate	When the bus stops and what bus to get on when	No	5	1	2	4	3	No	Later bus systems for students at the library, especially during finals week.
Survey191	Somewhat Difficult	Yes, There are only 2 metro mobility buses. You have to schedule way out. Also that there are only certain times of the day that you can only get to N.Mankato for appointments.	Yes	3	1	1	2	4	Getting to appointments that are in N. Mankato. Also that where I live there are a lot of college kids that need the regular bus and end of walking to the college. I know they ask about busing and why they dont stop by the apartments.	I would like to see the metro mobility bus run all year and not just when the college is in session. Thank you for listening.
Survey195	Easy		Yes	5	1	2	3	4	3rd street and St. Peter	A later bus for those of us that work so that we can run errands at the end of the day is what I really need.
Survey189	Very Easy		No	1	1	1	1	1		

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey188	Very Easy	No	No	1	4	1	1	1	No	I find the system fluid, mainly because I haven't experienced any problems when I ride. (MSU-Mankato student)
Survey187	Somewhat Difficult		No	3	3	3	5	2	by the car wash on south front street	
Survey186	Somewhat Difficult	Poor stop signage, poor signage on destination	No	4	2	1	3	5		<ul style="list-style-type: none"> - Start Sunday service - Reconsider the stingy transfer policy - Update the routes
Survey185	Very Easy		Yes	5	5	5	5	5		
Survey184	Moderate		Yes	3	1	1	3	3		Upper north Mankato ... More times in the morning for workers and scc students

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
				1	2	3	4	5		
Survey190	Moderate	This summer was difficult getting my HS aged kids to and from activities. You did not update brochures in paper or online with the current route and time changes with all of the changes that took place due to road construction. With the summer route of 6 being our home stop and to my work. Any time there was route changes it caused missed busses. When they already had to ride the 1st bus twice to not	No	5	2	1	3	4	For me and my family. The main locations we need now are covered. A fair amount of walking to and from some stops but not to bad. North and upper North would have be great for my kids to get to friends sometimes when I am at work. Since that route and sched is very limited.	Snow days I bus to work when I do not have to get my kids to school. The end of the day time for bus 6 for me has been a hit and miss on if I make the last bus or have to call a cab. Later busses would also be great to cut down on all of my many round trips that I have to make getting kids to and from their after school activities I would love to see growth in our bus system. I used to live in St Paul, I had no need for a car until I moved at 22 years old. The busses were great, the relax time, work or study time. To not have the expense of a car and the parking fees in the cities.

SURVEY ID	EASE OF USE	COMMENTS ON EASE OF USE	IS TRANSIT PRIMARY MODE OF TRAVEL?	IMPROVEMENTS RANKING					LOCATION S THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS	
				1	2	3	4	5			
Survey181	Easy	When I used to live in Southridge Apartments I would take the bus to MSU-Mankato campus and often times the route we needed would be running at least 10 minutes AHEAD. Usually other routes I have ridden they kill time at the CSU to make sure the route times stay consistent if they are running	No	5	1	3	2		1	I feel that the current routes have a great coverage area that can get you pretty close to anywhere you'd want to go in Mankato. An extended area that would be nice to include is West Mankato neighborhood and possibly out towards Mount Kato (unsure if bus service with ski/snowboard equipment would be allowed).	MavCard pass is great! Would be nice if South Central College ID would be accepted as well as a bus pass because those students do not have on-campus housing as an option and there is a bus stop at the school.
Survey182	Easy	Yes. Some bus stops are not clearly marked/desi	Yes	2	3	5	1		4		
Survey183	Easy		No	3	3	3	3		3		
Survey180	Very Easy	Routes not going close to some areas, stopping	No	3	2	2	2		3	Yes, old town needs a stop	
Survey179	Somewhat Difficult	Limited buses and locations.	No	3	5	5	5		2		

► Table 7: Frequent Trips

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey72	Live Active Apartments - Monks St, Balzerrak Dr.	MNSU - Campus transit station	Work; school	9am-3pm	4 to 5 days per week
Survey73	Cherry Street - Cherry/Front	MNSU CSU - Ellis/Stadium	School	6am-3pm	4 to 5 days per week
Survey74	CSU	Stadium heights	School	9am-3pm	Daily
Survey75	College	Summit Heights	Work	3pm-6pm	4 to 5 days per week
Survey76	Highland Hills	CSU, Nelson shelter	School	6pm-10pm	Daily
Survey77	Gus Johnson Plaza - Washington & 4th St.	MSU-Mankato	School	9am-3pm	2 to 3 days per week
Survey79	Cherry St. - Cherry/Main	MNSU - CSU	School	6am-9am	A few times per year
Survey80	Jaycee Ct - Jaycee ct	MNSU-CSU - CSU	School	9am-3pm	Daily
Survey81	East Washington & North 4th	MSU-Mankato	School	9am-3pm	2 to 3 days per week
Survey84	Cherry	Cherry	Shopping; recreation	6pm-10pm	4 to 5 days per week
Survey85	Walnut Towers	Pet Expo, Walmart, Open Doors Clinic, Aldi			
Survey86	Downtown	Hilltop		6am-9am	A few times per month
Survey87	Bus garage - route 5 - Todd lets him get on there	College - South Central	School	6am-6pm	
Survey92	Cherry St.	Hilltop Hyvee	Shopping	3pm-6pm	4 to 5 days per week
Survey94	Downtown	Uptown			
Survey96	Downtown Mankato	Utrip mall by TV Maxx; don't want to go to MSU-Mankato			
Survey1	Goutnougoules	MSU-Mankato	School	6am-6pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey10	College station - Pohl	CSU	Work; School	6am-3pm	4 to 5 days per week
Survey11	Stadium Heights	CSU	School	9am-3pm	4 to 5 days per week
Survey12	Heron Drive - Heron Drive	CSU - CSU	School	9am-10pm	4 to 5 days per week
Survey14	Lot 23 - Monks/Stadium	CSU or Taylor Center - Nellis/Stadium	School	9am-3pm	4 to 5 days per week
Survey15	Hilltop lane - Hoffman Road	Fore lot - Monks	School	9am-3pm	Daily
Survey16	MSU-Mankato CSU	Parking lots 20-23	School	6am-6pm	4 to 5 days per week
Survey17	Quarters - Monks, Stadium	CSU - Ellos, Stadium	School	9am-3pm	Daily
Survey18	Quarters - Heron	MSU-Mankato - Warren	Work; School	9am-6pm	Daily
Survey19	The Quarters	MNSU	School	9am-3pm	2 to 3 days per week
Survey2	CSU	Frae Lot - CSU	Work; School	6am-10pm	Daily
Survey20	CSU	College town/quarters	School	6am-6pm	4 to 5 days per week
Survey21	Parking lots	CSU	School	9am-3pm	2 to 3 days per week
Survey22	MNSU	College town - timberwolf	School	3pm-6pm	4 to 5 days per week
Survey23	Stadium Heights - Stadium road	Campus - Balcerzah & Stadium		6am-9am; 3pm-6pm	4 to 5 days per week
Survey26	Stadium Heights - Heron Dr./Stadium Dr.	MNSU	School	9am-3pm; 6pm-10pm	4 to 5 days per week
Survey27	Summit - Monks Ave	MNSU	School	9am-6pm	4 to 5 days per week
Survey28	Summit	Campus - Balcerzah & Stadium	School	9am-3pm	4 to 5 days per week
Survey29	Summit	Student Union	School	6am-3pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey3	Stadium Heights - Heron Dr. / Stadium	CSU	School	6am-6pm	4 to 5 days per week
Survey30	Summit apts	CSU Mankato	School	9am-3pm	Daily
Survey31	Summit	CSU	School	9am-3pm; 6pm-6am	4 to 5 days per week
Survey32	Summit	CSU	School	6am-9pm; 6pm-10pm	4 to 5 days per week
Survey33	Summit - Stadium/monks	CSU/ MSU-Mankato	School	9am-6pm	2 to 3 days per week
Survey34	Summit - monks/stadium	CSU - not sure	School	9am-3pm	2 to 3 days per week
Survey35	Stadium Heights	CSU	School	6am-9am	Daily
Survey37	Stadium Heights - Stadium Road & Heron Drive	Minnesota State University Mankato	Work; School; Social	6am-6pm	Dailiy
Survey38	Stadium heights - Heron Dr.	CSU - CSU	School	9am-3pm	2 to 3 days per week
Survey39	Stadium heights	CSU	School	6am-9am	Daily
Survey4	Lots 20-23	CSU	School	6am-9am	4 to 5 days per week
Survey40	Stadium Heights	MSU-Mankato Campus	School	6am-9am	2 to 3 days per week
Survey41	Summit	CSU	School	9am-3pm	4 to 5 days per week
Survey42	Summit	CSU	School	9am-3pm	4 to 5 days per week
Survey43	Summit route 8 - monks/stadium	CSU route 8	School	6am-3pm	2 to 3 days per week
Survey44	Summit - Kwip Trip	MSU-Mankato - CSU	School	6am-9am	Daily
Survey45	College Town - Pohl + Timberwolf	CSU	School	9am-6pm	4 to 5 days per week
Survey46	CSU	Heron Dr shelter	School	9am-6pm	Daily
Survey48	Quarters - Pohl	CSU	School	9am-3pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey51	MSU-Mankato	Summit - Monks & Stadium	School	9am-3pm	4 to 5 days per week
Survey52	Free lot	CSU	School	6am-9am	Daily
Survey53	College Town/Quarters - Timberwolf/Pohl	MNSU;CSU - Ellis/South Rd	School	9am-3pm	2 to 3 days per week
Survey54	The Quarters - Pohl & Timberwolf	CSU - Campus	School	6am-9am	Daily
Survey55	Stadium heights - Heron Dr.	CSU	School	9am-3pm	4 to 5 days per week
Survey56	Collegetown - Pohl & Stadium	MSU-Mankato - Stadium & Ellis	School	6am-3pm	Daily
Survey57	CSU	Stadium Heights - Heron Dr.	School	9am-3pm	2 to 3 days per week
Survey59	Free lot	CSU	School	6am-3pm	4 to 5 days per week
Survey60	Kwik trip - Summit	CSU	School	9am-3pm	4 to 5 days per week
Survey61	Lots 20-23	MSU-Mankato	School	6am-6pm	4 to 5 days per week
Survey62	Summit	CSU	School	9am-3pm	4 to 5 days per week
Survey63	Summit - Kwik Trip	CSU	School	9am-3pm	2 to 3 days per week
Survey66	Csu - Proska	Summit - free lot	School; recreation	6am-6pm	Daily
Survey67	the summit	CSU	School	6am-3pm	2 to 3 days per week
Survey7	Quarters	Student Union	School	6am-6pm	4 to 5 days per week
Survey70	Summit	Summit	School	9am-3pm	2 to 3 days per week
Survey71	Lot 23	CSU	School	9am-3pm	2 to 3 days per week
Survey8	College town - by quarters	CSU	School	9am-6pm	Daily
Survey9	MNSU	Walmart	Shopping	6am-9am	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey134	Laurel's Peak/ James Ave	Madison East Mall	Medical	9am-3pm	2 to 3 days per week
Survey135	Near East HS/Hoffman & Victory	Home Depot/ Victory dr.	Work	6am-9am	2 to 3 days per week
Survey136	MRCI/ MAP Drive	Gus Johnson/ N. 4th St. & Washington	Work	9am-3pm	4 to 5 days per week
Survey137	Home/ LorRay & Nottingham, N. Kato	Work/ Lookout Dr. & Hwy 14	Work	3pm-6pm	4 to 5 days per week
Survey138	Culver's/ Commerce & LorRay Dr., N. Kato	Pnnda/ Madison Ave & Sioux Trail	Work		2 to 3 days per week
Survey139	719 Owatonna/ W. 5th St.	Clinic/ Main St. & Garden Blvd.	Medical	3pm-6pm	A few times per month
Survey140	Reed St. / Reed & Hope St	VINE/ 5th St. & Hickory St.	recreation	9am-3pm	4 to 5 days per week
Survey141	Durham Apts./ Warren St. & 2nd Str.	Mall/ Adams St. & Sioux Lane	Shopping	9am-3pm	A few times per month
Survey142	Cherry Ridge/ Warren & Glenwood Ave	Cub Food/ Madison & Raintree	Shopping	9am-3pm	2 to 3 days per week
Survey143	Primrose/ Adams & Hope St.	Mankato Clinic/ Main & Garden Blvd	Medical	9am-3pm	A few times per month
Survey144	Home/ Sibley Pkwy & Hubbell Ave.	Wal-Mart/ Madison Ave & Sioux Lane	Work & Medical	3pm-6pm	A few times per month
Survey145	Waters Edge/ Glenwood & Agency	Mankato Clinic/ Main & Garden Blvd.	Medical	3pm-6pm	A few times per month
Survey146	Oaklawn/ Main & Oaklawn	Madison East Mall/ Madison & Hwy 22	Medical	9am 3pm	A few times per month
Survey147	Durham Apts./ Warren St. & 2nd Str.	Mall/ Adams St. & Sioux Lane	Shopping	3pm-6pm	
Survey148	Oaklawn/ Main & Oaklawn	Northridge/ LorRay & James	Medical	3pm-6pm	A few times per month
Survey149	Agency & Main	Hy-Vee/ Adams & Hwy 22	Shopping	6pm - 10pm	A few times per month

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey150	Walnut Tower/ Main & 2nd St	Mall/ Adams St. & Sioux Lane	Shopping	3pm-6pm	2 to 3 days per week
Survey151	Pathstone/ Mound Ave & Spence St	Mall/ Adams St. & Sioux Lane	Shopping	9am-3pm	A few times per month
Survey152	Home/ Glenwood & Parkway	IRS/ Victory Dr. & Excel Dr	Work	6am-9am	4 to 5 days per week
Survey153	Gus Johnson/ 4th St. & Washington	Northridge/ Lee Blvd. & LorRay Dr	Medical	9am-3pm	A few times per month
Survey154	Belle Ave/ Victory & Madison Ave.	Andrews Dr. & Adams St	Work	6am-9am	4 to 5 days per week
Survey155	Durham Apts./ Warren St. & 2nd Str.	VINE/ 5th St. & Hickory St.	Shopping	9am-3pm	2 to 3 days per week
Survey156	Gus Johnson/ 4th St. & Washington	Wal-Mart/ Madison Ave & Sioux Lane	Shopping	3pm-6pm	A few times per month
Survey157	Gus Johnson/ 4th St. & Washington	Snell/ Hwy 22 & Adams	Work	9am-3pm	4 to 5 days per week
Survey158	Homestead/ Balzerzak Dr. & Monks Ave.	2nd St. & Cherry St.	recreation	3pm-6pm	A few times per month
Survey159	Homestead/ Balzerzak Dr. & Monks Ave.	VINE/ 5th St. & Hickory St.	Medical	9am-3pm	2 to 3 days per week
Survey160	Primrose/ Adams & Hope St.	Adams & Hwy 22	Social	3pm - 6pm	A few times per month
Survey161	Madison & Victoy	Madison Ave, & Hwy 22	Shopping	9am-3pm	2 to 3 days per week
Survey162	Gus Johnson/ 4th St. & Washington	Wal-Mart/ Madison Ave & Sioux Lane	Shopping	3pm-6pm	2 to 3 days per week
Survey163	N. Kato/ Lookout Dr. & LorRay	Mankato Clinic/ Main & Garden Blvd.	Medical	3pm-6pm	A few times per month
Survey164	Victory Dr. & Madison Ave.	Northridge/ LorRay & James	Medical	3pm-6pm	A few times per month
Survey165	Laurel's Peak/ James Ave	Madison East Mall	Medical	9am-3pm	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey178	River Hills	Gus Johnson/ N. 4th St. & Washington	Shopping	9am-3pm	A few times per month
Survey200	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14224, -94.00567	School	9 a.m. – 3 p.m.	Daily
Survey201	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.15604, -94.00018	School	9 a.m. – 3 p.m.	Daily
Survey202	Mankato, MN 56001, USA 44.16447, -93.98458	Mankato, MN 56001, USA 44.17282, -93.95289	Errands, Shopping, Work	9 a.m. – 3 p.m.	2 to 3 days per week
Survey 203	Mankato, MN 56001, USA 44.14624, -93.99855	Mankato, MN 56001, USA 44.15955, -93.92899	Shopping	3 p.m. – 6 p.m.	2 to 3 days per week
Survey36	Stadium Heights	Nelson Hall	School	6am-3pm	4 to 5 days per week
Survey47	College town - Pohl and timberwolf	CSU	School	9am-3pm	4 to 5 days per week
Survey58	College Station - Pohl & Balcerzak	CSU - MNSU	School	6am-6pm	4 to 5 days per week
Survey65	CSU - Stadium & Campus	Summit - Monks & Stadium	School	9am-3pm	4 to 5 days per week
Survey130	Mankato, MN 56001, USA 44.14624, -94.00710	Mankato, MN 56001, USA 44.14747, -93.99992	School	6am-9am	Daily
Survey131	Mankato, MN 56001, USA 44.15211, -93.98584	Mankato, MN 56001, USA 44.14618, -93.99838	Work	9am-3pm	Daily
Survey132	Mankato, MN 56001, USA 44.14440, -94.00126	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week
Survey133	Mankato, MN 56001, USA 44.14172, -93.98722	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey129	Mankato, MN 56001, USA 44.14717, -94.01117	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week
Survey128	Mankato, MN 56001, USA 44.15164, -93.97774	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	4 to 5 days per week
Survey125	Mankato, MN 56001, USA 44.15822, -94.00905	Mankato, MN 56001, USA 44.14802, -93.99820	School	6am-9am	Daily
Survey124	Mankato, MN 56001, USA 44.16930, -93.99520	Mankato, MN 56001, USA 44.16207, -93.93718	Work	6am-9am	4 to 5 days per week
Survey123	Mankato, MN 56001, USA 44.15653, -93.98473	Mankato, MN 56001, USA 44.17868, -93.94366	Work	6am-9am	4 to 5 days per week
Survey117	Mankato, MN 56001, USA 44.16033, -94.01315	Mankato, MN 56003, USA 44.17666, -94.04417	Work	9am-3pm	4 to 5 days per week
Survey118	Mankato, MN 56003, USA 44.18066, -94.00705	Mankato, MN 56003, USA 44.17377, -94.00842	Work	6am-9am	Daily
Survey119	Mankato, MN 56001, USA 44.16619, -93.99821	Mankato, MN 56003, USA 44.17534, -94.03580	Work		
Survey120	Mankato, MN 56001, USA 44.13426, -93.98029	S Rd, Mankato, MN 56001, USA 44.14618, -93.99915	School	9am-3pm	4 to 5 days per week
Survey121	Mankato, MN 56001, USA 44.14831, -93.99459	Mankato, MN 56003, USA 44.17460, -94.04588	Work	6am-9am	4 to 5 days per week
Survey122	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey115	Mankato, MN 56001, USA 44.14717, -93.99743	Waseca, MN 56093, USA 44.04617, -93.57116	Medical	6am-9am	2 to 3 days per week
Survey116	Mankato, MN 56001, USA 44.15148, -94.01834	Eagle Lake, MN 56024, USA 44.18165, -93.84088	School	6am-9am	2 to 3 days per week
Survey114	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56003, USA 44.17081, -94.03932	Work	9am-3pm	A few times per year
Survey112	Mankato, MN 56001, USA 44.16305, -94.00421	Mankato, MN 56003, USA 44.18768, -94.06902	Work	6am-9am	4 to 5 days per week
Survey113	Mankato, MN 56001, USA 44.17210, -93.99263	Mankato, MN 56001, USA 44.18035, -93.94370	Work	6am-9am	Daily
Survey111	Mankato, MN 56001, USA 44.15603, -94.02041	Mankato, MN 56001, USA 44.14536, -93.99835	Work	6am-9am	Daily
Survey110	Mankato, MN 56001, USA 44.16843, -93.99594	Mankato, MN 56001, USA 44.17325, -93.95146	Shopping	9am-3pm	2 to 3 days per week
Survey109	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Various reasons	6am-9am	2 to 3 days per week
Survey127	Mankato, MN 56001, USA 44.15232, -93.98391	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week
Survey126	Mankato, MN 56003, USA 44.18713, -94.05533	Mankato, MN 56001, USA 44.17531, -93.93723	Work	9am-3pm	Daily
Survey108	Mankato, MN 56001, USA 44.16047, -94.00430	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	A few times per month
Survey174	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.13830, -93.99881	Work	9am-3pm	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey172	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	This feature is not accessible. Try moving two fingers around a map with your eyes shut. It doesn't work.		
Survey173	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.16335, -94.00653	Recreation	3pm-6pm	A few times per year
Survey171	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			A few times per month
Survey170	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	A few times per month
Survey168	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	Daily
Survey169	Mankato, MN 56001, USA 44.14837, -93.99443	Mankato, MN 56001, USA 44.17247, -93.95340	Work	9am-3pm	Daily
Survey166	Mankato, MN 56001, USA 44.14634, -93.99653	Mankato, MN 56001, USA 44.17090, -93.99979	Work	6am-9am	2 to 3 days per week
Survey167	Mankato, MN 56003, USA 44.17561, -94.04327	Mankato, MN 56001, USA 44.15801, -94.00868	School	6am-9am	4 to 5 days per week
Survey199	Mankato, MN 56001, USA 44.16145, -94.00868	Mankato, MN 56001, USA 44.14627, -93.99821	School	9am-3pm	2 to 3 days per week
Survey196	Mankato, MN 56001, USA 44.16395, -94.00610	Mankato, MN 56001, USA 44.14643, -94.00104	School	9am-3pm	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey197	Mankato, MN 56003, USA 44.17081, -94.04893	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	4 to 5 days per week
Survey198	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	4 to 5 days per week
Survey177	Mankato, MN 56001, USA 44.17217, -93.95903	Mankato, MN 56001, USA 44.16584, -93.96418	Work	9am-3pm	4 to 5 days per week
Survey175	Mankato, MN 56003, USA 44.17284, -94.01374	Mankato, MN 56001, USA 44.14849, -93.99980	Work	6am-9am	Daily
Survey176	Mankato, MN 56001, USA 44.16823, -93.99611	Mankato, MN 56001, USA 44.16420, -93.95186	Shopping	9am-3pm	A few times per month
Survey194	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.16383, -93.95100	Work	3pm-6pm	2 to 3 days per week
Survey193	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.15151, -94.00743	School	6am-9am	4 to 5 days per week
Survey192	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey191	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Medical	9am-3pm	2 to 3 days per week
Survey195	Mankato, MN 56001, USA 44.16115, -94.00688	Mankato, MN 56001, USA 44.16691, -93.94963	Shopping	9am-3pm	2 to 3 days per week
Survey189	Mankato, MN 56001, USA 44.15302, -93.98044	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week
Survey188	Mankato, MN 56001, USA 44.16366, -94.00604	Mankato, MN 56001, USA 44.14620, -94.00029	School	6am-9am	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey187	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey186	Mankato, MN 56001, USA 44.15031, -93.99936	Mankato, MN 56001, USA 44.17291, -93.95151	Shopping	9am-3pm	A few times per month
Survey185	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School		Daily
Survey184	Mankato, MN 56001, USA 44.16121, -93.97237	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	2 to 3 days per week
Survey190	Mankato, MN 56001, USA 44.15123, -93.97816	Mankato, MN 56001, USA 44.15885, -94.01737	School	6am-9am	4 to 5 days per week
Survey181	Mankato, MN 56001, USA 44.15206, -93.99130	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	2 to 3 days per week
Survey182	Mankato, MN 56003, USA 44.17032, -94.01406	Mankato, MN 56003, USA 44.17395, -94.04636	School	9am-3pm	2 to 3 days per week
Survey183	Mankato, MN 56001, USA 44.17303, -93.95349	Mankato, MN 56001, USA 44.14717, -93.99743	School	3pm-6pm	Daily
Survey180	Mankato, MN 56001, USA 44.16022, -93.98370	Mankato, MN 56001, USA 44.17094, -93.99962	Work	6am-9am	4 to 5 days per week
Survey179	Mankato, MN 56001, USA 44.15102, -93.99233	Mankato, MN 56001, USA 44.16552, -93.97083	Work	6am-9am	4 to 5 days per week
Survey72	MNSU - Campus transit station	Live Active Apartments - Monks and Balzerack	Other - home	6pm-10pm	2 to 3 days per week
Survey74	Stadium heights	CSU	School	9am-3pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey76	Highland Hills	Walmart, River Hills	Shopping; recreation; social	6pm-10pm	2 to 3 days per week
Survey77	Gus Johnson Plaza - Washington & 4th St	River Hills	Shopping	9am-3pm	A few times per month
Survey79	James Ave - James/Stadium	MNSU/CSU - Stadium/MNSU	School	9am-3pm	Daily
Survey81	East Washington & North 4th	River Hills Mall	Medical; Shopping	3pm-6pm	2 to 3 days per week
Survey92	Cherry St	Aldi	Shopping	9am-3pm	A few times per month
Survey10	CSU	College Station - Pohl Rd	Work;school	3pm-10pm	4 to 5 days per week
Survey11	Stadium heights	Walmart	Shopping	6pm-10pm	A few times per year
Survey12	CSU - CSU	Walmart - Walmart			A few times per year
Survey16	MSU-Mankato parking lots	MSU-Mankato CSU		9am-6pm	4 to 5 days per week
Survey18	Parking lots - Monks/Stadium	MSU-Mankato - Warren/Stadium			
Survey19	The Quarters	MNSU	School	3pm-10pm	2 to 3 days per week
Survey21	CSU	Parking lots	School	3pm-6pm	2 to 3 days per week
Survey28	Summit	Campus	School	6am-9am	4 to 5 days per week
Survey34	Summit - monks/stadium	meyers field house - stadium rd	work	9am-3pm	2 to 3 days per week
Survey35	CSU	Stadium Heights	Other - home	3pm-6pm	Daily
Survey37	Minnesota State University	Stadium Heights	Work; Other - home	9am-10pm	Daily
Survey38	CSU - CSU	Stadium Heights - Heron Dr	School	9am-3pm	2 to 3 days per week
Survey4	CSU	Lots 20-23	Work	3pm-6pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey44	Summit - CSU	Walmart - Walmart	Shopping	3pm-6pm	2 to 3 days per week
Survey45	CSU	College Town - Pohl + Timberwolf	School	9am-6pm	4 to 5 days per week
Survey53	College Town - Timberwolf/Pohl	MNSU; Myers Field House - Ellis/South	School	9am-3pm	2 to 3 days per week
Survey54	CSU	Quarters	School	3pm-6pm	Daily
Survey57	Stadium Heights - Heron Dr.	CSU	School	9am-3pm	Daily
Survey66	Summit - free lot	CSU - Preska	Recreation	6pm-10pm	4 to 5 days per week
Survey7	Student Union	Quarters	School	6am-10pm	4 to 5 days per week
Survey135	Hoffman & Victory	Adams St & Hwy 22 N.	Work	6-10 pm	
Survey138	Culvers/ Commerce & LorRay	Belmar Mall/ Victory & Madison Ave		3pm-6pm	2 to 3 days per week
Survey139	719 Owatonna/ W. 5th St.	Hwy 22 N. & Adams St	Shopping	9am-3pm	A few times per month
Survey142	Cherry Ridge/ Warren & Glenwood	Homestead/ Balzerzak Dr. & Monks Ave.	Shopping	6pm-10pm	2 to 3 days per week
Survey149	Agency & Main	Mankato Clinic	Medical	3pm-6pm	A few times per month
Survey150	Walnut Tower/ Main & 2nd St.	Hy-Vee/ Adams & Hwy 22	Shopping		
Survey151	Pathstone/ Mound Ave & Spence St	N. Kato/ Belgrade & Lookout dr.	Recreation	9am-3pm	A few times per month
Survey152	Home/ Glenwood & Parkway	IGC/2nd St. & Hickory St.	Social	3pm-6pm	A few times per month
Survey153	Gus Johnson/ 4th St. & Washington	Eastridge/ MLK Drive & Madison Ave.	Medical	9am-3pm	A few times per month
Survey155	Durham Apts./ Warren St. & 2nd Str.	Madison Ave. & Hwy 22	Recreation	9am - 3pm	A few times per month

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey159	Homestead/ Balzerzak Dr. & Monks Ave.	Homestead/ Balzerzak Dr. & Monks Ave.	Recreation	3pm-6pm	2 to 3 days per week
Survey178	Carlson Craft	Cherry Street	Work	3pm-6pm	A few times per year
Survey 203	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Medical	6 a.m. – 9 a.m.	A few times per month
Survey47	College town - pohl and timberwolf	CSU	School	9am-3pm	2 to 3 days per week
Survey131	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.16377, -93.95059	Shopping	6pm-10pm	2 to 3 days per week
Survey133	Mankato, MN 56001, USA 44.16441, -93.95195	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	3pm-6pm	2 to 3 days per week
Survey129	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey128	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.17503, -93.92881	Shopping	6pm-10pm	A few times per month
Survey125	Centennial Student Union (SU), 228 Wiecking Center, Mankato, MN 56001, USA 44.14672, -94.00011	Mankato, MN 56001, USA 44.16617, -93.96267	Shopping	6pm-10pm	2 to 3 days per week
Survey124	Mankato, MN 56001, USA 44.16927, -93.99537	Mankato, MN 56001, USA 44.16422, -93.95169	Shopping	9am-3pm	A few times per month
Survey123	Mankato, MN 56001, USA 44.17878, -93.94353	Mankato, MN 56001, USA 44.15697, -93.98484	Work	3pm-6pm	4 to 5 days per week
Survey118	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	home	3pm-6pm	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey114	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	3pm-6pm	2 to 3 days per week
Survey112	Mankato, MN 56001, USA 44.15154, -93.97726	Mankato, MN 56001, USA 44.17254, -93.95383	Shopping	9am-3pm	2 to 3 days per week
Survey113	Mankato, MN 56001, USA 44.16392, -94.00155	St Peter, MN 56082, USA 44.32624, -93.96173	Recreation	3pm-6pm	2 to 3 days per week
Survey111	Mankato, MN 56001, USA 44.15482, -94.02011	Mankato, MN 56001, USA 44.17291, -93.95377	Shopping	9am-3pm	2 to 3 days per week
Survey109	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey126	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey174	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	3pm-6pm	2 to 3 days per week
Survey169	Mankato, MN 56001, USA 44.17251, -93.95134	Mankato, MN 56001, USA 44.14855, -93.99434	Work	6pm-10pm	Daily
Survey166	Mankato, MN 56001, USA 44.17155, -93.99915	Mankato, MN 56001, USA 44.16059, -93.98507	Work	6pm-10pm	
Survey167	Mankato, MN 56003, USA 44.17407, -94.03649	Mankato, MN 56001, USA 44.16626, -93.95117	Shopping	3pm-6pm	A few times per month
Survey196	Mankato, MN 56001, USA 44.16407, -94.00657	Mankato, MN 56001, USA 44.16376, -93.95104	Shopping	3pm-6pm	A few times per month
Survey175	Mankato, MN 56001, USA 44.14624, -94.00082	Mankato, MN 56003, USA 44.17321, -94.01357	Home	3pm-6pm	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey193	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey191	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56003, USA 44.19740, -94.06884	Medical	3pm-6pm	2 to 3 days per week
Survey186	Mankato, MN 56001, USA 44.15034, -93.99941	Mankato, MN 56001, USA 44.16336, -94.00657	Recreation	6pm - 10pm	A few times per month
Survey190	Mankato, MN 56001, USA 44.15080, -93.97795	Mankato, MN 56001, USA 44.17060, -93.94529	Work	9am-3pm	2 to 3 days per week
Survey181	Mankato, MN 56001, USA 44.15834, -94.00735	Mankato, MN 56003, USA 44.17518, -94.04790	School	6am-9am	A few times per month
Survey182	Mankato, MN 56003, USA 44.17329, -94.03837	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	2 to 3 days per week
Survey180	Mankato, MN 56001, USA 44.17083, -93.99992	Mankato, MN 56001, USA 44.14594, -94.00031	Work	9am-3pm	2 to 3 days per week
Survey179	Mankato, MN 56001, USA 44.15092, -93.98688	Mankato, MN 56001, USA 44.16995, -93.94611	Shopping	6pm - 10pm	A few times per month
Survey76	CSU	Post office	Social	9am-3pm	A few times per month
Survey77	Gus Johnson Plaza - Washington & 4th	Wickersham health Center	Medical	9am-3pm	A few times per year
Survey79	MNSU/CSU - Stadium/James	MNSU/CSU - Stadium/CSU	School	3pm-6pm	Daily
Survey81	Cherry Street	Madison East	Medical; Shopping	9am-3pm	A few times per month
Survey92	2123 Liberty	Library	Recreation	9am-6pm	2 to 3 days per week
Survey12	CSU - CSU	Heron Drive - Heron Drive	Other - Home	9am-3pm;	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
				6pm-10pm	
Survey35	CSU - CSU	Free lot	Other - get to my car	9am-3pm; 6pm-10pm	2 to 3 days per week
Survey37	Minnesota State University	Cherry Street/Riverfront Drive	Shopping; recreation; social	9am-3pm; 6pm-10pm	A few times per month
Survey38	CSU - CSU	Stadium Heights - Heron Dr	Other - home personal	6pm-10pm	A few times per month
Survey53	Parking lots - Warren/Stadium	MNSU - Ellis/South	School	9am-3pm	2 to 3 days per week
Survey57	Stadium Heights - Heron Dr.	CSU	School	6pm-10pm	2 to 3 days per week
Survey135	Hoffman & Victory	Clinic/ Main St.	Med	9am-3pm	2 to 3 days per week
Survey151	Pathstone/ Mound Ave & Spence St	Clinic/ Main St.	med	9am-3pm	A few times per month
Survey 203	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey47	College town - pohl and timberwolf	CSU	School	6pm-10pm	A few times per month
Survey131	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey133	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey129	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey128	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey125	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey124	Mankato, MN 56001, USA 44.16201, -93.93718	Mankato, MN 56001, USA 44.16835, -93.99615	Work	9am-3pm	4 to 5 days per week
Survey123	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey118	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey114	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey112	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey113	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey111	Mankato, MN 56001, USA 44.15608, -94.02009	Mankato, MN 56001, USA 44.16353, -93.98385	Medical	9am-3pm	A few times per month
Survey109	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey126	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey174	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Medical	3pm-6pm	A few times per month
Survey169	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey166	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6pm-10pm	4 to 5 days per week
Survey167	Mankato, MN 56003, USA 44.17352, -94.04327	Mankato, MN 56001, USA 44.16392, -94.00627	Refugee Services	9am-3pm	A few times per month
Survey196	Centennial Student Union (SU), 228 Wiecking Center, Mankato, MN 56001, USA 44.14680, -94.00023	Mankato, MN 56001, USA 44.17260, -93.95357	Recreation	6pm - 10pm	A few times per month
Survey175	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey193	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey191	Mankato, MN 56001, USA 44.15012, -94.01529	Mankato, MN 56001, USA 44.16687, -93.94525	Medical	3pm-6pm	2 to 3 days per week
Survey186	Mankato, MN 56001, USA 44.15025, -93.99941	Mankato, MN 56001, USA 44.14988, -93.98529	Recreation	6pm - 10pm	A few times per month
Survey190	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey181	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey182	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey180	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.16084, -93.98490	Work	6pm - 10pm	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey179	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

Non-Rider Surveys

In Table 8, the numbers below “Barriers to Riding the Bus” refer to the following options:

- ◆ 1 - I don't know how/I don't know where it goes
- ◆ 2 - The bus doesn't travel where I need to go
- ◆ 3 - The bus does not operate at the time I need to travel
- ◆ 4 - The bus takes too long to get to where I need to go
- ◆ 5 - Other (explain)

In Table 9, the numbers below “Improvements” refer to the following options:

- ◆ 1 - Earlier Bus Service
- ◆ 2 - Later Bus Service
- ◆ 3 - Bus On-time More Often
- ◆ 4 - More frequent Bus Service
- ◆ 5 - Bus Serves More Locations

All the questions in Table 10, Demographics, were optional. In Table 11, respondents could add up to three frequent trips. Therefore, some survey respondents are listed multiple times.

► Table 8: Non-Rider Surveys – Source, Interest, Barriers

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey130	6/24/2017	In person	Community meeting	No						other means on transportation (car/bike)
Survey75	6/14/2017	In-person	Unknown	Yes	X					
Survey76	6/14/2017	In-person	Unknown	Yes				X	X	
Survey77	6/14/2017	In-person	Unknown	Yes					X	Have own transportation
Survey73	4/24/2017	Online	Website	Yes						The bus does not travel where I need to go

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey74	4/24/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey72	4/27/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey70	4/28/2017	Online	Website	Yes						No routes run near my home
Survey71	4/28/2017	Online	Website	Yes						I am moving to Mankato this summer. I use a wheelchair and do not drive, so I will be riding the bus.
Survey65	5/10/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey64	5/13/2017	Online	Website	Yes						almost all of the above
Survey59	5/15/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey60	5/15/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey61	5/15/2017	Online	Website	Yes						All of the above
Survey62	5/15/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey63	5/15/2017	Online	Website	Yes						Stupid land use rules and regulations that force us into building places that are hostile to people walking. 95% of the problem with transit in Mankato. FIX LAND USE FIRST.
Survey35	5/16/2017	Online	Website	Yes						Doesn't reach where I live.

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey36	5/16/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey37	5/16/2017	Online	Website	No						The bus does not travel where I need to go
Survey38	5/16/2017	Online	Website	Yes						I own a vehicle
Survey39	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey40	5/16/2017	Online	Website	Yes						I drive and I don't know if the bus comes to where I am (Eagle Lake).
Survey41	5/16/2017	Online	Website	Yes						I don't need to
Survey42	5/16/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey43	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey44	5/16/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey45	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey46	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey47	5/16/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey48	5/16/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey49	5/16/2017	Online	Website	No						I have rides everywhere
Survey50	5/16/2017	Online	Website	No						The bus does not travel where I need to go
Survey51	5/16/2017	Online	Website	No						The bus does not travel where I need to go
Survey52	5/16/2017	Online	Website	No						The bus takes too long to get to where I need to go
Survey53	5/16/2017	Online	Website	No						The bus takes too long to get to where I need to go
Survey54	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey55	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey56	5/16/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey57	5/16/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey58	5/16/2017	Online	Website	Yes						All of the above
Survey30	5/17/2017	Online	Website	No						I have rides everywhere
Survey31	5/17/2017	Online	Website	No						I have rides everywhere
Survey32	5/17/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey33	5/17/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey34	5/17/2017	Online	Website	Yes						No bus service in Eagle Lake

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey29	5/24/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey27	5/25/2017	Online	Website	Yes						It does not go close to our home.
Survey28	5/25/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey69	5/3/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey26	5/30/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey25	5/31/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey68	5/5/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey67	5/7/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey66	5/9/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey24	6/1/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey119	6/10/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey120	6/10/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey118	6/12/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey114	6/13/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey115	6/13/2017	Online	Website	Yes						I'd like to check more than one of these but it is not an option.

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey116	6/13/2017	Online	Website	No						I have a car & it is more convenient.
Survey117	6/13/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey109	6/14/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey110	6/14/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey111	6/14/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey112	6/14/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey113	6/14/2017	Online	Website	No						looking for bus service for my clients
Survey103	6/15/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey104	6/15/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey105	6/15/2017	Online	Website	No						No need personally
Survey106	6/15/2017	Online	Website	No						I don't need it
Survey107	6/15/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey108	6/15/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey102	6/16/2017	Online	Website	Yes						Didn't know we had a bus system in NM!! Never see a bus anywhere!
Survey99	6/17/2017	Online	Website	Yes						I don't know how to ride the bus/I don't

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
										know where the bus goes
Survey100	6/17/2017	Online	Website	Yes						the bus does not stop where i need to start
Survey101	6/17/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey97	6/19/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey98	6/19/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey129	6/2/2017	Online	Website	Yes						The bus does not pick up close enough to my house
Survey94	6/20/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey95	6/20/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey96	6/20/2017	Online	Website	Yes						The bus does not accomodate my disability
Survey86	6/21/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey87	6/21/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey88	6/21/2017	Online	Website	No						The bus does not travel where I need to go
Survey89	6/21/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey90	6/21/2017	Online	Website	Yes						There are no routes where I live
Survey91	6/21/2017	Online	Website	Yes						The bus does not travel where I need to go

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey92	6/21/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey93	6/21/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey80	6/22/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey81	6/22/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey82	6/22/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey83	6/22/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey84	6/22/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey85	6/22/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey78	6/23/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey79	6/23/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey188	6/23/2017	Online	Website	Yes						Because I own a car, I don't usually think about it.
Survey187	6/24/2017	Online	Website	Yes						Sunday and Holiday service non-existent - some people have to work on Holidays and would like to go to a house of worship on Sundays
Survey121	6/9/2017	Online	Website	Yes						The bus takes too long to get to where I need to go

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey122	6/9/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey123	6/9/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey124	6/9/2017	Online	Website	No						The bus takes too long to get to where I need to go
Survey125	6/9/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey126	6/9/2017	Online	Website	Yes						Closest stop is over 1/2 mile from my home
Survey127	6/9/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey128	6/9/2017	Online	Website	Yes						easier to get in car, quicker
Survey186	7/24/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey172	8/29/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey173	8/29/2017	Online	Website	Yes						We just moved to Mankato and need more information
Survey174	8/29/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey175	8/29/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey176	8/29/2017	Online	Website	Yes						the bus starts too far from my house 1 mile. i would have to walk there

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey177	8/29/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey178	8/29/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey179	8/29/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey180	8/29/2017	Online	Website	No						I have a car and drive myself wherever I need to go
Survey181	8/29/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey182	8/29/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey183	8/29/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey184	8/29/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey142	8/30/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey143	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey144	8/30/2017	Online	Website	No						I don't know how to ride the bus/I don't know where the bus goes
Survey145	8/30/2017	Online	Website	No						Prefer the convenience of driving
Survey146	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey147	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey148	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey149	8/30/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey150	8/30/2017	Online	Website	No						Always drive. No desire to ride the bus.
Survey151	8/30/2017	Online	Website	Yes						I always seem like I have a variety of stops to go to
Survey152	8/30/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey153	8/30/2017	Online	Website	Yes						There is no bus service to where I live
Survey154	8/30/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey155	8/30/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey156	8/30/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey157	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey158	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey159	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey160	8/30/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey161	8/30/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey162	8/30/2017	Online	Website	No						The bus does not travel where I need to go
Survey163	8/30/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey164	8/30/2017	Online	Website	No						The bus takes too long to get to where I need to go
Survey165	8/30/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey166	8/30/2017	Online	Website	Yes						I have a vehicle but if needed I would use bus, as we grow as a community we will need bus services more often to navigate.
Survey167	8/30/2017	Online	Website	Yes						The bus does not operate at the time I need to travel
Survey168	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey169	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey170	8/30/2017	Online	Website	No						The bus does not travel where I need to go
Survey171	8/30/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey138	8/31/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey139	8/31/2017	Online	Website	Yes						I am handicapped - not sure I could be able to get on and off without help
Survey140	8/31/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey141	8/31/2017	Online	Website	Yes						I have ridden the bus but have a newer car now. I use it. I'm reasonably close to work anyway.
Survey185	8/7/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey133	9/1/2017	Online	Website	Yes						The bus does not travel where I need to go
Survey134	9/1/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey135	9/1/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey136	9/1/2017	Online	Website	Yes						bus stop too far away
Survey137	9/1/2017	Online	Website	No						No need-private car but I think it is a great need for Mankato and I know it is an option if I would ever need it
Survey132	9/2/2017	Online	Website	Yes						I don't know how to ride the bus/I don't know where the bus goes
Survey131	9/6/2017	Online	Website	Yes						The bus does not operate at the time I need to travel

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
Survey 186	9/14/2017	Online	Website	Yes						The bus takes too long to get to where I need to go
Survey1	4/18/2017	In-person	Weekday Data Collection Effort							
Survey2	4/18/2017	In-person	Weekday Data Collection Effort	Yes					X	I have a car and live close enough to school that I can walk
Survey3	4/18/2017	In-person	Weekday Data Collection Effort		X					
Survey4	4/18/2017	In-person	Weekday Data Collection Effort	Yes			X			
Survey5	4/18/2017	In-person	Weekday Data Collection Effort	Yes	X					
Survey6	4/18/2017	In-person	Weekday Data Collection Effort	Yes		X				
Survey7	4/18/2017	In-person	Weekday Data Collection Effort	Yes					X	Lives in country
Survey8	4/18/2017	In-person	Weekday Data Collection Effort		X					Trying to figure out the schedule is hard
Survey9	4/18/2017	In-person	Weekday Data Collection Effort	Yes						
Survey10	4/18/2017	In-person	Weekday Data Collection Effort							
Survey11	4/18/2017	In-person	Weekday Data Collection Effort	Yes	X					
Survey12	4/18/2017	In-person	Weekday Data	Yes	X				X	What payment method the bus system uses

SURVEY ID	DATE	SOURCE	EVENT TYPE	INTEREST IN RIDING THE BUS	BARRIERS TO RIDING THE BUS					COMMENTS
					1	2	3	4	5	
			Collection Effort							
Survey13	4/18/2017	In-person	Weekday Data Collection Effort	Yes	X	X	X			
Survey14	4/18/2017	In-person	Weekday Data Collection Effort	No					X	Too many things happen on the buses
Survey15	4/18/2017	In-person	Weekday Data Collection Effort		X	X				Has seen it in N. Mankato; don't know where it starts and ends
Survey16	4/18/2017	In-person	Weekday Data Collection Effort	Yes				X	X	Bus routes aren't commonly/easily known to me
Survey17	4/18/2017	In-person	Weekday Data Collection Effort							
Survey18	4/18/2017	In-person	Weekday Data Collection Effort							
Survey19	4/18/2017	In-person	Weekday Data Collection Effort	Yes						
Survey20	4/18/2017	In-person	Weekday Data Collection Effort	No					X	Have a car
Survey21	4/18/2017	In-person	Weekday Data Collection Effort	Yes		X				
Survey22	4/18/2017	In-person	Weekday Data Collection Effort							
Survey23	4/18/2017	In-person	Weekday Data Collection Effort	Yes						

► Table 9: Non-Rider Surveys – Comments, Improvements

SURVEYID	IMPROVEMENTS RAKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey130							MSU-Mankato pass was great addition to ridership
Survey75	4	4	4	4	4		
Survey76	1	4	5	2	3		[Written on back of sheet] I really don't know how the system works.
Survey77	1	1	1	1	1		
Survey73	2	3	4	5	1	Eagle Lake	Add service between Eagle Lake and Mankato
Survey74	3	4	2	1	5	To Eagle Lake, I have family and friends there.	
Survey72	2	2	1	2	5		More promotion to help get information out to people to better understand how it works, where it goes, times, etc.
Survey70	5	5	5	1	5	I think there should be more concern about routes that focus on "who can get picked up" than "where can I go". The whole area around East High School has pretty much no service, if one wishes to walk no more than maybe a half-mile or so to a pickup location.	I think we should take a map, highlight all of the areas within a half-mile of a bus route, and see where the holes are and how big they are. We also need to think in terms of shelters at these pickup locations. Ridership does not increase by having more and more destinations if many people simply have no pickup locations that are reasonably close to them. And if we want to increase senior ridership, we would need to overlay some demographic information and maybe change the highlighted area to "within a quarter-mile" of a pickup location.

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey71	3	1	1	1	2	<p>-The Family Learning Center for the Mankato Public Schools at 820 Hubbell Ave, Mankato, MN 56001 would be a nice addition to a Mankato route (the North Mankato routes have too many gaps in time to be useful). I have a three year old child and hope to have more. As a parent with a disability, I am having to strategically pick where I live in order to allow my child(ren) to participate in early childhood programs.</p> <p>-All public schools: it would be wonderful if the bus routes would run very close to at least middle and high schools. For my family, my wife is a high school teacher and we only have one car. When the car is in the shop, she will need to ride the bus to work. She tells me that having the option of riding the bus for students old enough and mature enough would be beneficial in reducing time out of class. For example, a student with an 8:00 dental appointment could hop on the bus if mom and dad have to get to work and still make it to class.</p>	I am sure the city is already working on this, but having all bus shelters/stops be wheelchair accessible would greatly improve my ability to participate in public transportation. Since we are not living in Mankato yet, I only know of the location near our apartment (Stadium and James) that is not accessible. Mr. Douma was incredibly helpful with trouble shooting that issue, but it would be great to have the shelter accessible.
Survey65	3	4	5	5	1	North Mankato and Country Club park.	None
Survey64	4	1	1	1	1	no, not at this time . as i said i do not use the service right now. but would very much like to.	I do not use the service right now because of the hours run & handicap status. & how often that they show at stops. i'd love to use the bus.!
Survey59	2	2	1	1	2	If a bus stops at a shelter where a land to air stops, I'd be able to use public transportation to go up to the cities, mall of America or the msp.	I heard that MSU-Mankato students soon need to pay for any ride. If that's true, I may not use as often I would.
Survey60	3	1	1	1	1		
Survey61	4	4	4	4	4	Upperr North, behind home Depot.	More smaller faster buses.
Survey62	3	2	1	1	3		

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey63	2	2	5	5	2	<p>No, but there are places that it does service that make no sense. How much money do we spend sending a line out to Wickersham? It's ridiculous that they were allowed to build so far outside the city and then expect that they would get bus service.</p> <p>Likewise, will the bus be servicing the ridiculous adams street expansion? Why would we waste our busing abilities on such low density areas?</p>	<p>I cannot say it enough, if you want good transit get rid of dumb regulations. Setback rules, Maximum lot usage, Minimum parking requirements. Allow for more inclusive zoning, get rid of the rental cap, or at least raise it. Allow for mixed used building inside of residential areas and the next level of density in older neighborhoods.</p> <p>Simply throwing more money at our bus service isn't going to do anything, in fact, its a huge waste of money if we change none of the underlying problems. If you want a good bus service, a bus service that gets used then you have to, HAVE TO, change our land use regulations to allow for greater density and more carless riders.</p> <p>Seriously, I would almost rather see the grant given to Mankato for bus service spent on the downtown or fixing land for greater density.</p> <p>PLEASE TAKE THIS TO HEART. FIX LAND USE REGULATIONS FIRST.</p>
Survey35	4	4	5	5	3		
Survey36	1	2	1	1	4		
Survey37	2	2	2	1	1	Eagle Lake	
Survey38	3	1	2	4	5	I'm not certain if they do or not, but if they don't go to minneopa state park, or Williams nature center, that would be pretty neat for people to take in some nature.	
Survey39	4	5	2	1	3	Surrounding small towns	
Survey40	2	5	2	2	1	I don't know. I live in Eagle Lake. If the bus came here both early enough and at the right times and was affordable, I would probably use it.	
Survey41	5	4	1	2	3		
Survey42	2	2	5	5	3	no	no

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey43	4	2	1	1	3		
Survey44	1	2	1	1	4		
Survey45	2	3	5	5	2		
Survey46	3	3	3	3	3		
Survey47	3	2	3	3	5		
Survey48	3	2	3	3	5		
Survey49	3	3	1	1	3		
Survey50	5	1	2	1	1		
Survey51	1	5	3	5	4	Down by Monroe	
Survey52	5	1	5	1	5		
Survey53	5	5	2	4	4		
Survey54	1	1	1	1	1		
Survey55	4	3	2	1	5	West high school, north Mankato	
Survey56	5	5	3	3	3	Mt. Kato	
Survey57	5	3	3	1	4		
Survey58	4	4	4	4	4	Upperr North, behind home Depot.	More smaller faster buses.
Survey30	3	3	1	1	3		
Survey31	3	3	1	1	3		
Survey32	3	5	5	5	3	Eagle Lake to: Eastridge, River Hills Mall, HyVee, Mankato Clinic, downtown, MSU-Mankato, Walmart	I loved riding the bus while I was living in Mankato and I feel that it is so important to move forward with public transportation as much as possible!

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey33	3	4	2	1	5		I feel that the bus system needs to become a nerve system of Mankato by linking the centers of town together and the major points of interest from the old downtown to the new one where many roundabouts now are.
Survey34	4	5	2	1	3	Eagle Lake	
Survey29	3	2	1	4	5	North and South Riverfront Drive.	1) An hour between buses is too long to wait. 2) Parts of Mankato don't have service: a) West Mankato. b) North End of Mankato beyond Lime St. c) Behind Menards. 3) It would be nice to have a small bus operate between downtown and River Hills Mall / Walmart via North 4th St. to Thompson Ravine Rd.
Survey27	4	4	1	1	2	Hoffman road	
Survey28	4	3	2	1	5	Justice center	
Survey69	5	3	2	1	4	Vine Community Center - I exercise there and they are open until 7 PM and on Saturday mornings.	Waiting to switch buses downtown without a shelter in winter would cause me not to use the bus
Survey26	4	4	5	5	5		
Survey25	1	1	2	3	3		There is a bus route 1.5 blocks from my house (I consider this close enough to use). Bus service is good at the location of my job at MSU-Mankato. However, with transfers and bus schedule taking the earliest bus would cause me to be about 40 minutes late for work. To take the bus home I would need to leave work 30-40 minutes early.
Survey68	4	4	1	3	3		
Survey67	2	3	4	1	5		
Survey66	3	2	4	1	5	Le Hillier and Skyline/West Mankato. Also the north end of Mankato by Tourtellote Park and for jobs north of Hwy 14 on 3rd Ave. Also North Mankato.	There are lots of areas in the metropolitan area that can not be accessed with transportation or very limited. We need the cities of Mankato and North Mankato to work together and assist all the citizens with public transit.

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey24	2	3	2	1	2	Between downtown and East HS	
Survey119	3	5	2	1	4		We have many people in our older, rental-filled neighborhood that wait on various corners for the bus. On our block, there is a wall in front of a corner house where the bus stops to pick people up. It is nice that they have a place to sit and wait. I am wondering if you had more places in regular neighborhoods for people to sit and wait, and possibly with some protection from inclement weather, that older people might also use the bus system more.
Survey120	5	1	3	2	4	North Riverfront Drive, 3rd Ave, Cub West. Sibley Park Area, West Mankato	More frequent routes to North Mankato and later bus service. I would really like to be able to ride the bus to work, but the last bus leaves before I typically get off.
Survey118	3	3	3	2	2		
Survey114	4	3	2	1	5		
Survey115	1	1	1	1	1	The VINE Adult Community Center. It stops on Cherry and 5th Street which is too far for me to walk.	The bus is not convenient. It seems like the routes cater to the college and to the mall. It doesn't go to where there are high concentrations of lower income people.
Survey116	3	3	2	2	4		Persons who work other than 8-5 have a hard time getting to/from work. It would be great if the transit system offered service during more of the day.
Survey117	3	3	1	1	1	I live in upper North Mankato and can't get to doctor appointments at Mayo - Main Street. I can't walk very well and the bus stop is too far from my home to walk there and then when I get there I don't have a place to sit and catch my breath. There should be a bus stop by the government center, ECHO food shelf, MVAC, Aldi's.	
Survey109	3	5	5	5	5		
Survey110	3	2	2	1	2	Home Depot, Menards, Fleet Farm	
Survey111	1	1	1	1	1	North end of town	Start 04:00 run to 22:00

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey112	4	3	2	1	5		I don't like the loud bus driving fast through my nice quiet neighborhood. I would like Route 13 to be moved so that it doesn't run on Augusta Dr between Hwy 22 and Power Dr.
Survey113	1	1	1	1	5	Towards Jack Links at an earlier time Farther routes around West Mankato and other out lying businesses	Since the ridership has grown, it would be nice to expand for more routes which are farther for those who don't have any transportation or capable of driving their own vehicles could have better employment opportunities. Expend some current routes to 6 times a day rather than 4 times a day. The City has grown and expanded so should the bus routes. More money should be put into transportation than all the sports and things to make the city "pretty". People being able to work takes a priority as work pays taxes.
Survey103	3	4	2	5	1		
Survey104	1	2	3	5	4		Major problem is not having bus timetables readily available, nor visibly marked stops.
Survey105	3	2	4	1	5	I work with individuals south of Hoffman Road/East High School in Mankato. The closest bus stop that I can see is on the intersection of Hoffman/Victory. Would be nice to broaden that a bit. Also, small towns surrounding Mankato (Eagle Lake, Mapleton, etc) have a great need for transportation services.	
Survey106	1	1	1	1	1	N/a	
Survey107	1	1	1	1	1	Upper North Mankato on Commerce Drive	
Survey108	1	2	5	4	3		
Survey102	1	1	1	1	1	They aren't in our neighborhood (Spring Lake Park area/Lake & Lakeview).	
Survey99	4	5	4	5	1	Upper north	
Survey100	3	3	1	1	2		
Survey101	4	3	1	2	5		

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey97	3	1	4	2	5	Sibley Parkway Apartments, Jack Links company, Blue Earth County Justice Center	Hours late at night after bars close to get people home.
Survey98	3	5	5	5	5		I don't use the bus system because I am a year-round bicycle commuter, but I work in management at Fun.com and observe a lot of my seasonal employees having issues with the bus system: being stranded at work for a significant amount of time, complaining about the erratic pickup schedule, etc. I've been a North Mankato resident for about 5 years, and the connectivity between Upper and Lower North has always been lacking for people without the privilege of car ownership. Also, easy-to-use bike racks aboard buses are essential.
Survey129	1	3	4	5	2	Washington Park North 5th St.	Post the travel routes and times at bus stops.
Survey94	1	3	4	5	2	South Mankato	more visibility, more marketing of the routes
Survey95	5	4	3	2	1		The community would really benefit if there were more stops and more frequent visits to North Mankato. I know many others that lives in North Mankato, including myself, who would use the bus system on a regular basis if it had routes that go through North Mankato more often.
Survey96	2	1	3	4	5	Work sites in Mankato/North Mankato area.	Current bus system is not a resource for individuals who do not drive or own a car and want to work and/or participate in community events. Access for the disabled is an issue.
Survey86	1	2	2	2	2		
Survey87	1	1	3	3	3	Eagle Lake to MSU-Mankato	Warm shelters at bus stops.
Survey88	3	1	3	2	3	North Mankato has very limited times that the bus goes there,	Does not work well for many employers that need staff to work until 8, 10 or later at night. Weekends are busiest times for people shopping or going out and there is even less bus service available to get employees there on the weekends

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey89	1	2	3	1	2	North Mankato would greatly benefit from having more stops and routes that travel to North Mankato.	The current bus system has done a lot to accommodate for individuals with disabilities, however, if as a society we think that individuals with disabilities should be working, then we need to allow for better and more convenient transportation.
Survey90	3	5	2	1	4	I live in Eagle Lake so it is pointless now but If there were routes I would be interested !	
Survey91	2	2	1	1	1	EAGLE LAKE, MINNESOTA	
Survey92	5	4	2	1	3	Eagle lake	
Survey93	2	4	3	3	3		
Survey80	5	4	2	1	3	West Mankato	Please add bus stops at Each Stop. Having the bus stop or pick up people wherever and whenever is very confusing and makes buses not stick to a reliable schedule. Please add bus shelters on main lines.
Survey81	2	1	2	1	3	I live in West Mankato and would like to be able to pick up the bus on Blue Earth or Sibley Street.	Having bus service that runs after 6pm, perhaps to 8pm during the week and 11 pm on weekends? I would ride the bus to work if I could, but I often work past 5. On weekends, we sometimes walk downtown, but if it's cold or rainy, it would be nice to have the bus available.
Survey82	5	5	5	5	5	Saint Peter	the bus should be more frequent, one bus for every location so that we don't have to keep on changing buses.
Survey83	3	3	1	1	1		It looked too complicated to have to switch buses in town. It felt easier to drive, ride bike or just walk there.
Survey84	4	3	1	2	5		
Survey85	1	1	1	1	5	North Mankato, St. Peter, Waseca, more grocery stores. Outlying areas need more service.	More frequent service
Survey78	4	3	1	2	5	From Mankato to Upper North Mankato	

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey79	1	3	2	2	1		
Survey188	4	3	1	2	5	Generally, more connectivity between the people who do not have their own transportation and those locations they frequent most often. If elderly/sick, that would be between concentrations of residences and health care facilities; if young, between schools and after-school location sites; if immigrants, between areas of concentration for living and social services and/or religious locations. The largest relationships of this type would need to be determined first.	Concentrations of services, such as Blue Earth County Government Center/VINE Faith in Action/Historic Courthouse, should have centralized stops that are served more frequently. I know you have buses that run throughout the MSU-Mankato campus (because of student funding) and Taylor Companies...it would be great to have more of those areas, both primary and secondary, served. Communication needs to be a part of any changes. If people have bad experiences from previous attempts at using city transit, they will be hesitant to try it again. And to get people, like myself, who drive because they can, you need to provide encouragement and, perhaps, incentives to get us to consider changing the way we use public transit.
Survey187	4	5	5	5	4		have Sunday service and Holiday service for those of us who work on Sundays and holidays or want to go to a house of worship on Sundays or go downtown on Sundays and holidays
Survey121	5	4	1	2	3		Getting from north Mankato hilltop to Mankato hilltop requires switching buses downtown and it takes a long time to get to where you want to go
Survey122	3	5	2	1	4		
Survey123	5	5	5	5	5	Dakota Meadows to surrounding Benson Park areas for kids that are not picked up by schools busing service and around times before and after school.	
Survey124	5	5	5	5	5		Do not like how the bus stops on the opposite side of the road the actual bus stop is on. I live across the street from a bus bench. We have riders crossing the busy street with no crosswalk there, waiting for the bus in our driveway or lawn. Very unhappy about this. We do not have a sidewalk either.

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey125	4	3	2	1	5	It seems awkward and time consuming to get from lower North Mankato to Mankato locations.	
Survey126	4	2	3	1	5	There is no service from west Mankato (closest is at corner of Stoltzman and W. Pleasant St). A stop or two on Carney Ave or near Blue Earth St/Sibley St intersection would make access to the system for those of us on the west end of town much easier.	We ride occasionally and once we get to a stop ease of use is good, but the nearest bus stop is over 1/2 mile from our home so access is difficult, particularly in winter or poor weather conditions. Some sort of service from west Mankato would be a nice addition to current routes, especially to MSU-Mankato.
Survey127	1	4	4	1	3	More residential area spots in North Mankato	
Survey128	3	3	2	1	1		
Survey186	3	3	2	1	1	West Mankato	
Survey172	5	4	3	2	1		
Survey173	4	5	1	2	3	Timberwolf and Maverick areas	
Survey174	3	3	5	5	3	I don't really know where the bus goes to, other than the hospital, some grocery and other stores, and similar places. What I do know is that it doesn't reach most neighborhoods.	From what I can see, most neighborhoods have no service, unless you are willing to take a hike somewhere. This prevents me from even considering the buses for a variety of reasons. Winters are cold, it gets dark early, and a good number of neighborhoods have no street lighting and/or sidewalks. Mankato is not pedestrian-friendly and it has to be, if it wants people to use public transit.
Survey175	5	5	5	5	4		
Survey176	5	4	3	1	2	Perimeter of city where I live and to some jobs too far out of town by lahillier	
Survey177	4	3	2	1	5		
Survey178	3	1	2	1	2	We would love more access to the Adams and Gardner intersection by hyvee hilltop.	The maverick line that goes by our house seems to be useful for students of may.
Survey179	3	1	4	5	2		
Survey180	5	5	5	5	5		

SURVEYID	IMPROVEMENTS RAKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey181	2	2	2	3	2		
Survey182	1	1	2	2	4		
Survey183	3	5	3	3	3	?	Offer parking credits for landlords that provide tenants public transit passes or carless tenants.
Survey184	2	4	5	5	4		Fixed your zoning and land use issues before you try and figure out how to fix transit. Its way more important and will lead to far better results for transit
Survey142	4	5	2	1	3		
Survey143	3	3	4	5	5		
Survey144	4	5	2	1	3	i have no idea where the bus travels, I don't really have an understanding for pickup/drop off locations, bus fees, how to get a bus pass.	
Survey145	5	5	5	5	5	No	Bus system seems pretty robust for the community.
Survey146	2	1	5	4	3		
Survey147	3	4	2	1	5	I'm not sure where the bus currently goes, so I don't know.	If bus stops had more places to sit while you wait, maybe more older people would be more apt to choose the bus for transportation.
Survey148	5	2	1	2	1		
Survey149	4	2	3	1	5	The city buses need to hit all the shopping areas and all medical facilities in Mankato and North Mankato.	The strength of the current systems is that it serves the college well. But it also needs to serve the rest of the community.
Survey150	5	5	5	5	5		I'm not familiar with the bus system.
Survey151	2	2	2	2	4		Perhaps smaller neighborhood coordinated buses that schedules could be determined by specific neighborhoods,i.e., some could coordinate weekly shopping schedules especially for elders. Buses could be smaller in size and maybe paid by neighborhood coop.

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey152	4	5	3	1	2		
Survey153	2	4	3	1	5	Yes; they do not service the LeHillier/South Bend Township area. We pay city and school taxes but receive no services from Mankato. I would ride the bus often if it came out to my neighborhood.	It is mostly just limitations for service available; at the present time I would still have to drive my car into Mankato to catch a bus and what's the point - might as well just drive to work. More options to serve more than just Mankato city common.
Survey154	5	1	2	3	4		
Survey155	5	3	2	1	4		
Survey156	5	5	2	1	3	I'm not sure	
Survey157	3	3	3	1	2		
Survey158	5	5	5	5	4		
Survey159	1	3	1	1	1	Surrounding area of Mankato	more frequent stops to outskirts.
Survey160	5	1	1	1	5	The Erlandson Park neighborhood to/from the MSU-Mankato campus after 5pm and more frequently than every hour. I currently have to walk ~6 blocks in the opposite direction of where I am going to catch the bus, which means that if I were to miss it and need to walk, it would take even longer to walk to/from work (so I usually just walk or bike the 2.5-3 miles, even in bad weather). Also, the whole needing to leave work before 5 is basically a no-go.	The bus is clean and most of the drivers are friendly. However, I have been unable to take the bus for the past 5 years because I am rarely able to leave work on the MSU-Mankato campus before 5pm.
Survey161	4	5	1	2	3		
Survey162	5	4	3	1	2		
Survey163	2	3	4	5	1		
Survey164	2	3	4	1	5		
Survey165	3	3	3	3	3		

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey166	4	2	3	4	3		I think as the community grows and we become more of a metro, the bus services will be used more often. Maybe offer wing low income/free bus passes for those unable to afford them and need to get to work. Also any evacuees or disaster stricken families that have nothing left, this would greatly help them get on their feet. I find that many people want jobs but can afford to take the bus or the bus doesn't work at this times. We have tons of factories in Mankato, many having shifts in the early morning that people cannot get to due to having no transportation. I hope this helps!
Survey167	3	4	1	2	5	Closer to all schools	N/A
Survey168	5	5	1	1	5	We are new to Mankato and live up by the college on Mourning Dove Path. The only bus we've seen up here is the purple MSU-Mankato bus. As seniors, yes, we would be interested in bus service throughout Mankato at an affordable cost.	
Survey169	4	5	2	1	3	Wickersham? Upper North Mankato more frequently	
Survey170	4	5	2	1	3		
Survey171	1	2	3	4	5	Map Drive (MRCI)	
Survey138	3	3	3	5	3	Highland park neighborhood	more bus stops in the neighborhoods
Survey139	3	3	1	2	2		
Survey140	4	1	2	5	3		
Survey141	4	1	1	2	3		This city desperately needs later service to areas like the River Hills Mall for instance.
Survey185	4	2	3	1	5		Stops better marked on maps; All stops feature signs with links to bus information
Survey133	2	3	2	1	1	West Mankato neighborhoods, upper north Mankato	
Survey134	3	1	1	1	3		

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey135	5	2	3	1	4		I would love to have my kids take the bus (ages 9 and 7) - I would want to know they were safe, and would love more information/services related to young travelers.
Survey136	5	3	2	1	4		
Survey137	5	5	5	5	5	.	
Survey132	5	4	3	2	1		
Survey131	4	1	3	2	5	Sibley park area.	
Survey 186	5	5	2	5	1		
Survey1			X				Bus bike rack doesn't fit my mountain bike tire
Survey2	4	2	5	3	1	More areas in lower north Mankato and upper north	I think the bus should service more areas in Mankato.
Survey3				X	X		We need to have better and more service which will result in more people using the bus - we need to be proactive!
Survey4					X	MSP Airport	
Survey5				1	2	Not sure	Weakness - it doesn't run as much on school breaks - need a better system of public transit to the cities
Survey6					X	Cedar Meadows Apartments	Serve Cedar Meadows Apartments - the bus drives right by!
Survey7						Madison Lake	
Survey8							Live near West High School - go to downtown Bike/walk to Walmart
Survey9	1	5	2	3	4		
Survey10							Route 3 drives past you at the Curling Club and bus didn't turn to pick passengers up
Survey11				X			The routes are confusing when looking online at them.
Survey12	2	3	1	4	5	N/A	N/A
Survey13	4	5	1	3	2		

SURVEYID	IMPROVEMENTS RANKING					LOCATIONS THAT NEED SERVICE	OTHER COMMENTS ON IMPROVEMENT RANKINGS
	#1	#2	#3	#4	#5		
Survey14							
Survey15	X	X			X	Pediatrics at Wickerchen, no bus route; mall; North Mankato	
Survey16							
Survey17		X			X	St. Peter <> Mankato, new route not frequent enough	Hard to resettle refugees on the East End of town; Hillcrest Nursing Home, employment difficult at Eagle Cake, Madison Lake
Survey18							Students can't get to the Learning Center due to transportation; coming from both Mankato & North Mankato
Survey19						Out in the country - Pemberton	
Survey20							
Survey21		X				Hilltop by hy-vee	Buses should stop at designated bus stops
Survey22							South Haven trailer park to Hormel 5am-3pm
Survey23		X				Big Gander, trailer parks	Til 8pm/10

► Table 10: Non-Rider Surveys – Demographics

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey130	65+	Male	White	Yes	No	
Survey75	25-34	Male	White	Yes	No	No
Survey76	35-44	Male	White	Yes	No	No
Survey77						
Survey73	55-64	Female	Prefer not to answer	Yes	Prefer not to answer	No
Survey74	45-54	Female	White	Yes	No	No
Survey72	25-34	Male		Yes	No	No
Survey70	65+	Male	White	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey71	35-44	Male	White	Yes	No	Yes
Survey65	25-34	Female	White	Yes	No	No
Survey64	55-64	Male	White	Yes	No	Yes
Survey59	18-24	Female	Asian	Yes	No	No
Survey60	45-54	Female	White	Yes	No	No
Survey61	35-44	Female	White	Yes	No	No
Survey62	25-34	Male	White	Yes	No	No
Survey63	25-34	Male	White	Yes	No	No
Survey35	Under 18	Male	White	Yes	No	No
Survey36	Under 18	Male	White	Yes	No	No
Survey37	35-44	Male	Asian	Yes	No	No
Survey38	25-34	Male	White	Yes	No	No
Survey39	25-34	Female	White	Yes	No	No
Survey40	55-64	Male	White	Yes	No	No
Survey41	18-24	Female	White	Yes	No	No
Survey42	Under 18	Female	White	Yes	No	No
Survey43	Under 18	Female	White	Yes	No	No
Survey44	Under 18	Male	White	Yes	No	No
Survey45	Under 18	Male	White	Yes	No	No
Survey46	Under 18	Female	White	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey47	Under 18	Male	White	Yes	No	No
Survey48	Under 18	Male	White	Yes	No	No
Survey49	Under 18	Female	White	Yes	No	No
Survey50	Under 18	Prefer not to answer	White	Yes	No	No
Survey51	Under 18	Female	White	Yes	No	No
Survey52	Under 18	Female	White	Yes	No	No
Survey53	Under 18	Female	White	Yes	No	No
Survey54	Under 18	Female	White	Yes	No	No
Survey55	45-54		Prefer not to answer	Yes	Prefer not to answer	No
Survey56	Under 18	Female	Black	Yes	No	No
Survey57	Under 18	Female	White	Yes	No	No
Survey58	35-44	Female	White	Yes	No	No
Survey30	Under 18	Female	White	Yes	No	No
Survey31	Under 18	Female	White	Yes	No	No
Survey32	45-54	Female	White	Yes	No	No
Survey33	18-24	Male	White	Yes	No	No
Survey34	45-54	Prefer not to answer	Prefer not to answer	Yes	No	No
Survey29	45-54	Female	White	Yes	No	No
Survey27	55-64	Female				
Survey28	18-24	Female	White	Yes	No	Yes

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey69	55-64	Female	White	Yes	No	No
Survey26	25-34	Female	White	Yes	No	No
Survey25	45-54	Female	White	Yes	No	No
Survey68	25-34	Male	White	Yes	No	No
Survey67	55-64	Female	White	Yes	No	No
Survey66	45-54	Female	White	Yes	No	No
Survey24	35-44	Male	White	Yes	No	No
Survey119	55-64	Female	White	Yes	No	No
Survey120	18-24	Female	White	Yes	No	No
Survey118	35-44	Male	White	Yes	No	No
Survey114	25-34	Female	White	Yes	No	No
Survey115	55-64	Female	White	Yes		No
Survey116	55-64	Female	White	Yes	No	No
Survey117	55-64	Female	Black	No	No	No
Survey109	35-44	Male	White	Yes	No	No
Survey110	65+	Male	Prefer not to answer	Yes	Prefer not to answer	No
Survey111	55-64	Male	White	Yes	No	No
Survey112	25-34	Male	White		No	No
Survey113	55-64		White	Yes	No	No
Survey103	25-34	Female	White	Yes	No	Yes

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey104	25-34	Male	White	Yes	No	Yes
Survey105	25-34	Female	White	Yes	No	No
Survey106	25-34	Female	White	Yes	No	No
Survey107	25-34	Female	White	Yes	No	No
Survey108	18-24	Male	White	Yes	No	No
Survey102	65+	Female	White	Yes	No	No
Survey99	55-64	Female	White	Yes	No	No
Survey100	65+	Female	White	Yes	No	No
Survey101	25-34	Male	Two or more races	Yes	No	Yes
Survey97	35-44	Female	White	Yes	No	No
Survey98	25-34	Male	White		No	No
Survey129	55-64	Prefer not to answer	Prefer not to answer	Yes	Prefer not to answer	Yes
Survey94	35-44	Female	White	Yes	No	No
Survey95	25-34	Male	White	Yes	No	No
Survey96	55-64	Female	White	Yes	No	Yes
Survey86	65+	Male	White	Yes	No	Yes
Survey87	25-34	Female	White	Yes	No	No
Survey88	55-64	Female	White	Yes	No	No
Survey89	18-24	Female	White	Yes	No	No
Survey90	45-54	Female	White	Yes	No	No
Survey91	25-34	Male	Asian	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey92	55-64	Female	White	Yes	No	No
Survey93	55-64	Female	White	Yes	No	No
Survey80	45-54	Female	White	Yes	No	No
Survey81	55-64	Female	White	Yes	No	No
Survey82	25-34	Female	Prefer not to answer	Yes	No	No
Survey83	25-34	Female	White	Yes	No	No
Survey84	25-34	Female	White	Yes	No	No
Survey85	35-44	Female	White	Yes	No	No
Survey78	45-54	Female	White	Yes	No	No
Survey79	55-64	Male	White	Yes	No	No
Survey188	55-64	Male	White	Yes	No	No
Survey187	55-64	Male	White	Yes	No	Yes
Survey121	65+	Female	White	Yes	No	No
Survey122	35-44	Female	White	Yes	No	No
Survey123	45-54	Female	White	Yes	No	No
Survey124						
Survey125	55-64	Female		Yes	No	No
Survey126	35-44	Female	White	Yes	No	No
Survey127	35-44	Female	White	Yes	No	No
Survey128	45-54		Prefer not to answer	Yes	Prefer not to answer	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey186	45-54	Female	White	Yes	No	No
Survey172	25-34	Female	Prefer not to answer	Yes	No	No
Survey173	65+	Male	White	Yes	No	Yes
Survey174	35-44	Female	White	Yes	No	No
Survey175	35-44	Female	White	Yes	No	No
Survey176	18-24	Male	White	Yes	No	Yes
Survey177	35-44	Female	White	Yes	No	No
Survey178	45-54	Female	White	Yes	No	No
Survey179	25-34	Male	White	Yes	No	No
Survey180	25-34	Female	White	Yes	No	No
Survey181	35-44	Male	White	Yes	No	No
Survey182	25-34	Female	White	Yes	No	No
Survey183	35-44	Male	White	Yes	No	No
Survey184	25-34	Male	White	Yes	No	No
Survey142	35-44	Female	White	Yes	No	No
Survey143	55-64	Female	White	Yes	No	No
Survey144	35-44	Female	Prefer not to answer	Yes	Prefer not to answer	No
Survey145	35-44	Male	White	Yes	No	No
Survey146	35-44	Male	White	Yes	No	No
Survey147	55-64	Female	White	Yes	No	No
Survey148	25-34	Female	White	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey149	45-54	Female	White	Yes	No	No
Survey150	25-34	Male	White	Yes	No	No
Survey151	65+	Male	Prefer not to answer	Yes	Prefer not to answer	No
Survey152	45-54	Female	White	Yes	No	No
Survey153	55-64	Female	White	Yes	No	No
Survey154	25-34	Female	White	Yes	No	No
Survey155	25-34	Female	White	Yes	No	No
Survey156	25-34	Female	White	Yes	No	No
Survey157	25-34	Female	White	Yes	No	No
Survey158	25-34	Female	White	Yes	No	No
Survey159	25-34	Female	White	Yes	No	No
Survey160	35-44	Female	White	Yes	No	No
Survey161	35-44	Male	White	Yes	No	No
Survey162	35-44	Male	White	Yes	No	No
Survey163	25-34	Male	White	Yes	No	No
Survey164	55-64	Male	White	Yes	No	No
Survey165	25-34	Male	White	Yes	No	No
Survey166	25-34	Female	White	Yes	No	No
Survey167	35-44	Male	White	Yes	No	No
Survey168	65+	Male	White	Yes	No	Yes
Survey169	35-44	Female	White	Yes	No	No
Survey170	25-34	Female	White	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey171	65+	Male	White	Yes	No	No
Survey138	65+	Male	White	Yes	No	No
Survey139	65+		White	Yes	No	Yes
Survey140	35-44	Female	White	Yes	No	No
Survey141	55-64	Male	White	Yes	No	No
Survey185	25-34	Male	White	Yes	No	No
Survey133	25-34	Female	White	Yes	No	Yes
Survey134	35-44	Female	White	Yes	No	No
Survey135	35-44	Female	White	Yes	No	No
Survey136	55-64	Female	Prefer not to answer	Yes	Prefer not to answer	Yes
Survey137	45-54	Female	White	Yes	No	No
Survey132	65+	Male	Two or more races	Yes	No	Yes
Survey131	45-54	Female	White	Yes	No	No
Survey 186	65+ years	Male	White	Yes	No	No
Survey1	25-34	Male	White	Yes	No	No
Survey2	18-24	Male	White	Yes	No	No
Survey3	65+	Male	White	Yes	No	No
Survey4	18-24	Female	White	Yes	No	No
Survey5	25-34	Female	White	Yes	No	No
Survey6	18-24	Male	White	Yes	No	No
Survey7		Female				
Survey8		Male				
Survey9	25-34	Female	Black	Yes	No	No

SURVEYID	AGE RANGE	GENDER	RACE	US RESIDENT 7+ YEARS	HISPANIC/LATINO	DISABILITY
Survey10						
Survey11	Under 18	Male	Black	Yes	No	No
Survey12	Under 18		2+ races	Yes	Yes	No
Survey13	18-24	Female	Black	Yes	No	No
Survey14						
Survey15	35-44	Female	White	Yes	Yes	No
Survey16	25-34	Male	2+ races	Yes	No	Yes
Survey17						
Survey18						
Survey19	45-54	Female	White	Yes	No	Yes
Survey20	55-64	Female	White	Yes	No	Yes
Survey21						
Survey22						
Survey23						

► Table 11: Non-Rider Surveys – Frequent Trips

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey 186	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work		A few times per month
Survey1	James/Fairfield	CSU	School	6am-3pm; 6pm-10pm	Daily
Survey100	Mankato, MN 56003, USA 44.17475, -94.03314	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	2 to 3 days per week
Survey101	Mankato, MN 56003, USA 44.16755, -94.04657	Mankato, MN 56001, USA 44.17943, -93.99396	Work	6am-9am	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey101	Mankato, MN 56003, USA 44.16539, -94.04893	St Peter, MN 56082, USA 44.32526, -93.93838	Recreation	6pm-10pm	4 to 5 days per week
Survey102	Mankato, MN 56001, USA 44.14717, -93.99743	St Peter, MN 56082, USA 44.32820, -93.96310	Recreation	9am-3pm	A few times per month
Survey103	Mankato, MN 56001, USA 44.14717, -93.99743	St Peter, MN 56082, USA 44.31445, -93.94799	Recreation	3pm-6pm	A few times per month
Survey103	Mankato, MN 56003, USA 44.16687, -94.03863	Mankato, MN 56001, USA 44.16096, -93.97409	Recreation	10pm-6am	A few times per month
Survey104	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey105	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey106	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey107	Mankato, MN 56003, USA 44.17961, -94.03314	Mankato, MN 56001, USA 44.17155, -93.94525	Shopping	10pm-6am	2 to 3 days per week
Survey108	Mankato, MN 56003, USA 44.19149, -94.04807	Mankato, MN 56001, USA 44.17284, -93.95387	Shopping	3pm-6pm	A few times per month
Survey109	Mankato, MN 56001, USA 44.18903, -93.95040	Mankato, MN 56001, USA 44.14717, -93.99743	Recreation	6pm-10pm	4 to 5 days per week
Survey109	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey11	Campus - Balzarck & Warren	Lincoln	School	3pm-10pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey110	Mankato, MN 56001, USA 44.13731, -94.03863	Mankato, MN 56001, USA 44.18171, -93.95302	Shopping	9am-3pm	2 to 3 days per week
Survey111	Mankato, MN 56003, USA 44.16983, -94.02121	Mankato, MN 56001, USA 44.18546, -93.99348	Work	10pm- 6am	4 to 5 days per week
Survey111	Mankato, MN 56001, USA 44.18565, -93.99348	Mankato, MN 56003, USA 44.17020, -94.02121	Home	3pm-6pm	4 to 5 days per week
Survey112	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey113	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey114	Mankato, MN 56003, USA 44.19543, -94.11004	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	4 to 5 days per week
Survey115	Mankato, MN 56001, USA 44.14323, -94.05511	Mankato, MN 56001, USA 44.14520, -93.98370	I'd like to check more than one but it is not possible	6am-9am	4 to 5 days per week
Survey116	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey117	Mankato, MN 56003, USA 44.17032, -94.03177	Mankato, MN 56001, USA 44.16281, -93.98439	Medical	9am-3pm	A few times per month
Survey117	Mankato, MN 56003, USA 44.17180, -94.02627	Mankato, MN 56001, USA 44.16410, -94.00065	Mosque	9am-3pm	2 to 3 days per week
Survey118	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey119	Mankato, MN 56001, USA 44.14717, -93.99743	St Peter, MN 56082, USA 44.32329, -93.94662	Shopping	9am-3pm	A few times per year
Survey12	Monks - Monks - Stadium	Downtown Mankato	Work; school	3pm-6pm	
Survey120	Mankato, MN 56001, USA 44.16943, -93.99499	Mankato, MN 56003, USA 44.17445, -94.03850	Work	6am-9am	4 to 5 days per week
Survey120	Mankato, MN 56001, USA 44.16909, -93.99520	Mankato, MN 56003, USA 44.17666, -94.03859	Work	3pm-6pm	4 to 5 days per week
Survey121	Mankato, MN 56003, USA 44.18648, -94.03399	Mankato, MN 56001, USA 44.16367, -93.98236	Medical		A few times per year
Survey122	Mankato, MN 56003, USA 44.17007, -94.01906	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey123	Mankato, MN 56003, USA 44.18903, -94.04962	Mankato, MN 56003, USA 44.18202, -94.04069	School	6am-9am	Daily
Survey124	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey125	Mankato, MN 56003, USA 44.17469, -94.00722	Mankato, MN 56001, USA 44.16761, -93.97340	Work	6am-9am	2 to 3 days per week
Survey126	Mankato, MN 56001, USA 44.15511, -94.02636	Mankato, MN 56001, USA 44.14717, -93.99743	access to MSU-Mankato library and other resources	9am-3pm	A few times per month
Survey126	Mankato, MN 56001, USA 44.15530, -94.02644	Mankato, MN 56001, USA 44.16773, -94.00198	library/downto wn area shops	9am-3pm	A few times per month
Survey127	Mankato, MN 56003, USA 44.18977, -94.03378	Mankato, MN 56001, USA 44.16466, -94.00546	Work	6am-9am	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey127	Mankato, MN 56003, USA 44.18952, -94.03383	Mankato, MN 56001, USA 44.18386, -93.98370	pool during summer	9am-3pm	A few times per month
Survey128	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey129	Mankato, MN 56001, USA 44.16946, -93.99314	Mankato, MN 56001, USA 44.16419, -94.00610	Recreation	6pm-10pm	2 to 3 days per week
Survey13	Tanager path - Stadium	South central	Work; school	6am-3pm	Daily
Survey131	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6pm-10pm	2 to 3 days per week
Survey132	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey133	Mankato, MN 56001, USA 44.14929, -94.03052	Mankato, MN 56003, USA 44.18359, -94.05593	Work	6am-9am	Daily
Survey134	Mankato, MN 56001, USA 44.14717, -93.99743	St Peter, MN 56082, USA 44.31936, -93.95074		9am-3pm	2 to 3 days per week
Survey135	Mankato, MN 56001, USA 44.15305, -94.00645	Mankato, MN 56001, USA 44.14458, -93.96641	School	6am-9am	Daily
Survey136	Mankato, MN 56001, USA 44.16961, -93.99318	Mankato, MN 56001, USA 44.16367, -94.00645	dining and drinks	6pm-10pm	2 to 3 days per week
Survey137	Mankato, MN 56001, USA 44.15822, -94.00216	Mankato, MN 56001, USA 44.16435, -93.97778	Work	6am-9am	Daily
Survey137	Mankato, MN 56001, USA 44.15856, -94.00267	Mankato, MN 56001, USA 44.17186, -93.96327	Shopping	6pm-10pm	A few times per month

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey137	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey138	Mankato, MN 56001, USA 44.15197, -93.99769	Mankato, MN 56001, USA 44.17155, -93.94190	Shopping	9am-3pm	2 to 3 days per week
Survey138	Mankato, MN 56001, USA 44.15200, -93.99760	Mankato, MN 56001, USA 44.16607, -93.96224	Shopping	9am-3pm	A few times per month
Survey138	Mankato, MN 56001, USA 44.15186, -93.99766	Mankato, MN 56001, USA 44.16484, -93.98439	Medical	9am-3pm	A few times per year
Survey139	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Medical	9am-3pm	A few times per month
Survey140	Mankato, MN 56001, USA 44.15431, -93.96156	Mankato, MN 56001, USA 44.16349, -94.00627	Work	6am-9am	Daily
Survey141	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.19351, -93.94246	Shopping	6pm-10pm	A few times per year
Survey141	Mankato, MN 56001, USA 44.14717, -93.99743	Janesville, MN 56048, USA 44.14618, -93.76672	Medical		
Survey141	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey142	Mankato, MN 56001, USA 44.15511, -94.01898	Mankato, MN 56001, USA 44.16804, -93.95031	Shopping	6am-9am	A few times per month
Survey143	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	9am-3pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey144	Mankato, MN 56001, USA 44.13583, -93.98911	Mankato, MN 56001, USA 44.16773, -94.00218	School	3pm-6pm	A few times per month
Survey145	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey146	Mankato, MN 56001, USA 44.16173, -93.95894	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	4 to 5 days per week
Survey147	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey148	Mankato, MN 56001, USA 44.17181, -93.97805	Mankato, MN 56001, USA 44.17146, -93.94478	Shopping	6pm-10pm	A few times per month
Survey148	Mankato, MN 56001, USA 44.17180, -93.97808	Mankato, MN 56001, USA 44.17297, -93.95379	Shopping	6pm-10pm	A few times per month
Survey148	Mankato, MN 56001, USA 44.17174, -93.97808	Mankato, MN 56001, USA 44.17217, -93.99837	Shopping	6pm-10pm	A few times per month
Survey149	Mankato, MN 56001, USA 44.18869, -93.94533	Mankato, MN 56001, USA 44.17144, -93.94486	Shopping	6pm-10pm	2 to 3 days per week
Survey150	Mankato, MN 56001, USA 44.15385, -93.99632	Mankato, MN 56001, USA 44.15434, -93.99563	Don't ride bus.		
Survey151	Mankato, MN 56001, USA 44.18460, -94.01254	Mankato, MN 56001, USA 44.15702, -93.97546	Shopping	9am-3pm	2 to 3 days per week
Survey151	Mankato, MN 56001, USA 44.19051, -94.00567	Mankato, MN 56001, USA 44.16884, -93.96310	Recreation	9am-3pm	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey151	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey152	Mankato, MN 56001, USA 44.13204, -94.00086	Mankato, MN 56001, USA 44.16721, -94.00122	Work	6am-9am	4 to 5 days per week
Survey153	Mankato, MN 56001, USA 44.12856, -94.06241	Mankato, MN 56001, USA 44.17826, -93.94671	Work	6am-9am	4 to 5 days per week
Survey154	Mankato, MN 56001, USA 44.14760, -94.00713	Mankato, MN 56001, USA 44.16947, -94.00059	Recreation	10pm-6am	A few times per month
Survey155	Mankato, MN 56001, USA 44.15363, -93.99220	Mankato, MN 56001, USA 44.16712, -93.94799	Shopping	6pm-10pm	A few times per year
Survey156	Mankato, MN 56001, USA 44.14717, -93.99743	St Paul, MN 55111, USA 44.89279, -93.22152	Work	9am-3pm	A few times per year
Survey157	Mankato, MN 56001, USA 44.18743, -93.95821	Mankato, MN 56003, USA 44.17327, -94.04361	Work	6am-9am	Daily
Survey158	Mankato, MN 56001, USA 44.18796, -93.94014	Mankato, MN 56001, USA 44.16576, -93.96550	Work	6am-9am	4 to 5 days per week
Survey159	Eagle Lake, MN 56024, USA 44.16195, -93.87109	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	Daily
Survey16	S Front St. - Liberty St/Police Station	River Hills Mall	Work; recreation	6am-3pm	Daily
Survey160	Mankato, MN 56001, USA 44.16244, -93.97383	Mankato, MN 56001, USA 44.14837, -94.00005	Work	6am-9am	4 to 5 days per week
Survey160	Mankato, MN 56001, USA 44.14828, -93.99872	Mankato, MN 56001, USA 44.16238, -93.97366	Work	6pm-10pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey160	Mankato, MN 56001, USA 44.16232, -93.97409	Mankato, MN 56001, USA 44.16850, -93.95529	Shopping	6pm-10pm	A few times per month
Survey161	Mankato, MN 56001, USA 44.15837, -93.99434	Mankato, MN 56001, USA 44.16376, -94.00625	Work	6am-9am	4 to 5 days per week
Survey162	Mankato, MN 56001, USA 44.14426, -94.11894	Mankato, MN 56001, USA 44.16561, -94.00453	Work	6am-9am	4 to 5 days per week
Survey163	Mankato, MN 56001, USA 44.15905, -93.97503	Mankato, MN 56001, USA 44.16373, -94.00632	Recreation	6pm-10pm	A few times per month
Survey164	Mankato, MN 56003, USA 44.18263, -94.01117	Le Sueur, MN 56058, USA 44.45577, -93.93152	Recreation	9am-3pm	4 to 5 days per week
Survey165	Mankato, MN 56001, USA 44.16158, -93.97537	Mankato, MN 56001, USA 44.15936, -94.01082	Work	6am-9am	Daily
Survey166	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey167	Mankato, MN 56001, USA 44.15764, -93.97309	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	4 to 5 days per week
Survey168	Mankato, MN 56001, USA 44.14557, -93.97615	Mankato, MN 56001, USA 44.17278, -93.95469	Shopping	9am-3pm	2 to 3 days per week
Survey168	Mankato, MN 56001, USA 44.14600, -93.97572	Mankato, MN 56001, USA 44.16302, -94.00524	Recreation	3pm-6pm	2 to 3 days per week
Survey168	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey169	Mankato, MN 56001, USA 44.15431, -93.97743	Mankato, MN 56001, USA 44.16124, -94.00027	Work	9am-3pm	2 to 3 days per week
Survey170	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey171	Mankato, MN 56003, USA 44.17869, -94.01941	Mankato, MN 56001, USA 44.14618, -93.96173	Work	9am-3pm	4 to 5 days per week
Survey172	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey173	Mankato, MN 56001, USA 44.16786, -93.96447	Mankato, MN 56001, USA 44.19248, -93.95486	Medical	9am-3pm	A few times per month
Survey173	Mankato, MN 56001, USA 44.17574, -93.98782	Mankato, MN 56001, USA 44.18362, -94.00155	Shopping	9am-3pm	A few times per month
Survey174	Mankato, MN 56001, USA 44.15480, -93.99657	Mankato, MN 56001, USA 44.16178, -94.01323	Work	6am-9am	4 to 5 days per week
Survey174	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey175	Mankato, MN 56001, USA 44.19445, -93.93975	Mankato, MN 56001, USA 44.13731, -93.96310	Work	6am-9am	Daily
Survey175	Mankato, MN 56001, USA 44.19149, -93.95623	Mankato, MN 56001, USA 44.14896, -93.99168	Daycare	6am-9am	4 to 5 days per week
Survey175	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey176	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	A few times per month
Survey177	Mankato, MN 56001, USA 44.14858, -93.99580	Mankato, MN 56001, USA 44.16589, -93.95194	Shopping	9am-3pm	A few times per month
Survey178	Mankato, MN 56001, USA 44.15012, -93.99662	Mankato, MN 56001, USA 44.17204, -93.95005	Work	6pm-10pm	4 to 5 days per week
Survey179	Mankato, MN 56003, USA 44.17740, -94.03301	Mankato, MN 56001, USA 44.16718, -94.00005	Work	6am-9am	2 to 3 days per week
Survey179	Mankato, MN 56003, USA 44.17593, -94.03336	Mankato, MN 56001, USA 44.14618, -93.95246	Shopping	3pm-6pm	A few times per month
Survey179	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey180	Mankato, MN 56001, USA 44.16121, -93.96962	Mankato, MN 56001, USA 44.16429, -93.98404	Work	6am-9am	4 to 5 days per week
Survey181	Mankato, MN 56001, USA 44.17669, -93.98593	Mankato, MN 56003, USA 44.17331, -94.04644	Work	6am-9am	Daily
Survey182	Eagle Lake, MN 56024, USA 44.14815, -93.89169	Mankato, MN 56001, USA 44.14717, -93.99743	Recreation	3pm-6pm	A few times per month
Survey183	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	9am-3pm	Daily
Survey184	Mankato, MN 56003, USA 44.17081, -94.00705	Mankato, MN 56001, USA 44.16601, -93.95538	Shopping	3pm-6pm	A few times per month

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey185	Mankato, MN 56001, USA 44.15597, -93.95623	Mankato, MN 56001, USA 44.16367, -94.00636	Work	6am-9am	A few times per year
Survey185	Mankato, MN 56001, USA 44.15604, -93.95641	Mankato, MN 56001, USA 44.16375, -94.00623	Recreation	6pm-10pm	A few times per year
Survey185	Mankato, MN 56001, USA 44.17654, -93.99022	Mankato, MN 56001, USA 44.15579, -93.95692	Recreation	3pm-6pm	A few times per year
Survey186	Mankato, MN 56001, USA 44.15191, -94.01889	Mankato, MN 56001, USA 44.17281, -93.95368	Shopping	9am-3pm	A few times per year
Survey187	Mankato, MN 56001, USA 44.15406, -94.01529	St Peter, MN 56082, USA 44.32133, -93.96035	Shopping		
Survey188	Mankato, MN 56001, USA 44.15406, -94.01941	Mankato, MN 56001, USA 44.17007, -93.95761	Shopping	6pm-10pm	2 to 3 days per week
Survey24	Mankato, MN 56001, USA 44.15881, -93.99503	Mankato, MN 56001, USA 44.16392, -94.00670	Work	6am-9am	Daily
Survey25	Mankato, MN 56001, USA 44.15083, -94.00008	Mankato, MN 56001, USA 44.16823, -93.99407	Work	3pm-6pm	4 to 5 days per week
Survey25	Mankato, MN 56001, USA 44.16829, -93.99373	Mankato, MN 56001, USA 44.15076, -93.99994	Work	6am-9am	4 to 5 days per week
Survey26	Mankato, MN 56001, USA 44.19501, -94.00397	Mankato, MN 56001, USA 44.10116, -94.07329	Work	9am-3pm	4 to 5 days per week
Survey27	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey28	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	legal issues		
Survey28	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Medical		
Survey29	Mankato, MN 56001, USA 44.18072, -93.98689	Mankato, MN 56001, USA 44.17232, -93.95358	Shopping	9am-3pm	2 to 3 days per week
Survey30	Mankato, MN 56001, USA 44.14815, -94.03383	Mankato, MN 56001, USA 44.18559, -93.94799	Shopping	3pm-6pm	A few times per year
Survey31	Mankato, MN 56001, USA 44.14815, -94.03383	Mankato, MN 56001, USA 44.18559, -93.94799	Shopping	3pm-6pm	A few times per year
Survey32	Madison Lake, MN 56063, USA 44.16958, -93.87796	Mankato, MN 56001, USA 44.17297, -93.95375	Shopping	6pm-10pm	A few times per month
Survey32	Eagle Lake, MN 56024, USA 44.16539, -93.88276	Mankato, MN 56001, USA 44.16389, -93.95096	Shopping	6pm-10pm	2 to 3 days per week
Survey33	Mankato, MN 56001, USA 44.07963, -94.00739	Mankato, MN 56001, USA 44.15881, -94.01745	School	6am-9am	4 to 5 days per week
Survey34	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey35	Mankato, MN 56001, USA 44.12900, -94.01031	Mankato, MN 56001, USA 44.15896, -94.01754	School	6am-9am	4 to 5 days per week
Survey36	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey37	Eagle Lake, MN 56024, USA 44.16226, -93.87577	Mankato, MN 56003, USA 44.18171, -94.03816	Work	6am-9am	Daily
Survey37	Eagle Lake, MN 56024, USA 44.16681, -93.89388	Mankato, MN 56001, USA 44.16484, -94.00529	Recreation	6pm-10pm	A few times per month
Survey38	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey39	Eagle Lake, MN 56024, USA 44.13731, -93.89856	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	Daily
Survey40	Eagle Lake, MN 56024, USA 44.15856, -93.86856	Mankato, MN 56001, USA 44.19149, -94.01117	Work	6am-9am	Daily
Survey40	Eagle Lake, MN 56024, USA 44.17081, -93.89032	Mankato, MN 56003, USA 44.18362, -94.01254	Shopping	9am-3pm	2 to 3 days per week
Survey41	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey42	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey43	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	9am-3pm	Daily
Survey43	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey44	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	Daily

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey45	Mankato, MN 56003, USA 44.19420, -94.05082	Mankato, MN 56001, USA 44.15369, -94.01434	School	9am-3pm	4 to 5 days per week
Survey46	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey47	Kasota, MN 56050, USA 44.28201, -93.96035	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	4 to 5 days per week
Survey48	Kasota, MN 56050, USA 44.28201, -93.96035	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	4 to 5 days per week
Survey49	Mankato, MN 56001, USA 44.14815, -94.03383	Mankato, MN 56001, USA 44.18559, -93.94799	Shopping	3pm-6pm	A few times per year
Survey50	Mankato, MN 56001, USA 44.15049, -93.99486	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	3pm-6pm	2 to 3 days per week
Survey51	Mankato, MN 56001, USA 44.16392, -94.01941	Mankato, MN 56001, USA 44.14520, -93.99194	School	6am-9am	Daily
Survey52	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	School	6am-9am	Daily
Survey53	723-799 Lake St, North Mankato, MN 56003, USA 44.17468, -94.02090	Mankato, MN 56001, USA 44.14717, -93.99743	Recreation	3pm-6pm	2 to 3 days per week
Survey54	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey55	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey56	Mankato, MN 56001, USA 44.17321, -93.99859	Good Thunder, MN 56037, USA 44.01004, -94.05923	Recreation	10pm-6am	Daily
Survey57	Mankato, MN 56003, USA 44.19149, -94.08241	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	6pm-10pm	A few times per month
Survey58	Mankato, MN 56001, USA 44.15188, -94.02142	Mankato, MN 56001, USA 44.16681, -93.95825	Shopping	9am-3pm	2 to 3 days per week
Survey58	Mankato, MN 56001, USA 44.13571, -94.00464	Mankato, MN 56001, USA 44.15246, -94.02112	Recreation	9am-3pm	2 to 3 days per week
Survey59	Mankato, MN 56001, USA 44.14600, -93.99975	Bloomington, MN 55425, USA 44.85486, -93.24191	Shopping	9am-3pm	A few times per month
Survey6	Cedar Meadows	Campus	Work; school	6am-10pm	Daily
Survey60	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey61	Mankato, MN 56001, USA 44.15188, -94.02142	Mankato, MN 56001, USA 44.16681, -93.95825	Shopping	9am-3pm	2 to 3 days per week
Survey61	Mankato, MN 56001, USA 44.13571, -94.00464	Mankato, MN 56001, USA 44.15246, -94.02112	Recreation	9am-3pm	2 to 3 days per week
Survey62	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey63	Mankato, MN 56003, USA 44.17069, -94.00859	Mankato, MN 56001, USA 44.16724, -93.97512	Shopping	3pm-6pm	A few times per year
Survey64	Mankato, MN 56001, USA 44.15758, -93.98941	Mankato, MN 56003, USA 44.16490, -94.09082	Shopping	6am-9am	2 to 3 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey65	Mankato, MN 56001, USA 44.18818, -93.96104	Mankato, MN 56003, USA 44.17472, -94.01829	Take kids to daycare	6am-9am	4 to 5 days per week
Survey65	Mankato, MN 56001, USA 44.18811, -93.96100	Mankato, MN 56001, USA 44.16573, -94.00490	Work	6am-9am	4 to 5 days per week
Survey66	Mankato, MN 56001, USA 44.17007, -93.99280	Mankato, MN 56001, USA 44.15182, -94.04554	Work	10pm-6am	4 to 5 days per week
Survey67	Mankato, MN 56001, USA 44.18288, -93.93975	Mankato, MN 56001, USA 44.16309, -93.99928	Work	6am-9am	Daily
Survey67	Mankato, MN 56001, USA 44.19020, -93.94224	Mankato, MN 56001, USA 44.17069, -93.94902	Shopping	9am-3pm	2 to 3 days per week
Survey68	Mankato, MN 56003, USA 44.17672, -94.05786	Mankato, MN 56001, USA 44.16589, -94.00018	Shopping	3pm-6pm	A few times per month
Survey69	Mankato, MN 56003, USA 44.17581, -94.01228	Mankato, MN 56001, USA 44.16364, -94.00142	Recreation	3pm-6pm	Daily
Survey69	Mankato, MN 56003, USA 44.17586, -94.01134	Mankato, MN 56001, USA 44.17229, -93.94628	Shopping	9am-3pm	2 to 3 days per week
Survey70	Mankato, MN 56001, USA 44.15459, -93.98606	Mankato, MN 56001, USA 44.16558, -93.94096	Medical	9am-3pm	A few times per month
Survey70	Mankato, MN 56001, USA 44.15653, -93.96031	Mankato, MN 56001, USA 44.14717, -93.99743	Recreation	6pm-10pm	A few times per month
Survey71	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey72	Mankato, MN 56003, USA 44.16860, -94.02550	Mankato, MN 56001, USA 44.16305, -94.00988	Shopping	9am-3pm	Daily
Survey73	Eagle Lake, MN 56024, USA 44.16527, -93.88654	Mankato, MN 56001, USA 44.17063, -93.94902	Shopping	6am-9am	A few times per month
Survey73	Eagle Lake, MN 56024, USA 44.16552, -93.88654	Mankato, MN 56001, USA 44.16324, -93.98353	Medical	9am-3pm	A few times per month
Survey74	Mankato, MN 56001, USA 44.14717, -93.99743	Eagle Lake, MN 56024, USA 44.16293, -93.89444	family and friends	9am-3pm	4 to 5 days per week
Survey75	Home / Hoffman	Cubs / Madison Ave	Shopping	3pm-6pm	A few times/mo
Survey75	Home / Hoffman	Friends / Hudson Ave	Recreation	6pm-10pm	2 to 3 days per week
Survey77	Justice Center / Highway 22	Walmart / Madison	Medical / Shopping	9am-3pm	Daily
Survey77	Home / Hoffman	Allina Health / Madison	Medical	9am-3pm	2 to 3 days per week
Survey78	Mankato, MN 56001, USA 44.16589, -93.99469	Mankato, MN 56001, USA 44.07815, -94.00018	School	9am-3pm	2 to 3 days per week
Survey79	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	Daily
Survey80	Mankato, MN 56001, USA 44.15382, -94.02627	Mankato, MN 56001, USA 44.18263, -93.98902	dance lessons for my kids	3pm-6pm	Daily
Survey81	Mankato, MN 56001, USA 44.15431, -94.02447	Mankato, MN 56001, USA 44.16379, -94.00636	Work	6am-9am	4 to 5 days per week
Survey81	Mankato, MN 56001, USA 44.16376, -94.00623	Mankato, MN 56001, USA 44.15516, -94.02447	Work	6pm-10pm	4 to 5 days per week

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey82	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey83	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey84	Mankato, MN 56003, USA 44.17709, -94.03880	Mankato, MN 56001, USA 44.18202, -93.97529	Work	6am-9am	Daily
Survey85	Mankato, MN 56001, USA 44.15693, -94.01394	Mankato, MN 56001, USA 44.16894, -93.96853	Work	6am-9am	Daily
Survey85	Mankato, MN 56001, USA 44.15123, -94.01419	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey86	Eagle Lake, MN 56024, USA 44.15111, -93.87109	Mankato, MN 56001, USA 44.15308, -94.02215	Medical	9am-3pm	4 to 5 days per week
Survey87	Eagle Lake, MN 56024, USA 44.16675, -93.87693	Mankato, MN 56001, USA 44.14729, -94.00052	Work and School	9am-3pm	4 to 5 days per week
Survey87	Mankato, MN 56001, USA 44.14692, -94.00147	Eagle Lake, MN 56024, USA 44.16647, -93.87684	School and Work	10pm-6am	4 to 5 days per week
Survey88	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey89	Mankato, MN 56003, USA 44.17783, -94.05339	Mankato, MN 56001, USA 44.16358, -93.98417	Medical	6am-9am	A few times per month
Survey9	MSU-Mankato	Downtown		3pm-6pm	4 to 5 days per week
Survey90	Mankato, MN 56001, USA 44.17377, -93.90405	Mankato, MN 56003, USA 44.18165, -94.00979		6am-9am	

SURVEY ID	BEGINNING PLACE/ INTERSECTION	ENDING PLACE/ INTERSECTION	TRIP PURPOSE	TIME RANGE	FREQUENCY
Survey91	Eagle Lake, MN 56024, USA 44.16374, -93.87938	Mankato, MN 56001, USA 44.13812, -94.00143	Work	6am-9am	4 to 5 days per week
Survey92	Eagle Lake, MN 56024, USA 44.15998, -93.88620	Mankato, MN 56003, USA 44.16589, -94.01666	Work	6am-9am	4 to 5 days per week
Survey93	Eagle Lake, MN 56024, USA 44.16293, -93.88620	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	4 to 5 days per week
Survey94	Mankato, MN 56001, USA 44.13577, -93.98919	Mankato, MN 56001, USA 44.16700, -93.95417	Shopping	6am-9am	A few times per month
Survey94	Mankato, MN 56001, USA 44.13577, -93.98911	Mankato, MN 56001, USA 44.16269, -93.98387	Medical	9am-3pm	A few times per year
Survey95	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743	Shopping	9am-3pm	2 to 3 days per week
Survey96	St Peter, MN 56082, USA 44.29665, -93.94861	Mankato, MN 56001, USA 44.14717, -93.99743	Work	6am-9am	4 to 5 days per week
Survey96	Mankato, MN 56001, USA 44.14717, -93.99743	St Peter, MN 56082, USA 44.29436, -93.95319	Work	3pm-6pm	4 to 5 days per week
Survey97	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey98	Mankato, MN 56001, USA 44.14717, -93.99743	Mankato, MN 56001, USA 44.14717, -93.99743			
Survey99	Mankato, MN 56003, USA 44.17789, -94.05554	Mankato, MN 56001, USA 44.16410, -94.00911	Work	6am-9am	Daily

Decision-Maker Surveys

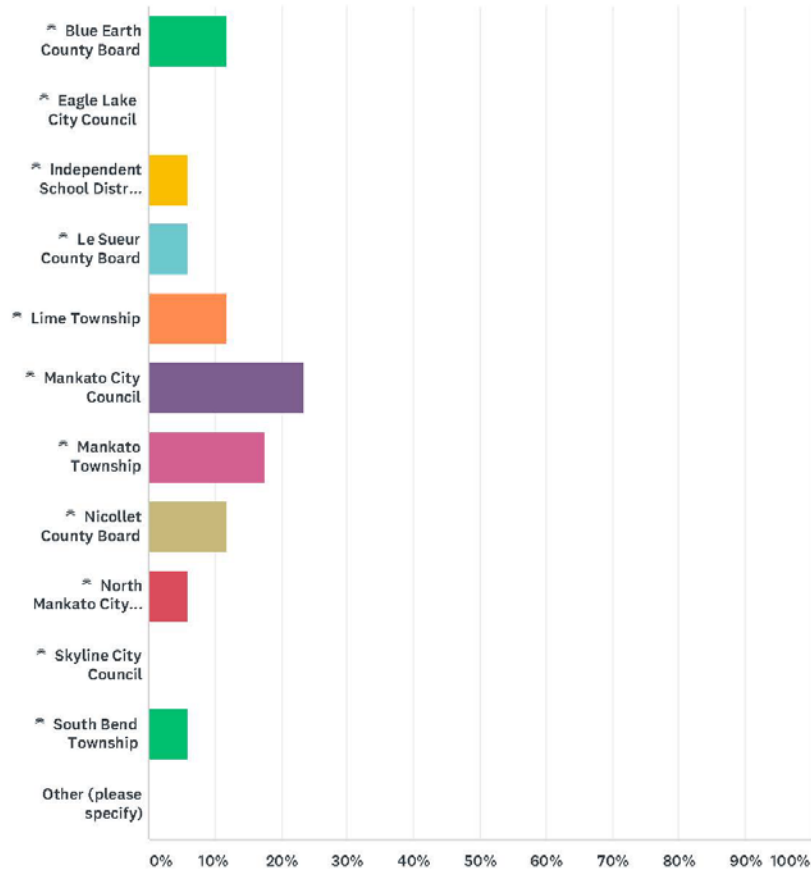
As the decision-maker surveys were administered online exclusively, the results from SurveyMonkey are included here.

Mankato Transit Development Plan

SurveyMonkey

Q1 Which policy board do you represent?

Answered: 17 Skipped: 0



ANSWER CHOICES	RESPONSES	
Blue Earth County Board	11.76%	2
Eagle Lake City Council	0.00%	0
Independent School District 77	5.88%	1
Le Sueur County Board	5.88%	1
Lime Township	11.76%	2
Mankato City Council	23.53%	4
Mankato Township	17.65%	3
Nicollet County Board	11.76%	2

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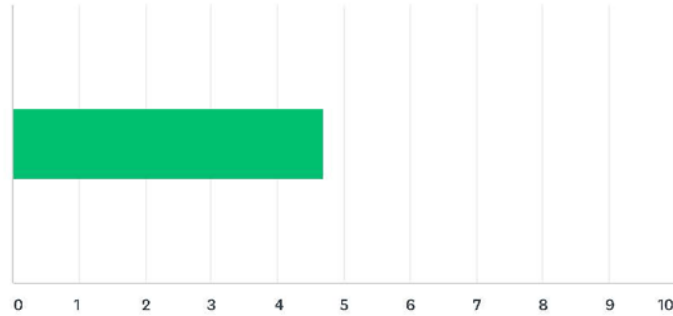
Mankato Transit Development Plan		SurveyMonkey
* North Mankato City Council	5.88%	1
* Skyline City Council	0.00%	0
* South Bend Township	5.88%	1
Other (please specify)	0.00%	0
TOTAL		17
#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Mankato Transit Development Plan

SurveyMonkey

Q2 Based on what you have heard from constituents, how well does the Greater Mankato Transit System serve those you represent on a scale of 1 to 10, with 10 being outstanding service?

Answered: 16 Skipped: 1



ANSWER CHOICES		AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
		5	75	16
Total Respondents: 16				
#		DATE		
1	4	9/6/2017 10:21 AM		
2	0	9/1/2017 12:08 PM		
3	7	8/30/2017 6:06 PM		
4	4	8/29/2017 4:39 PM		
5	5	8/28/2017 11:15 PM		
6	9	8/28/2017 8:53 PM		
7	8	8/28/2017 4:33 PM		
8	3	8/28/2017 9:52 AM		
9	6	8/26/2017 11:34 AM		
10	7	8/25/2017 3:59 PM		
11	4	8/25/2017 1:43 PM		
12	3	8/18/2017 7:30 AM		
13	4	8/17/2017 9:22 PM		
14	5	8/17/2017 11:34 AM		
15	1	8/17/2017 10:47 AM		
16	5	8/16/2017 3:21 PM		

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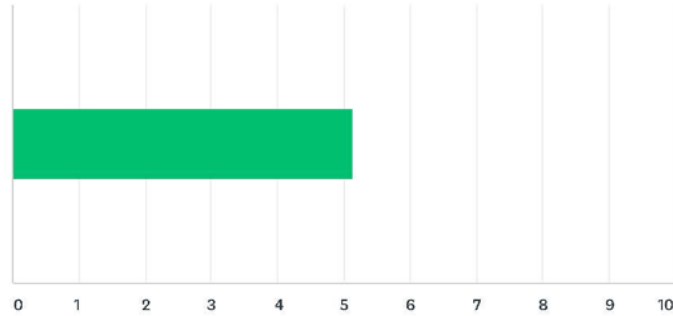
Q3 Why did you select this rating?

Answered: 17 Skipped: 0

#	RESPONSES	DATE
1	The bus does not serve West Mankato	9/6/2017 10:21 AM
2	Not aware of South Bend being served by Mankato Transit System at this point in time.	9/1/2017 12:08 PM
3	Transit system seems to be doing okay	8/30/2017 6:06 PM
4	People need more options...want more options.	8/29/2017 4:39 PM
5	Most of the feedback I've gotten is that our system needs to have longer hours of operation and shorter delays in stop times. Using the bus when the closet stop on the route won't arrive for 30 minutes or to make the transfers and still get to work means one hour or more of riding time seems too long.	8/28/2017 11:15 PM
6	For the most part Mankato's Transit System is doing an excellent job	8/28/2017 8:53 PM
7	Very limited feed-back other than some of the routes. The limitations of changing routes "mid-stream" to accommodate more specific requests makes interactions less fruitful.	8/28/2017 4:33 PM
8	Na	8/28/2017 9:52 AM
9	I haven't heard much for complaints or comment. I don't know that it does much for our rural constituents. I know the web site isn't good, there's no "Maps" link, you finally look under a schedules link and a map shows up.	8/28/2017 8:36 AM
10	Our immigrant and lower economic populations depends on the transit system to get to work and there are many areas of their employment that are not served. North Mankato needs more service.	8/26/2017 11:34 AM
11	Need better shelters. More stops.	8/25/2017 3:59 PM
12	Timing	8/25/2017 1:43 PM
13	current transit does not our area very well	8/18/2017 7:30 AM
14	rumors	8/17/2017 9:22 PM
15	At this time I'm not aware of any transit opportunities available to Township people.	8/17/2017 11:34 AM
16	not friendly to senior populations	8/17/2017 10:47 AM
17	Not many of our residents have access to the service, so I don't get many comments from them. For certain folks, like their college kids, it appears to work well.	8/16/2017 3:21 PM

Q4 In your opinion, how well does the Greater Mankato Transit System serve those you represent on a scale of 1 to 10, with 10 being outstanding service?

Answered: 16 Skipped: 1



ANSWER CHOICES		AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
		5	82	16
Total Respondents: 16				
#		DATE		
1	5	9/6/2017 10:21 AM		
2	0	9/1/2017 12:08 PM		
3	7	8/30/2017 6:06 PM		
4	4	8/29/2017 4:39 PM		
5	5	8/28/2017 11:15 PM		
6	10	8/28/2017 8:53 PM		
7	8	8/28/2017 4:33 PM		
8	3	8/28/2017 9:52 AM		
9	6	8/26/2017 11:34 AM		
10	7	8/25/2017 3:59 PM		
11	4	8/25/2017 1:43 PM		
12	2	8/18/2017 7:30 AM		
13	6	8/17/2017 9:22 PM		
14	5	8/17/2017 11:34 AM		
15	5	8/17/2017 10:47 AM		
16	5	8/16/2017 3:21 PM		

Q5 Why did you choose this rating?

Answered: 16 Skipped: 1

#	RESPONSES	DATE
1	Same ad question 4	9/6/2017 10:21 AM
2	Not aware of any Mankato Transit Service to the South Bend Township.	9/1/2017 12:08 PM
3	Don't know if there are other needs out there	8/30/2017 6:06 PM
4	I agree with my constituents.	8/29/2017 4:39 PM
5	With the alternative being no service it is great but the system stopping service on a white collar time schedule doesn't address the service industry or retail industry in an effective manner.	8/28/2017 11:15 PM
6	See above	8/28/2017 4:33 PM
7	Na	8/28/2017 9:52 AM
8	Too difficult to find the map. I don't uses buses in Mankato.	8/28/2017 8:36 AM
9	See answer above. These are families we serve and their ability to reach employers is crucial to a stable family life.	8/26/2017 11:34 AM
10	Same as 3.	8/25/2017 3:59 PM
11	Routes	8/25/2017 1:43 PM
12	transit needs to interconnect with all transit in other counties. Mankato is the regional hub.	8/18/2017 7:30 AM
13	rumors	8/17/2017 9:22 PM
14	Not aware of any transit services available.	8/17/2017 11:34 AM
15	hmmm	8/17/2017 10:47 AM
16	See above.	8/16/2017 3:21 PM

Q6 Based on what you have heard from those you represent and your opinion, what are the strengths of the current Greater Mankato Transit System?

Answered: 16 Skipped: 1

#	RESPONSES	DATE
1	Haven't heard.	9/6/2017 10:21 AM
2	We are not served by Mankato Transit System that I am aware of.	9/1/2017 12:08 PM
3	Good bus system	8/30/2017 6:06 PM
4	When they use what they can...they love it. They like the drivers and the ability to put their bikes on the buses!	8/29/2017 4:39 PM
5	Affordable. Easy to use.	8/28/2017 11:15 PM
6	On time with schedule always looking to expand the schedule	8/28/2017 8:53 PM
7	Strong in moving students	8/28/2017 4:33 PM
8	Na	8/28/2017 9:52 AM
9	I have no comment	8/28/2017 8:36 AM
10	Cost. Nice drivers	8/25/2017 3:59 PM
11	Buses, staff	8/25/2017 1:43 PM
12	current system is well run by current staff	8/18/2017 7:30 AM
13	service	8/17/2017 9:22 PM
14	Once you're in Mankato Proper, systems appear to work effectively.	8/17/2017 11:34 AM
15	haven't heard many strengths or weaknesses	8/17/2017 10:47 AM
16	Routes have expanded, and the location of them has seemed to improve travel to shopping and jobs.	8/16/2017 3:21 PM

Q7 Based on what you have heard from those you represent and your opinion, what improvements can be made to the Greater Mankato Transit System?

Answered: 17 Skipped: 0

#	RESPONSES	DATE
1	Haven't heard anything from Ward 5	9/6/2017 10:21 AM
2	If there was a pickup in the Township, which there is not, we might be better able to answer this question.	9/1/2017 12:08 PM
3	unknown	8/30/2017 6:06 PM
4	More stops. More routes. Bring to Old Town area, don't just focus on campus. Want more coming to downtown too.	8/29/2017 4:39 PM
5	Longer hours of service. Faster routes across town.	8/28/2017 11:15 PM
6	No response that is negative. Maybe more routes to businesses	8/28/2017 8:53 PM
7	The most obvious arena is probably in those realms that are difficult; more individualized movement of people with disabilities and perhaps work. Funding just is not designed to allow too much customizing.	8/28/2017 4:33 PM
8	Na	8/28/2017 9:52 AM
9	I haven't heard anything. From my own experience, make the maps available, have it so a person who wants to take a bus for the first time can easily know what to do.	8/28/2017 8:36 AM
10	See answers 3 and 5.	8/26/2017 11:34 AM
11	Better shelters. More stops	8/25/2017 3:59 PM
12	Frequency & routes, mobility for handicapped	8/25/2017 1:43 PM
13	provide a service that can goes outside the city connect to area counties	8/18/2017 7:30 AM
14	efficiency	8/17/2017 9:22 PM
15	Not had any such conversations or opinions about a service I'm not real familiar with.	8/17/2017 11:34 AM
16	more friendly to senior populations	8/17/2017 10:47 AM
17	Perhaps a few more routes to North Mankato, and maybe a bit more into the evenings.	8/16/2017 3:21 PM

Q8 What are your priorities for the Greater Mankato Transit System?

Answered: 16 Skipped: 1

#	RESPONSES	DATE
1	Study to see if there is a need on West Mankato	9/6/2017 10:21 AM
2	Should only be paid for by the City of Mankato and riders. This should never be billed out to the greater Blue Earth County areas as none appear to be served at this time.	9/1/2017 12:08 PM
3	none	8/30/2017 6:06 PM
4	I hope to create more routes and have more stops. Many people use transit to get to work every day. If we could offer more routes I feel it would help many!	8/29/2017 4:39 PM
5	Flexible to address high density service areas outside the of campus.	8/28/2017 11:15 PM
6	Meet the challenges as best possible within financial constraints. Public transit in most locals is predicated on keeping rates to a minimum, leaving the financing to other areas. My hope is that we can continue to provide a friendly system available to all citizens at a reasonable rate however branching into unsustainable realms should not be undertaken. Are there some route additions that probably make sense, in terms of ridership? I would suppose so but I do not want to see a deterioration in the core service at the expense of this.	8/28/2017 4:33 PM
7	Na	8/28/2017 9:52 AM
8	Provide some level of service to all areas and to all priority destinations, weighted by using populations and trip needs.	8/28/2017 8:36 AM
9	See above.	8/26/2017 11:34 AM
10	Moving folks w/out a vehicle, to shopping, doctor appointment, or other reasons.	8/25/2017 3:59 PM
11	Servicing citizen users	8/25/2017 1:43 PM
12	Does current transit system cover all service areas There are other bus service group they need to connect with.	8/18/2017 7:30 AM
13	efficiency,service	8/17/2017 9:22 PM
14	Accessibility.	8/17/2017 11:34 AM
15	have none	8/17/2017 10:47 AM
16	Affordability and route availability to jobs, shopping and schools. Some interconnection with the "outside of town" options.	8/16/2017 3:21 PM

Q9 Please provide any additional comments in the comment box below.

Answered: 7 Skipped: 10

#	RESPONSES	DATE
1	Nothing	9/6/2017 10:21 AM
2	Please provide information on how Mankato Transit System serves South Bend Township. At this time we are not aware of any service being provided now or planned for the future.	9/1/2017 12:08 PM
3	I think our city is growing in many ways...we need to grow our transit with that growth in mind. I truly feel more people would use the transit system with better routes and good information!	8/29/2017 4:39 PM
4	Na	8/28/2017 9:52 AM
5	We have a good transit (bus) service in Mankato that could be Great. Make sure it connects with any others that may come, as in the Tri-County Transit, and a route that may start up between Mankato and the Twin Cities.	8/25/2017 3:59 PM
6	Thanks for the survey	8/18/2017 7:30 AM
7	Should be cost sharing by all that ride the system.	8/17/2017 11:34 AM

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High School Rider Surveys

Both of the surveys below came from Mankato East High School. The options for the final question listed in the table below (what would make riding the bus more appealing?) are:

- ◆ (1) Earlier bus service
- ◆ (2) later bus service
- ◆ (3) more frequent service
- ◆ (4) bus serves more locations
- ◆ (5) bus costs less

► Table 12: High School Rider Surveys

ON AVERAGE, HOW MANY TIMES PER WEEK DO YOU RIDE THE BUS?	WHY DO YOU RIDE THE BUS?	WHERE DO YOU RIDE THE BUS TO MOST OFTEN?	IF IMPROVEMENTS WERE MADE, WHERE WOULD YOU RIDE THE BUS?	ARE THERE ANY ASPECTS OF RIDING THE BUS THAT ARE CONFUSING OR DIFFICULT?	WHAT WOULD MAKE RIDING THE BUS MORE APPEALING?
5+	*I don't have a car available to me *I have a car, but I don't have my license *It's faster than walking *It's the safest option	School	After-school activities	No	5,4,2,1,3
3-4	*Public Transit is better for the environment *I have a car, but I don't have my license *It's faster than walking *It's the safest option	*School *After-school activities	*School *After-school activities	What time it picks up is different than the time on my bus pass	5,5,5,5,1

High School Non-Rider Surveys

The options for the eighth question listed in the table below (what would make riding the bus more appealing?) are:

- ◆ (1) Earlier bus service
- ◆ (2) later bus service
- ◆ (3) more frequent service
- ◆ (4) bus serves more locations
- ◆ (5) bus costs less

The full text for the tenth question (Comments 1) is: Are there other places you would like to go on the bus where there is no service? The full text for the eleventh question (Comments 2) is: Please share comments on strengths, issues, improvements with current bus system.

► Table 13: High School Non-Rider Surveys

GENDER	RACE	ETHNICITY	DISABILITY	SCHOOL	IN US FOR MORE THAN 7 YEARS?	WHAT PREVENTS YOU FROM RIDING THE BUS?	WHAT WOULD MAKE RIDING THE BUS MORE APPEALING?	IF IMPROVEMENTS WERE MADE, WHERE WOULD YOU RIDE THE BUS?	COMMENTS 1	COMMENTS 2
male	White	Not H/L	No	unknown	Yes	I prefer to drive	5,4,3,1,2	After-school activities	N/A	N/A
female	White	Not H/L	No	unknown	Yes	Other: Not needed	bus serves more locations	*Shopping *Recreation/Leisure	Clinic, Wow zone unlimited	N/A
male	White	Not H/L	Yes	unknown	Yes	*My parents drive me where I need to go *I can walk to my most frequented destinations *I can't afford to ride the bus *The bus takes too long	2,2,1,1,2	*School *After-school activities *Recreation/Leisure *Work	N/A	N/A
male	White	Not H/L	No	unknown	yes	I can walk to my most frequented destinations	4,5,3,2,1	N/A	N/A	N/A

male	White	Not H/L	N/A	unknown	yes	My family/parents drive me where I need to go	5,4,3,1,2	*Recreation/Leisure *Work *Medical appointment *Other: Blood Drives	N/A	N/A
male	White	Not H/L	No	Mankato West High School	Yes	I prefer to drive	5,3,4,2,1	School	N/A	N/A
female	White	Not H/L	No	Mankato West High School	Yes	I prefer to drive	more frequent bus service	Recreation/Leisure	St. Peter	N/A
female	N/A	N/A	N/A	Mankato West High School	N/A	My family/parents drive me where I need to go	more frequent bus service, bus serves more locations	*Shopping *Recreation/Leisure	Run more throughout the day in summer	N/A
male	White	Not H/L	No	Mankato West High School	Yes	I prefer to drive	4,5,1,2,3	*School *After-school activities	N/A	N/A
male	White	Not H/L	Yes	Mankato West High School	yes	My family/parents drive me where I need to go	N/A	After-school activities	N/A	N/A
female	White	Not H/L	No	Mankato East High School	Yes	*My family/parents drive me where I need to go *I live far from the nearest bus stop *I don't know how to ride the bus	5,4,1,2,3	*School *After-school activities *shopping *work	N/A	N/A

female	Black	Not H/L	No	Mankato East High School	Yes	My family/parents drive me where I need to go	1,2,3,5,4	*After-school activities *shopping *work *medical appointment	N/A	N/A
N/A	N/A	N/A	N/A	Mankato East High School	N/A	*I prefer to drive *my parents/family drive me where I need to go *I can walk to my most frequented destinations	5,3,4,2,1	*After-school activities *shopping *medical appointment	N/A	N/A
female	White	Not H/L	No	Mankato East High School	Yes	*I prefer to drive *my parents/family drive me where I need to go *I can't afford to ride the bus	5,4,3,2,1	Medical Appointment	To the Cities	N/A
female	Asian	Not H/L	No	Mankato East High School	Yes	I prefer to drive	Bus costs less to ride	My travel patterns would not change	Probably not	It's good for students on campus who don't have cars
female	White	Not H/L	No	Mankato East High School	Yes	My family/parents drive me where I need to go	5,1,3,2,4	N/A	N/A	N/A
male	White	Not H/L	No	Mankato East High School	Yes	My family/parents drive me where I need to go	4,5,3,2,1	*Shopping *Work	N/A	N/A

male	White	H/L	No	Mankato East High School	Yes	*I prefer to drive *the bus takes too long	4,5,2,3,1	N/A	no	N/A
male	White	Not H/L	No	Mankato East High School	Yes	My family/parents drive me where I need to go	3,2,1,1,2	After-school activities	No	It gets people places
male	Black	Not H/L	No	Mankato East High School	Yes	I can walk to my most frequented destinations	more frequent bus services	*School *Shopping *work	N/A	N/A
female	Black	Not H/L	No	Mankato East High School	No	*My family/parents drive me where I need to go *I don't know how to ride the bus	N/A, N/A, 2, 1, N/A	*After-school activities *Shopping *recreation/Leisure *Work *medical appointment	N/A	N/A
female	Black	Not H/L	No	Mankato East High School	No	*My family/parents drive me where I need to go *I don't know how to ride the bus	N/A, N/A, 2, 1, N/A	*After-school activities *Shopping *recreation/Leisure *Work *medical appointment	N/A	N/A
male	white	Not H/L	No	Mankato East High School	Yes	*I prefer to drive *my parents/family drive me where I need to go *I live far from the	bus serves more locations	My travel patterns would not change	Minneapolis	There aren't many buses

female	white	Not H/L	No	Mankato East High School	yes	*My family/parents drive me where I need to go *I don't know how to ride the bus *I prefer to drive	5,4,2,1,3	N/A	N/A	I would like to impact the environment less by riding the bus but don't really know how
female	White	Not H/L	No	Mankato East High School	Yes	*My family/parents drive me where I need to go *I don't know how to ride the bus *I prefer to drive	5,4,2,1,3	My travel patterns would not change	N/A	N/A
female	White	Not H/L	No	Mankato East High School	Yes	*My family/parents drive me where I need to go *I don't know how to ride the bus *I prefer to drive *I can walk to my most frequented destinations	3,5,2,1,4	Medical Appointment	N/A	N/A
female	White	Not H/L	No	Mankato East High School	Yes	My family/parents drive me where I need to go	5,4,1,2,3	*Shopping *work	N/A	N/A

High School Dot Exercise Results

► Table 14: Central High School Dot Exercise Results

CENTRAL HIGH SCHOOL	BUS LOCATION APP	CUSTOMER TRAVEL TRAINING	START EARLIER/ OPERATE LATER	MORE FREQUENT SERVICE	COST (FARES)	IMPROVED PASSENGER AMENITIES	SERVICE TO MORE AREAS OF TOWN
red (most important)	1	none	0	0	1	<u>2</u>	<u>2</u>
green (2nd most important)	1	none	1	1	<u>2</u>	0	1
yellow (3rd most important)	0	none	1	<u>2</u>	0	<u>2</u>	1
blue (4th most important)	<u>2</u>	none	1	1	0	1	<u>2</u>

► Table 15: West High School Dot Exercise Results

WEST HIGH SCHOOL	BUS LOCATION APP	CUSTOMER TRAVEL TRAINING	START EARLIER/ OPERATE LATER	MORE FREQUENT SERVICE	COST (FARES)	IMPROVED PASSENGER AMENITIES	SERVICE TO MORE AREAS OF TOWN
red (most important)	4	0	0	0	<u>22</u>	8	6
green (2nd most important)	5	1	4	3	8	<u>11</u>	<u>9</u>
yellow (3rd most important)	2	1	<u>14</u>	5	1	10	8
blue (4th most important)	<u>7</u>	<u>14</u>	4	<u>6</u>	4	1	5

Identified Issues Report

June 2018



Prepared by: **Kimley»Horn**



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Introduction

In the spring and summer of 2017, the Mankato Transit Development Plan (TDP) team actively engaged the public, community stakeholders and decision-makers, and technical experts to provide feedback and recommendations regarding the Greater Mankato Transit System (GMTS). Information was gathered through pop-up events at Project Community Connect and at Minnesota State University, Mankato (MSU-Mankato), rider and non-rider surveys, focus groups with universities and non-profits, operator interviews/surveys, data collection and analysis, community meetings, and the satisfaction surveys from Mankato and North Mankato.

The purpose of this report is to document the issues that were identified through these engagement efforts. The issues identified will guide the development of the plan's recommendations.

While the issues described herein represent service and operational issues identified from public and stakeholder input, many positive comments were received including the following most cited positive comments:

- ◆ Friendly drivers
- ◆ Students have good relationships with drivers and drivers know many riders' names
- ◆ Buses are clean and well-kept

The following report is a summary of the most commonly identified issues, which fall within one of the following six categories:

- ◆ Transit Service
- ◆ Reliability and On-Time Performance
- ◆ Route Directness and Simplicity
- ◆ Infrastructure
- ◆ Safety
- ◆ Marketing and Communications

The report also contains an Issues and Recommendations Matrix, which can be used as a tool to share how public and stakeholder feedback was incorporated into the planning process.

Transit Service

Transit Service generally refers to service availability and cost. Issues related to where bus service is provided throughout the city, how often it serves these areas, the days and times the service is available, how much passengers pay for service, and the methods of payment available were among the most cited issues.

Frequency and Overloads

Frequency of service is the primary source of public and stakeholder dissatisfaction. The desire for improved frequency of the existing service was cited more than any other issue. The performance issues that accompany less frequent service, such as long overall trip durations, long transfers, and overcrowded buses were also frequently identified.

Overcrowding and overloading can be measured by passenger loads. Passenger loads measure the comfortability and safety a system provides on each individual trip. This metric is used to measure the maximum number of people at any given point on a vehicle along a route and compares that load to the

vehicle capacity. High passenger loads result in overcrowded conditions, which may require additional service to address the issue. The GMTS University Zone (U-Zone) routes have the highest trip loads, with Routes 1A-North, 1B-South, 6 and 8, all having trips with more than 50 passengers on the bus. Routes 1A-North, 1B-North, 1B-South, 2, 6, and 8 all exceed the load standard set in this TDP. **Table 1** describes GMTS's load standard, the maximum number of persons that should be on a bus at a given time, and observed maximum load (observed May 2017), which is highlighted in **red** if it exceeds the load standard, by route.

► **Table 1 | Max Passenger Load by Route**

ROUTE	MAXIMUM LOAD	SEATED CAPACITY	LOAD STANDARD	MAXIMUM CAPACITY
Route 1A North	80	32	1.2	38
Route 1A South	32	32	1.2	38
Route 1B North	40	32	1.2	38
Route 1B South	58	32	1.2	38
Route 2	43	32	1.2	38
Route 3	17	16	1.2	19
Route 4	2	19	1.2	22
Route 5	9	19	1.2	22
Route 6	65	32	1.2	38
Route 7	3	16	1.2	19
Route 8	67	32	1.2	38
Route 9	12	32	1.2	38
Route 10	21	32	1.2	38
Route 11	18	32	1.2	38
Route 12	11	32	1.2	38
Route 13	3	16	1.2	19
Campus Express	38	38	1.2	45
Stomper Express	30	38	1.2	45

Service Area

Equitable access to Mankato bus service was identified as another major public and stakeholder concern. While specific, identified needs for service area changes varied, several areas were identified more frequently and are considered areas of greater need. A service gap analysis was also completed for the

fixed route and Americans with Disabilities Act (ADA) complementary paratransit services to further identify potential service expansion areas.

Public and Stakeholder Service Area Concerns

The public and stakeholders provided comments on service area expansion and right-sizing needs. In terms of expansion, lack of both bus and ADA complementary paratransit service in North Mankato was identified as the greatest service area issue, which includes the Colony Apartment complex and South Central College. Downtown Mankato/Riverfront Drive and the residential areas of West Mankato were also frequently cited. General access to employment and residential neighborhoods (apartment complexes, senior living, affordable housing) were also frequently mentioned.

Other potential expansion areas indicated by the public and stakeholders included:

- ◆ Eagle Lake
- ◆ Schools
- ◆ Mobile home parks
- ◆ St. Peter
- ◆ Sibley Park
- ◆ Restaurants
- ◆ Shopping centers
- ◆ Le Hillier
- ◆ South Bend Township

Stakeholders and the public also identified potential to right-size bus service in some parts of the 2017 service area where bus service reductions could be made without negatively impacting Greater Mankato Transit System ridership and customer experience. Stakeholders and the public identified parking lot stops at specific buildings as potential service reduction areas, due to the time the stop adds to the routes without serving many passengers.

Service Gap Analysis

FIXED ROUTE

GMTS currently serves areas within the Mankato/North Mankato Urbanized Area (UZA) with the highest population density and most areas that have higher employment densities. However, the transit propensity analysis suggests that there are parts of the UZA that are in need of increased or new service.

North Mankato is currently served on weekdays by Route 4 and Route 5, each of which has two trips during the morning peak, a midday trip, and three trips during the afternoon peak. There is no evening or weekend service in North Mankato, despite being the home to both South Central College and the Taylor Corporation's world headquarters¹. In addition, the North Mankato Comprehensive Plan includes plans for new residential units, some of which have already been constructed as well as new commercial and industrial development in the coming years. North Mankato has high scores on the Commuter Index, Employment Index, and All-Day Transit Index, indicating that this area could support an increased level of service (see the Existing Services, Ridership and Standards Report for more information on these indices).

Although Taylor Corporation and its subsidiaries are served by Route 5, other major employers in the Mankato area are not directly served by the existing transit network. Most notably, the Walmart Distribution Center², which employs more than 500 people and is over one-half mile from the nearest bus route.

¹ Taylor Corporation operates a three-shift schedule, which requires employees to travel during the evening hours

² The Walmart Distribution Center operates a three-shift schedule, which requires employees to travel during the evening hours

While GMTS serves both Mankato East and Mankato West High Schools, there are several area schools that are not currently served, including Mankato East Junior High School, Prairie Winds Middle School, and Loyola Catholic School. Although these schools are within one-half mile of an existing service, the pedestrian environment between the schools and the route often involve difficult street crossings and/or circuitous routing.

The transit propensity analysis indicates that there may be sufficient demand to expand transit service to Eagle Lake. Because the population densities in east Mankato are low, these areas may be better suited for flexible alternative services rather than fixed-route service. There are several apartment complexes and trailer parks that would also benefit from these flexible services.

ADA COMPLEMENTARY PARATRANSIT

GMTS currently provides ADA complementary paratransit service to qualified residents within the city limits of Mankato and North Mankato. The hours of operation are aligned with the regular fixed-route services provided within the individual city limits because the ADA requires transportation services to be available for individuals with disabilities unable to use fixed route services. The Paratransit service must be comparable to the level of service provided to individuals without disabilities. Paratransit service must be provided $\frac{3}{4}$ -mile from the fixed bus routes.

Mankato ADA service is available on weekdays from 6:35 AM to 6:00 PM and on Saturdays from 10:00 AM to 5:30 PM. These hours of service provide consistent ADA complementary paratransit service coverage to people with disabilities within the Mankato city limits, especially to the higher density disabled populations in downtown Mankato and close to the hospital.

In North Mankato, the hours of operation are limited to the service hours of Routes 4 and 5 (Monday through Friday: 6:35 AM to 8:35 AM, 11:35 AM to 12:35 PM, and 2:35 PM to 5:35 PM). North Mankato currently accounts for approximately 10 percent of the ADA complementary paratransit ridership and has high densities of disabled populations south of Monroe Avenue and west of Lake Street as well as moderately high densities of people with disabilities near South Central College.

There are also some additional significant densities of people with disabilities in both the Skyline and Eagle Lake areas. Skyline and Eagle Lake should be considered for expanded ADA complementary paratransit service.

Schedules

The span of bus service (i.e. the hours per day, days of the week, and days of the year) was identified as one of the most limiting factors to passenger access. The desire for later evening routes was the second highest ranked improvement noted by the public, after service frequency. Although the route may exist, if the hours of operation do not align with when a trip needs to be taken, transit is not a viable option.

Service span issues identified include:

- ◆ Lack of early morning routes
- ◆ Limited Saturday service, especially early morning service
- ◆ Lack of Sunday service (bus and Mobility Bus)
- ◆ Lack of service for 2nd shift workers
- ◆ Lack of year-round service (for routes that service the MSU-Mankato area)
- ◆ Limited Mobility Bus nighttime service
- ◆ Lack of year-round Mobility Bus service

Fare Structure

The current standard bus fare (\$1.50 per ride) is considered too expensive for many people in the Greater Mankato area who are transit-dependent. High school students, people with low-incomes, and senior citizen passengers all indicated that the current fare inhibits transit access. The Mobility Bus fare (\$3 one way) was also identified as too high for many passengers with disabilities.

The customer affordability perspective needs to be balanced with the perspective of policy-makers who noted and value the historically sound financial plan for the GMTS. Transit systems need to balance affordability to both customers and funders.

Payment Methods

Fare options and payment flexibility were often cited as a barrier to riding GMTS. The lack of fare options for those other than MSU-Mankato students (i.e., a public Mav Card, senior pass card, or prepaid card) was often cited as an issue. The lack of farebox flexibility (i.e., payment via a smartphone) was also noted as an issue.

Reliability and On-Time Performance

Reliability and on-time performance are operational factors that assure passengers that schedules can be utilized and trusted to plan their trips. Consistently poor on-time performance reduces the attractiveness and accessibility of any transit system. Reliability is also related to GMTS's ADA complementary paratransit accessibility in terms of wait time and availability.

Schedule Performance

The dependability of the Mankato bus service was identified as an issue among the public and stakeholders, who shared that buses frequently run ahead of schedule and leave stops early. GMTS defines "on-time" as a bus arriving anywhere from on-time to 5 minutes late at a time point. Based on arrival and departure data collected through the May 2017 ride-checks for this planning process, GMTS systemwide average on-time performance was 69 percent, which is below the agency's target of 90 percent. Two of the GMTS routes met the OTP standard, the Campus Express and Route 9. Route 8, a U-Zone service, performed the worst with only 40 percent of on-time trips; most of the trips (59 percent) on this route were early. Routes 1A-North, 4, 8, and 12 also noted a considerable number of early trips (over 30 percent). **Figure 1** provides an overview of on-time performance by route³.

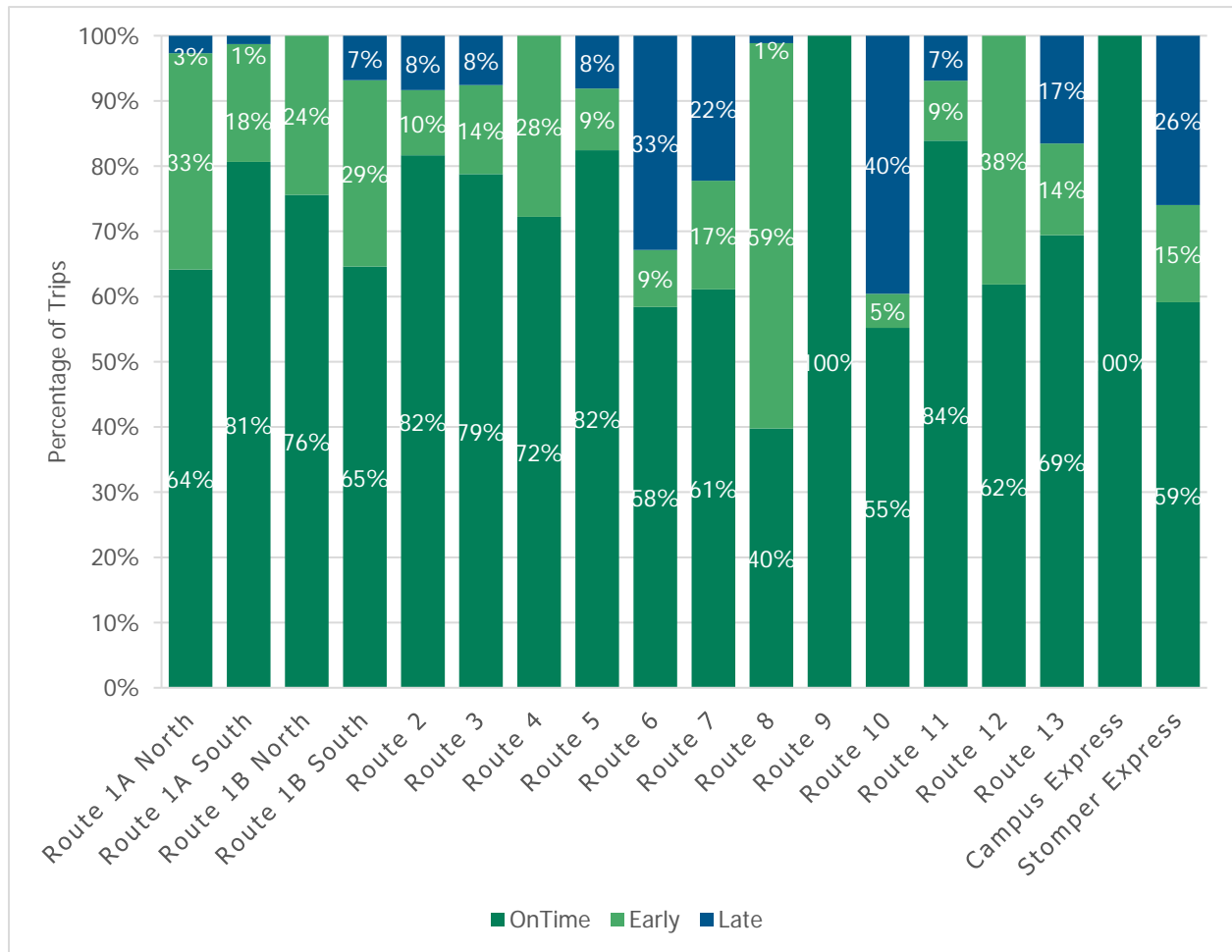
ADA Complementary Paratransit Accessibility

Several issues were identified for the Mobility Bus service. These included:

- ◆ Getting a ride with the service due to capacity issues
- ◆ Limited service to North Mankato
- ◆ Difficult eligibility paperwork

It was also noted that there are many people who do not qualify for Mobility Bus services but still have mobility-related challenges that result in a difficult time accessing fixed-route services.

³ No data was collected on the Late-Night Express. The study team collected ridership and on-time performance data on each route and each trip on one weekday and one Saturday in May 2017. As of May 2018, GMTS does not have the technological capability to routinely collect trip- and stop-level transit data.



► Figure 1 | On-Time Performance by Route

Route Directness and Simplicity

Route directness and simplicity refer to the straightness of the route alignment and how easy it is to understand. These two concepts working in conjunction help to address system coordination, coherence, and accessibility. A system designed in this manner can serve as a mechanism for increasing transit ridership and providing a more efficient, reliable transit system. Circuitous routes and inordinately long trip travel times discourage transit use.

Route directness is impacted by the number of deviations between route end points which ultimately impacts travel time. Route simplicity is affected by several factors including complexity (number and duration of route deviations), transfers required, and the number and placement of designated stops.

Directness

Route directness is the ratio of the actual route path distance to the straight-line mileage between route timepoints. The distance from one timepoint to the other should be no more than 100 percent greater than the straight-line distance between them. The design guideline for route directness is presented in Table 2.

Routes with ratios that exceed 2.00 present a cause for examination and modification, if practical. For example, a route that exhibits a ratio of 2.00 may be used to serve too many destinations. This can be resolved in two ways: 1) elimination of service to certain locations; or 2) the development of a new route or realignment of another existing route. The tradeoff requires weighing the costs of the new route versus the expected ridership gain from offering a more direct route.

► Table 2 | Directness Design Guideline⁴

ROUTE TYPE	DIRECTNESS RATIO
Local	< 2.00
Shuttle	< 1.75
Express	1.00

GMTS Routes all meet the directness standards. Routes 10 and 11 have the highest ratio, a result of their loop design. Route 7 is the most direct route in the system, connecting MSU-Mankato campus with downtown Mankato during peak hours. **Table 3** provides an overview of each route's directness ratio.

While all GMTS routes currently meet the standard, issues related to directness were identified by stakeholders. The public indicated that the travel times on some routes were too long, indicating potentially indirect or circuitous routes. For example, routes around the MSU-Mankato campus were identified as being too indirect to major destinations.

Complexity

Complexity analyzes the route structure in terms of route variations, the number of branches off of the main route. A route structure which is too complex or has several variations for each bus route is confusing to existing riders and can serve as a deterrent to attract new riders. The stop patterns on a route should remain the same throughout the service day with little to no variation. The suggested standard is to limit route variations to no more than two for each route and preferably no variations. This guideline will reinforce for passengers that the bus service is simple and easy to use.

GMTS's routes have one variation, except for Route 6 which has a route variation serving the Justice Center before 4:00 PM.

Transfers

The long duration of transfers (30 minutes to an hour in some cases) was identified as an issue by the public and stakeholders. This issue can indicate a few issues: 1) timing of connections are not well-coordinated to allow reasonable transfer times; or 2) the frequencies of connections are low.

Designated stops

The lack of designated stops was identified as an issue. Flag stop operations, specifically, presented concerns:

- Confusion on how the operation works, preference for establishing designated stops
- Safety concerns regarding sudden and/or mid-block stops
- Reliability of service (early or late bus arrivals, number of overall stops)

Drivers reported no issues related to schedule timing and flag stops on their routes.

⁴ <https://www.nctr.usf.edu/pdf/77720.pdf>, page 65

For fixed route stops that drive through residential neighborhoods and apartment complexes with no stops, additional stops were requested.

► Table 3 | Directness Ratio by Route

ROUTE	ROUTE TYPE	ROUTE LENGTH (MILES)	STRAIGHT LINE DISTANCE (MILES)	DIRECTNESS RATIO
1A-North	Shuttle	3.57	2.54	1.41
1A-South	Shuttle	4.76	2.75	1.71
1B-North	Shuttle	4.66	2.83	1.50
1B-South	Shuttle	6.10	4.01	1.61
2	Local	6.09	3.83	1.72
3	Local	13.71	9.53	1.45
4	Local	3.95	2.55	1.63
5	Local	12.49	8.57	1.47
6	Local	11.34	7.65	1.51
7	Local	6.39	5.15	1.33
8	Local	2.36	1.56	1.53
9	Local	2.96	1.85	1.66
10	Local	13.79	8.00	1.79
11	Local	13.84	8.54	1.73
12	Local	5.31	3.74	1.47
13	Local	13.98	9.37	1.46
Campus Express	Shuttle	4.80	3.35	1.48
Stomper Express	Shuttle	15.38	9.64	1.51
System Average				1.55

Infrastructure

Infrastructure can impact accessibility to GMTS as well as the attractiveness of the waiting and riding environments. For the purposes of this report, infrastructure refers to the physical GMTS capital resources, including bus stop amenities and signage, and vehicles.

Bus Stop Amenities

GMTS has 86 official bus stops. Outside of these locations, passengers can flag down routes and board the vehicles at any point along the route. Across the system, the average distance between bus stops on any given route is 0.6 miles or just about two bus stops per mile. Due to the flag stop nature of the system, bus stop spacing most likely is not having an adverse effect on existing ridership, but it could be a deterrent for new riders who are unfamiliar with flagging down a vehicle. **Table 4** details bus stop spacing by route.

► Table 4 | Bus Stop Spacing by Route

ROUTE	ROUTE LENGTH	NUMBER OF STOPS	AVERAGE DISTANCE BETWEEN BUS STOPS
1A-North	3.57	14	0.3
1A-South	4.76	13	0.4
1B-North	4.66	8	0.6
1B-South	6.10	12	0.5
2	6.09	15	0.4
3	13.71	13	1.1
4	3.95	5	0.8
5	12.49	13	1.0
6	11.34	19	0.6
7	6.39	8	0.8
8	2.36	12	0.2
9	2.96	8	0.4
10	13.79	34	0.4
11	13.84	36	0.4
12	5.31	13	0.4
13	13.98	14	1.0
Campus Express	4.80	15	0.3
Stomper Express	15.38	20	0.8

The primary bus stop inadequacies identified were related to information dissemination and wayfinding. According to the public and stakeholders, GMTS bus stops are generally deficient in providing adequate route information, real-time arrival information, and directional/destination information.

Less frequently identified bus stop issues include unclear bus signage, lack of benches and shelters, and unappealing shelters. The signage issue indicates a need for uniformly styled bus stop signs which include, at a minimum, common elements such as the GMTS logo and a web page address and informational phone number. This can also indicate a need for clearly indicated route numbers for the routes that stop at that location. The number of benches currently available is also a barrier for senior citizens who might otherwise use the service if it weren't for a lack of somewhere to sit while waiting for the bus.

Disability access

Disability access at bus stops was cited as a concern, such as the lack of landing pad space to accommodate extendable/retractable bus ramps. This does not just imply the lack of a connection sidewalk. For example, a comment received by a Route 3 operator cited the need for ADA accessible stops to eliminate the need to “stop in an intersection or in the middle of the street almost, to allow the ramp to come out”. Sidewalks exist along much of Route 3, but these sidewalks are at times set far back from the road or located sparsely along one side of the street. The flag stop system along such segments may be an issue for ADA access. Vehicles flagged down in a location the ramp cannot deploy can limit accessibility.

Other identified issues that impact disability access include lack of shelters or benches, lighting, and clear signage. To accommodate ADA requirements, GMTS should prioritize providing accessible bus stops. This can be accomplished by moving away from the flag down policy towards fixed-stop service.

Vehicles

Issues that were identified related to the physical buses were primarily concerned with disability access. The public and stakeholders also identified issues pertaining to the vehicles' condition and features.

Disability access

The current vehicle configuration (vehicle height and steps), which is difficult to navigate under normal circumstances, is further complicated by adverse weather conditions. Furthermore, the use of the wheelchair securement restraints available on GMTS buses can be challenging. Lack of restraints for passengers with walkers was also noted as an issue.

Vehicle condition

The most cited vehicle feature and condition issues that were identified include unattractive bus exteriors, bland interiors, and the lack of Wi-Fi available on buses. Public and stakeholder comments generally cited clean and well-kept bus interiors. One exception identified was the need for updated seats in some buses that currently have worn and soiled textile-covered seats.

Safety

Issues pertaining to the real or perceived safety and security of the passengers, vehicle drivers, and general public impact both the public image of GMTS as well as overall service performance. The primary safety issues identified were insufficient lighting, unsafe crossings, and loitering.

Lighting

Lack of lighting at bus stops was cited as an issue by the public and stakeholders. Lack of lighting can be a safety issue (dark bus stops in the evenings and winter months can create an unsafe environment for waiting passengers) as well as a performance issue (drivers noted the difficulty of seeing passengers waiting at dark stops).

Unsafe crossings

Unsafe pedestrian crossings were cited as a safety issue, primarily by bus operators observing passengers crossing the street directly in front of buses at locales without proper crosswalks.

Loitering

Loitering was identified as an issue by operators who observe passengers loitering on buses (remaining on the bus for two or more trips). While loitering impacts seat availability, it can also impact the feeling of safety and security for drivers and passengers. The identification of loitering as an issue on buses may indicate the need for increased or enhanced security and lighting on buses and at bus stops.

Marketing and Communications

Transit marketing and communications efforts need to be developed and maintained so that information is widely current and accessible. Communication elements such as maps, schedules, and route nomenclature convey critical information to existing passengers, while marketing elements educate the public about using transit.

Maps and Schedules

The existing maps and schedules have been identified as insufficient for wayfinding and trip planning tools. The following issues were also identified:

- ◆ The online schedule does not include all bus routes
- ◆ Route maps difficult to locate online/no "Maps" link
- ◆ Route maps are not interactive
- ◆ Unclear route transfer points and terminals
- ◆ Bus schedules don't list stops
- ◆ Lack of a systemwide map showing all routes together
- ◆ Lack of visuals in bus interiors

Related to accessible maps and schedules is the potential need for an interactive app. An app that provides access to dynamic maps and schedules that are designed to be viewed on smartphones for real-time trip planning was identified as a need by the public and stakeholders. An app should supplement the more traditional means of communication to the public, since communicating services to senior citizens was also identified as an issue. A balance of technology and education is needed to communicate with the public.

Route Names and Numbers

The routes are named and numbered in ways that were identified as confusing to the public. Some routes are associated with a text name, some are associated with a number, and number are associated with a number, a letter, and a direction. More consistency across route nomenclature would be beneficial to public understanding.

Public Information

The public and stakeholders identified a need for additional transit information, transit education, and marketing. A group largely affected by this lack of public information is students. MSU-Mankato students have indicated that the transit system is not well advertised on campus and many students do not know how to ride the bus or where it goes. Area middle and high school students have indicated that they also do not know how to ride the bus. This may stem from GTMS's lack of online presence and a lack of available education materials (videos, brochures, interactive "how to ride the bus" days, etc.).

Another group affected by lack of public information is non-English speakers. Informational materials are not available in multiple languages and the transit system environment is generally not perceived as welcoming to non-English speaking passengers.

Marketing that considers senior citizens and local businesses was also identified as lacking. A need was identified to improve the marketing to seniors, especially as the population continues to age in the Greater Mankato area.

Public and stakeholders commented that GMTS could do more to promote the bus service. Comments cited a lack of resources aimed at encouraging and supporting initial and continued ridership. Examples of resources given included a disability fare, bus ambassadors, and free first-trips.

Finally, the need for more customer feedback options was identified. These options could include providing a space online (city's website), on an app or interactive map, or permanent driver logs for service requests.

Issues and Recommendations Matrix

The matrix in Table 5 was developed to connect the identified issues to the recommendations made in the project technical memos.

► Table 5 | Issues and Recommendations Matrix

CATEGORY	ISSUE	RECOMMENDATION
Transit Service	Buses do not operate frequently enough, which causes long transfer waits, long travel times, and overcrowding on buses. This comment came from both riders and potential riders who see frequency as a barrier to using service.	In the Expansion Scenario, frequency is improved on Route 7. In the Illustrative Scenario, frequency is improved on Routes 2, 5, 6, 7, and 1B North.
Transit Service	Overcrowding and overloading: Routes 1A-North, 1B-South, 6, and 8 have the worst overloading issues. This issue was identified through project data collection as well as through feedback from focus groups with the universities and during community meetings.	In the Expansion Scenario, frequency is improved on Route 7. In the Illustrative Scenario, frequency is improved on Routes 2, 5, 6, 7, and 1B North.
Transit Service	There is not enough service to: <ul style="list-style-type: none"> ◆ North Mankato ◆ MSU-Mankato Innovation Center ◆ West Mankato ◆ Mobile Home Parks ◆ High schools ◆ Sibley Park ◆ Old Town ◆ 3rd Avenue ◆ North End This feedback came from both riders and non-riders through pop-ups, interviews, community meetings, and surveys.	In the Expansion Scenario, the Route 7 is extended to serve the MSU-Mankato Innovation Center and flex zones are added to serve North Mankato, West Mankato, mobile home parks, high schools Sibley Park, Old Town, 3 rd Avenue, and the North End. In addition to the improvements in the Expansion Scenario, in the Illustrative Scenario Route 21 is proposed to serve Sibley Park and West Mankato, Route 22 is proposed to serve 3 rd Avenue, and Route 23 is proposed to serve Mankato East High School
Transit Service	Service does not operate late enough, particularly on routes serving MSU-Mankato. This feedback came from nearly all engagement activities.	Later service is proposed on Route 7 in the Expansion Scenario and on Routes 2, 3, 5, 6, and 7 on weekdays in the Illustrative Scenario.

CATEGORY	ISSUE	RECOMMENDATION
Transit Service	Service currently does not operate early enough. This feedback came from community meetings, rider surveys, and transit operator interviews.	A partnership with transportation network companies is being explored.
Transit Service	There is not enough service operating on Saturdays. This feedback came from nearly all engagement activities.	In the Illustrative Scenario, Saturday service is proposed on Routes 2, 3, 5, 6, and 7.
Transit Service	There is not currently transit service on Sundays. This feedback came from nearly all engagement activities.	Sunday service is introduced on Route 26 in the Expansion Scenario, and on Routes 2, 3, 5, 6, and 7 in the Illustrative Scenario.
Transit Service	Second shift workers cannot get home from work on transit. This feedback came from community meetings, pop-ups, and non-profits focus group.	A partnership with transportation network companies is being explored.
Transit Service	Service reductions while MSU-Mankato is not in session are an issue, including for paratransit riders that have reduced service available. This feedback came from pop-ups, interviews with New Americans, and community meetings.	Comment shared with funding partners.
Transit Service	There is not enough paratransit service available to North Mankato. This feedback came from community meetings, non-profit focus group and from Mobility Bus rider interviews.	Additional Mobility Bus and flex route service are being added to North Mankato in the Expansion and Illustrative Scenarios.
Reliability and On-Time Performance	Many routes depart stops earlier than scheduled.	The Greater Mankato Transit System is working to implement routine evaluation of on-time performance.
Route Directness and Simplicity	Riders, potential riders, and transit operators find flag stops confusing to use or unsafe. This feedback came from transit operator interviews, non-rider surveys, and during community meetings.	Bus stops will be introduced throughout the Greater Mankato Transit System.
Infrastructure	Riders and potential riders do not think that there is enough information provided at bus stops. This comment came up during community meetings and the non-profit focus group.	Bus stops with signage will be introduced throughout the Greater Mankato Transit System.

CATEGORY	ISSUE	RECOMMENDATION
Infrastructure	Riders or potential riders do not think there are enough bus stop signs throughout the system and the existing signs are unclear. This feedback came from community meetings and non-profit focus group as well as in both rider and non-rider surveys.	Bus stops with signage will be introduced throughout the Greater Mankato Transit System.
Infrastructure	Benches are not currently available at all the locations at which they are needed, which makes it challenging for some people to wait for the bus. This feedback came from both riders and non-riders across nearly all engagement events and surveys.	Additional benches are proposed based on the proposed Title VI standards.
Infrastructure	Many bus stops currently lack landing pads to accommodate the deployment of ramps. This feedback came from both riders and non-riders at focus groups and community meetings as well as from system operators.	Bus stops will be introduced throughout the Greater Mankato Transit System, and bus stops will each have landing pads to accommodate the deployment of ramps.
Infrastructure	People find the exterior and interior of buses bland or unattractive. This feedback came from both riders and non-riders at community meetings, focus groups, and pop-ups.	Comment noted.
Infrastructure	There is a desire for Wi-Fi on buses. This feedback came from both riders and non-riders at community meetings and the university pop-up.	Comment noted.
Infrastructure	Riders mentioned that the seats on the white buses are worn, soiled, and uncomfortable. This feedback came from riders at community meetings, focus groups, and pop-ups.	Comment noted.
Infrastructure	Only MSU-Mankato students are currently able to pay their bus fares with a card, and the general public would like to use a fare card as well. This feedback came from riders at pop-ups and focus groups.	A fare card is recommended for the Greater Mankato Transit System.

CATEGORY	ISSUE	RECOMMENDATION
Safety	Riders or potential riders do not feel safe due to the limited quantity of shelters and lights, and operators have difficulty seeing waiting passengers at night due to the lack of lighting. This feedback came through at nearly all engagement events.	Additional shelters and lighting are proposed based on the proposed Title VI standards.
Safety	Operators, riders, and potential riders expressed concern about the need for people to cross the street at non-crosswalk locations due to the distance between crosswalks along routes. This feedback came through at nearly all engagement events.	GMTS staff will work with Mankato and North Mankato Public Works Departments to evaluate and improve pedestrian crossing facilities.
Safety	Some operators reported feeling unsafe due to passengers loitering on the buses. This feedback came from our transit operator interviews.	Comment noted.
Marketing and Communications	<p>Riders and non-riders currently find it challenging to understand the route schedules and maps, including the following issues:</p> <ul style="list-style-type: none"> ◆ The online schedule does not include all bus routes ◆ Route maps are difficult to locate online ◆ Route maps are not interactive ◆ It is unclear where transfer points are located ◆ Bus schedules don't list stops ◆ Lack of a systemwide map showing all routes together ◆ Lack of maps/visuals in bus interiors <p>This feedback came through at nearly all engagement events.</p>	<p>The TDP recommends the following:</p> <ul style="list-style-type: none"> ◆ Create a static systemwide map ◆ Use consistent, differentiated colors for each of the routes ◆ Align information on route materials with landmarks and geographic areas that they serve ◆ Create an interactive, web-based map that matches the colors and design of the static system map ◆ Provide all route and scheduling information on the website without requiring users to click into a PDF

CATEGORY	ISSUE	RECOMMENDATION
Marketing and Communications	The transit system currently does not have an app to provide dynamic maps and schedules, pay fares, or find real-time bus information. This feedback came from riders and potential riders during nearly all engagement activities.	<p>The TDP recommends GMTS:</p> <ul style="list-style-type: none"> ◆ Collect GPS data to better understand system function and also provide live detour and system status maps to the public ◆ Implement a trip planning tool ◆ Work with MSU-Mankato students to assess system needs for a mobile-friendly data-driven GMTS web application ◆ Develop or adapt an existing application to incorporate dynamic web-based map, live route updates, and trip planning in one place
Marketing and Communications	Riders and potential riders find the existing route numbering and naming confusing. This feedback came from community meetings and surveys.	<p>The TDP recommends</p> <ul style="list-style-type: none"> ◆ Content and format of all print and web materials should be consistent ◆ Ensure that naming, numbering, and colors of routes is consistent across all print and web materials

CATEGORY	ISSUE	RECOMMENDATION
Marketing and Communications	There is not currently enough transit information, educational materials, and marketing materials available to the public. This feedback came from both riders and non-riders at community meetings.	<p>The TDP recommends:</p> <ul style="list-style-type: none"> ◆ Provide specialized brochures for various service areas to meet the needs of targeted user groups ◆ PDF content should be prepared so that they display and print correctly on standard sizes of paper, and - also meet accessibility standards including alternate text for images, defined content headings, and page structure/navigation as well as necessary document metadata (title, author, etc.) ◆ Create additional website content that provides history of the system to show growth, testimonials, "How to Ride" videos, infographics, and other compelling content ◆ Develop an umbrella website to cover both GMTS and MSU-Mankato transit information, and allow for greater consistency of information as the system expands to serve additional communities ◆ Consider serving as an "official transportation partner" for local events or promoting special services to and from festivals to advertise service ◆ Host "How to Ride" events with high schools, non-profit groups, and mobile home parks to promote the benefits of the system
Marketing and Communications	Transit information is currently only available in English. This feedback came from community meetings, non-profit focus group, and interviews with New Americans.	The TDP recommends GMTS provides materials in languages other than English: e.g., Spanish, Korean, and African languages

CATEGORY	ISSUE	RECOMMENDATION
Marketing and Communications	The methods for providing customer feedback are currently too limited and riders desire additional options. This feedback came from community meetings.	<p>The TDP recommends GMTS:</p> <ul style="list-style-type: none"> ◆ Create a generalized email address (e.g., comments@mankatomn.gov or RIDE@mankatomn.gov) that is easier to share ◆ Provide an online comment form on every GMTS webpage ◆ Request removal, or delete any social media accounts using the GMTS name or logo that is not actively monitored by GMTS staff ◆ Invest in YouTube, Twitter, and Facebook accounts to receive feedback and provide instructional video content

Service Recommendation Plan

June 2018



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Introduction

The following report identifies and prioritizes service recommendations for the Greater Mankato Transit System (GMTS). Service recommendations are based on information obtained from the evaluation of the market needs of the region, existing GMTS transit services, service coverage and level of service analyses, and goals for the future of the region.

This six-year Transit Development Plan (TDP) contains 30 different service recommendations; the sections below provide additional details, all costs shown are in Fiscal Year 2018 dollars.

Three scenarios were developed to allow recommendations to be phased in as funding becomes available. These scenarios are as follows:

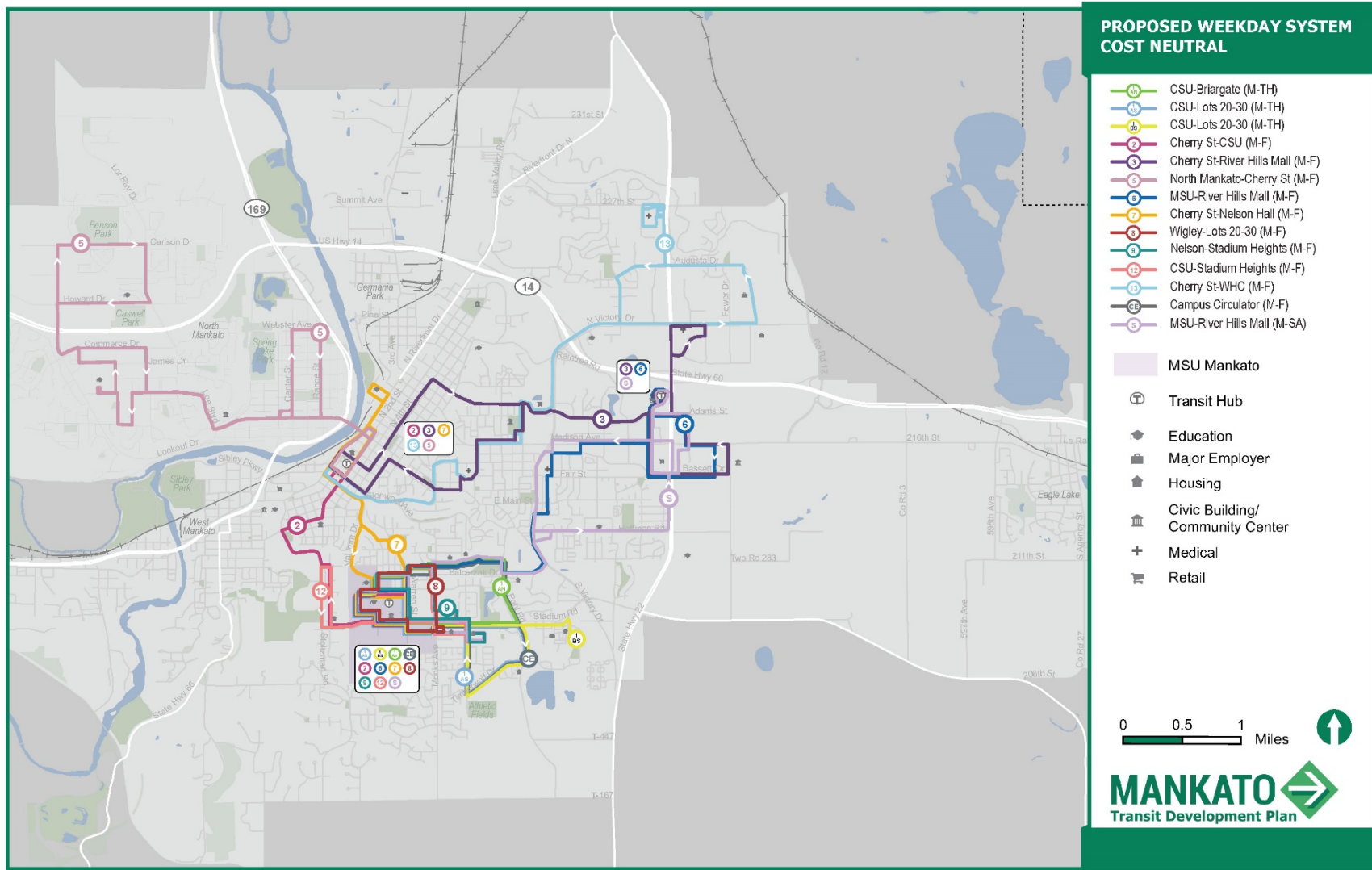
- ◆ **Cost Constrained Scenario** – Requires no additional funding and can be implemented with the existing GMTS resources. This scenario address deficiencies in the existing service in terms of route alignments.
- ◆ **Expansion Funding Scenario** – Reliant upon the additional operating funding allocated by Minnesota Department of Transportation (MnDOT) through the Greater Minnesota New Service Expansion Grant Program. This scenario expands GMTS service to areas that previously did not have service.
- ◆ **Illustrative Scenario** – Includes unconstrained visionary recommendations that address feedback heard from the public and deficiencies in service that do not currently have identified funding sources for implementation. This scenario includes new services, extended service spans, and a more comprehensive weekend service throughout the GMTS service area.

Cost Constrained Scenario

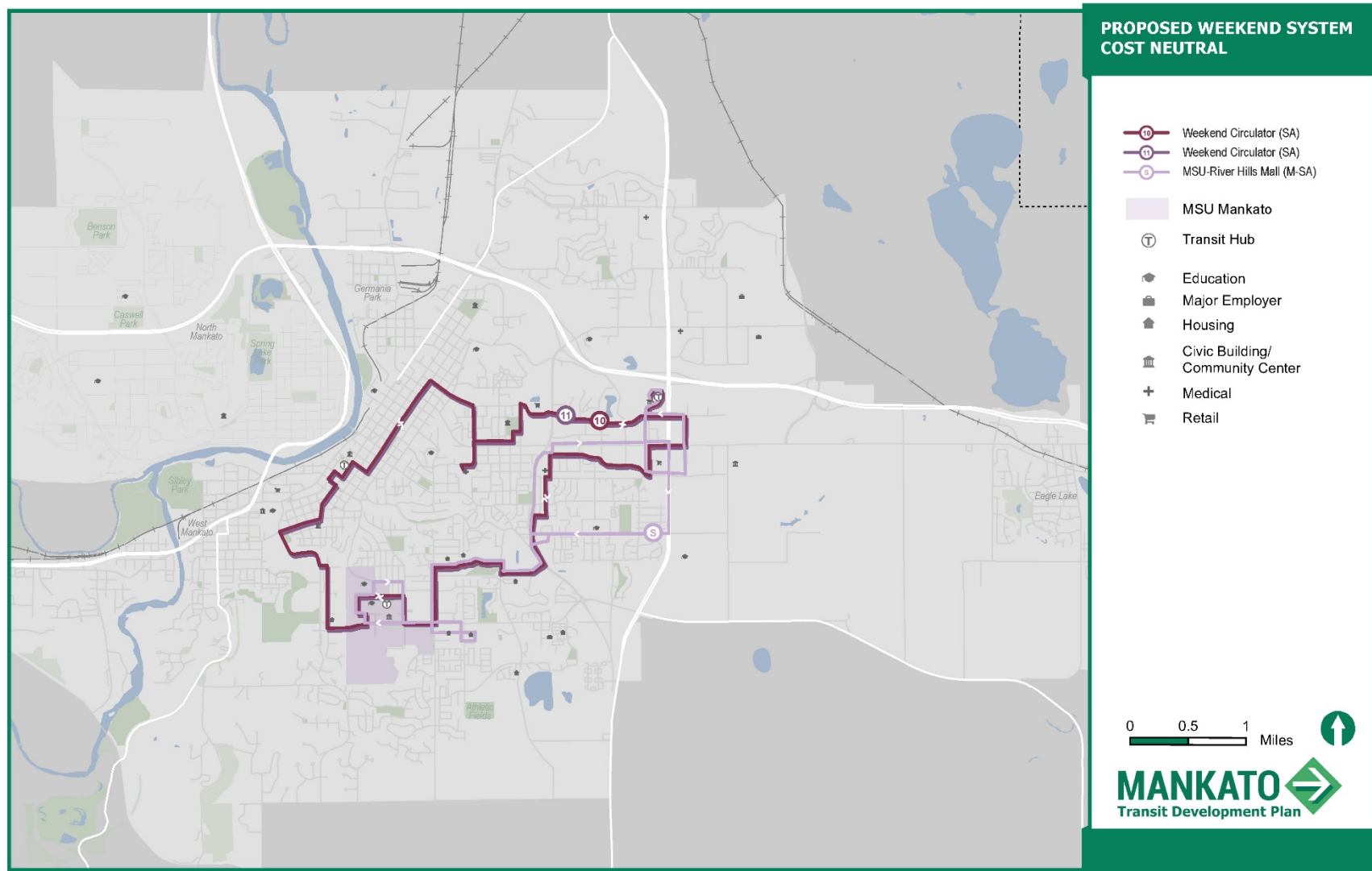
The Cost Constrained Scenario is composed of the short-term recommendations that focus on improving the efficiency of the transit network. Examples of this type of recommendation include: removing deviations to increase travel time and reliability, transferring segments of routes to create more efficient connections, and realigning routes to adjust low performing routes.

This scenario will provide more than 29,380 hours of revenue service annually across the system, using 12 during maximum service, at an annual operating cost of \$2,880,300. Within a ¼ mile of the new route network there will be more than 33,900 people and 29,800 jobs that will have access to GMTS **Figure 1** and **Figure 2** illustrate the weekday and weekend system maps, respectively, proposed in the Cost Constrained Scenario.

► Figure 1 | Weekday System Map: Cost Constrained Scenario



► Figure 2 | Weekend System Map: Cost Constrained Scenario



Mankato Service

Within the City of Mankato, GMTS will operate 12,440 hours annual of service. This will cost approximately \$1,247,000, consistent with what is currently operated. Four weekday city-wide routes have recommendations within the Cost Constrained Scenario, these include:

- ◆ **Route 3** – Extend the route to serve Blue Earth County Justice Center. Route 3 will depart Downtown Mankato via Cherry Street, right on South Riverfront Drive, right on East Hickory Street, left on North 4th Street, right on Adams Street, ending with a left into River Hills Mall. After serving River Hills Mall, the route will take a left on Adams Street, left on Victory Memorial Drive, right on Premier Drive, left on Excel Drive, left on North Victory Drive, left back onto Adams Street, right onto Haetner Drive, left onto Madison Avenue, and right onto 586th Avenue to serve the Blue Earth County Justice Center. It returns Downtown via Bassett Drive, right onto Victory Memorial Drive, serves River Hills Mall, right on Adams Street, left on Hope Street, right on Madison Avenue, left on Dane Street, right on East Main Street, left on N 5th Street, and right on Cherry Street.
- ◆ **Route 6** – Realign the route in how it serves the River Hills Mall and the Blue Earth County Justice Center. From Centennial Student Union (CSU) the route continues straight on South Road, right on Ellis Avenue, left on Stadium Road, left on Warren Street, right on Balcerzak Drive, left on Monks Avenue, right on Briargate Road/Jaycee Court, right on Pohl Road, left on Balcerzak Drive, left on South Victory Drive, right on Marwood Drive, left on Black Eagle Drive, right on Fair Street, left on Holly Lane, right on Belle Avenue, left on Star Street, right on Madison Avenue, left on Sioux Road, and continue straight to serve the River Hills Mall. It returns Downtown via Adams Street, right on Haefner Drive, left on East Madison Avenue, right on Martin Luther King Jr. Drive, right through the Mayo Clinic Health System, and right on 586th Avenue to serve the Blue Earth County Justice Center. Continuing onto Bassett Drive, the route will take a right on Sioux Road, left on Madison Avenue, and onto campus using the same route alignment as in the opposite direction. On Warren Street, the route will take a right on Maywood Avenue, left on West Road, and left on West South Road to end at the CSU.
- ◆ **Route 7** – Extend the route to West Rock Street, and discontinue service to MRCI. From Nelson Hall, the route will continue east on West Maywood Avenue, left on Warren Street, continue onto Cedar Street/Highland Avenue, left onto Warren Street, right onto South Riverfront Drive, and left on West Rock Street. Continuing back to Minnesota State University, Mankato (MSU-Mankato), the route will take a left on Maple Street, right on West Elm Street, right on N Riverfront Drive, left on East Plum Street, right on N 2nd Street, right on Cherry Street, left on North Riverfront Drive, left on Warren Street, right on Highland Avenue, bear right on Val Imm Drive, right on Ellis Avenue, and left on West Maywood Avenue to end at Nelson Hall.
- ◆ **Route 13** – Realign service onto Energy Drive and discontinue service to the River Hills Mall. From Cherry Street take a left on South Riverfront Drive, left on Warren Street, merge right onto Glenwood Avenue, continue onto Division Street, right on Marsh Street, and serve the Mayo Clinic Health System. From the Mayo Clinic, it takes a left on Dane Street, right on Madison Avenue, left on Long Street, right on Caledonia Street, left on Hope Street, right on Adams Street, left on West Victory Drive, left on Energy Drive, left on Links Street, right on Fieldcrest Drive, left on Augusta Drive, right on Victory Memorial Drive, left on 227th Street, and left on Premier Drive to serve the Wickersham Health Campus. Returning to Downtown, take a right on 227th Street, right on Victory Memorial Drive, right on Augusta Drive, left on Saint Andrews Drive and follow the existing route alignment to Downtown.

These recommendations are operating and capital cost neutral. **Table 1** defines the level of services for each city-wide route operating in the Cost Constrained Scenario.

► Table 1 | Proposed Service Characteristics: Cost Constrained Scenario – Mankato

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
2	Monday - Friday	6:35 AM – 5:35 PM	30	30
3	Monday - Friday	6:35 AM - 5:35 PM	60	60
6	Monday - Friday	6:55 AM – 5:55 PM	60	60
7	Monday - Friday	6:55 AM – 7:25 AM; 3:15 PM - 4:25 PM	30	-
10	Saturday	10:00 AM - 4:54 PM	-	60
11	Saturday	10:30 AM - 5:25 PM	-	60
13	Monday - Friday	6:35 AM - 5:35 PM	60	60

University Service

No changes in the University services are recommended in the Cost Constrained Scenario. Currently GMTS operates 9,350 hours of service annually, at an annual operating cost of \$925,900.

Table 2 defines the level of services for each university route operating in the Cost Constrained Scenario.

► Table 2 | Service Characteristics: Cost Constrained Scenario – University

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
1AN	Monday - Thursday	7:10 AM – 5:48 PM	20	20
1BN	Monday - Friday	7:20 AM – 3:45 PM	30	30
1AS	Monday - Thursday	7:00 AM – 5:55 PM	30	30
1BS	Monday - Thursday	7:15 AM – 6:13 PM	30	30
8	Monday - Thursday	7:00 AM – 6:00 PM	20	20
	Friday	7:00 AM – 4:28 PM	20	20
9	Monday - Friday	7:00 AM – 9:54 AM	20	20
12	Monday - Thursday	6:00 PM – 9:30 PM	30	30
Campus Express	Monday - Thursday	6:00 PM – 9:53 PM	-	30
	Friday	7:00 AM – 4:23 PM	30	30
Stomper Express	Monday - Friday	6:00 PM – 11:00 PM	-	60
	Saturday	6:00 PM – 11:00 PM	-	60

North Mankato Service

In the Cost Constrained Scenario, the North Mankato Route 4 will be consolidated into the Route 5. The proposed Route 5 would now exit Cherry Street taking a right onto South Riverfront Drive, loop onto West Mulberry Street, right on Center Street, right on Webster Avenue, right on Range Street, right on Belgrade Avenue, right on Lee Boulevard, left on Hoover Drive, right on Marie Lane, right on Tower Boulevard, and left on Lee Boulevard continuing straight to serve South Central College. It would then exit South Central College taking a left on Tower Boulevard, right on Commerce Lane, left on Commerce Drive, right on Lookout Drive, right on Carlson Drive, right on Lor Ray Drive, and right on Howard Drive. Returning to Downtown the route would take a left on Lookout Drive, left on Commerce Drive, right on Roe Crest Drive, left on Lee Boulevard, left on Belgrade Avenue, left on Center Street, right on Webster Avenue, right on Range Street, left on Belgrade Avenue, right on North 2nd Street, and right onto Cherry Street.

This recommendation will result in no change to the annual operating cost and revenue hours for this service, which are \$162,800 and 1,540, respectively.

Table 3 details the level of service proposed for North Mankato in the Cost Constrained Scenario.

► **Table 3 | Proposed Service Characteristics: Cost Constrained Scenario – North Mankato**

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
5	Monday - Friday	6:35 AM – 8:35 AM, 11:35 AM – 12:35 PM, 2:35 PM – 5:35 PM	60	60

Mobility Bus Service

No change to the Mobility Bus service is recommended in the Cost Constrained Scenario. Mobility Bus will continue to run on Weekdays, in both Mankato and North Mankato, and on Saturdays only in Mankato. Mobility Bus will operate 6,050 revenue hours at an operating cost of \$544,700.

Table 4 details the Cost Constrained Scenario level of service proposed for Mobility Bus in both Mankato and North Mankato.

► **Table 4 | Proposed Service Characteristics: Cost Constrained Scenario – Mobility Bus**

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
Mobility Bus - Mankato	Monday - Friday	6:35 AM – 6:00 PM	On Demand	On Demand
Mobility Bus - Mankato	Saturday	10:00 AM – 5:30 PM	On Demand	On Demand
Mobility Bus – North Mankato	Monday - Friday	6:35 AM – 8:35 AM; 11:35 AM – 12:35 PM; 2:35 PM – 5:35 PM	On Demand	On Demand

Expansion Scenario

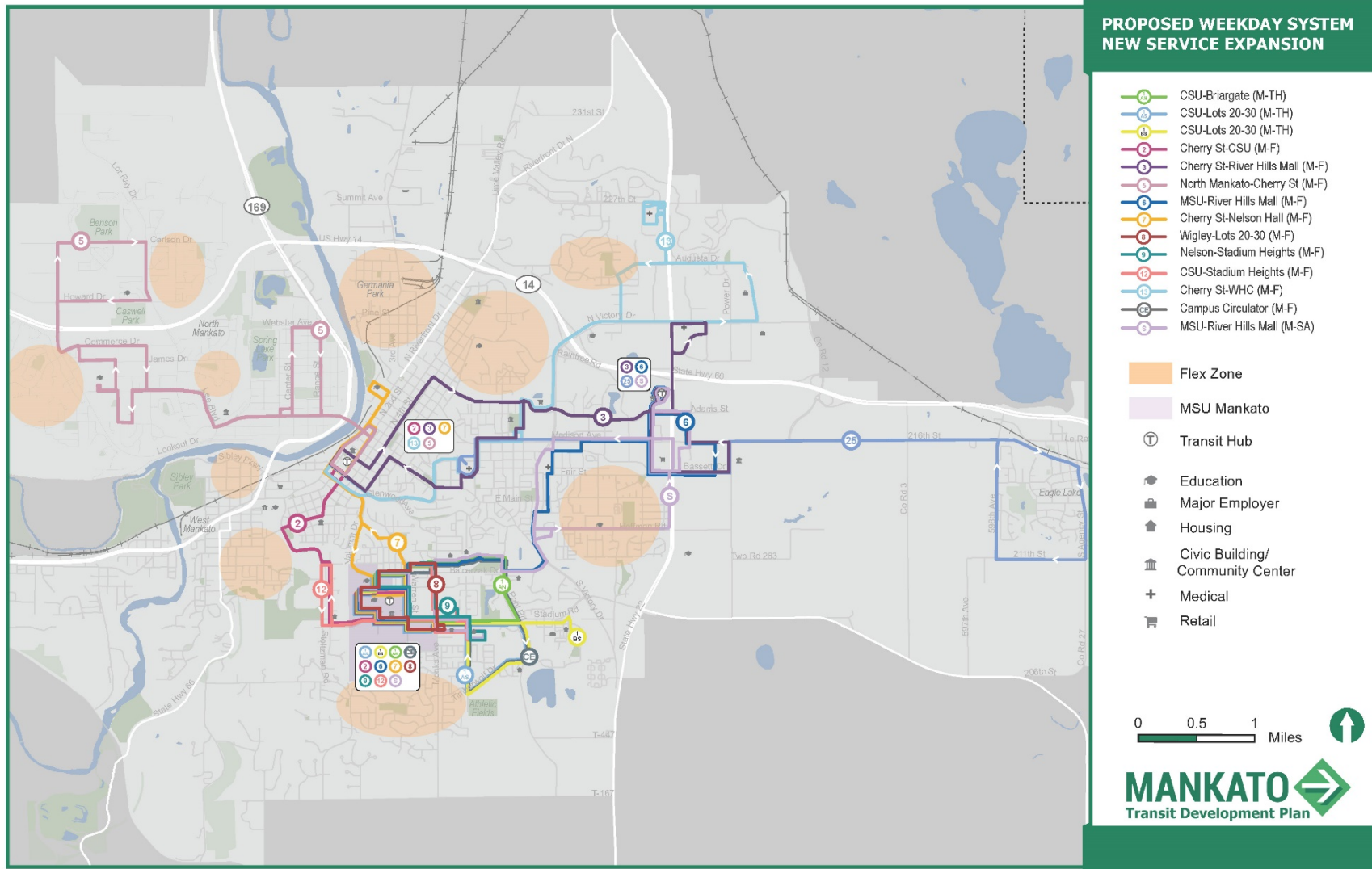
The Expansion Scenario will incorporate the additional operating funding allocated by MnDOT through the Greater Minnesota New Service Expansion Grant Program. These recommendations are focused on improving the accessibility throughout the region. Examples of this type of recommendation include: level of service improvements, route extensions to provide better connections to new and existing activity centers, and creating new routes to connect to new areas throughout the region.

The following recommendations build upon the recommendations implemented in the Cost Constrained Scenario. Upon implementation of the Expansion Scenario, operating costs will increase by 37 percent to approximately \$3,946,500, annual revenue hours will increase to 38,930 hours. The total number of vehicles needed to operate during fixed-route maximum service will increase by two vehicles to a total of 14 vehicles.

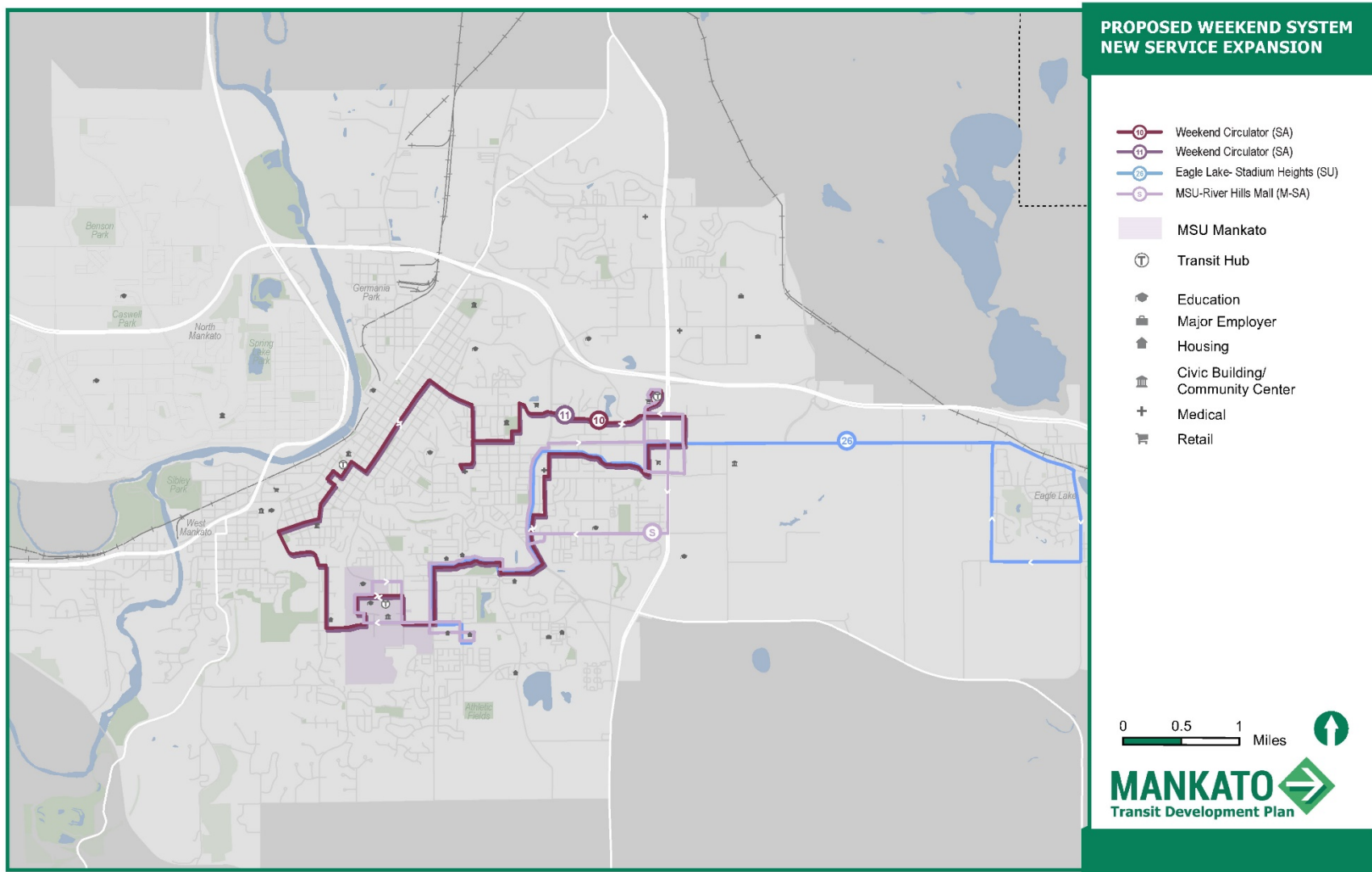
This scenario will increase the population within a ¼ mile of GMTS service by 19 percent to 40,200 persons, and job served by nine percent to just over 32,500.

Figure 3 and **Figure 4** illustrate the weekday and weekend system maps, respectively, proposed in the Expansion Scenario.

► Figure 3 | Weekday System Map: Expansion Scenario



► Figure 4 | Weekend System Map: Expansion Scenario



Mankato Service

Within the City of Mankato, the expansion scenario will focus on providing service to areas that currently cannot access fixed-route service. Two city-wide routes have recommendations within the Expansion Scenario. These include:

- ◆ **Route 7** – Increase the span of service until 5:35 PM.
- ◆ **Flex Route** – Add ten defined flex zones throughout the service area. This new service will serve areas within North Mankato, Old Town, Sibley Park, East Mankato, West Mankato, Germania Park and south of MSU-Mankato.

These recommendations are expected to result in \$571,840 in additional annual operating costs, and approximately 4,420 additional revenue hours. **Table 5** defines the level of services for each city-wide route operating in the Expansion Scenario, while **Table 6** details the change in operating costs and peak vehicle need by route.

► Table 5 | Service Characteristics: Expansion Scenario – Mankato

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
2	Monday - Friday	6:35 AM – 5:35 PM	30	30
3	Monday - Friday	6:35 AM - 5:35 PM	60	60
6	Monday - Friday	6:55 AM – 5:55 PM	60	60
7	Monday - Friday	6:35 AM – 5:35 PM	30	60
10	Saturday	10:00 AM - 4:54 PM	-	60
11	Saturday	10:30 AM - 5:25 PM	-	60
13	Monday - Friday	6:35 AM - 5:35 PM	60	60
Flex	Monday - Friday	6:35 AM - 2:35 PM	On Demand	On Demand

► Table 6 | Change in Operating Characteristics: Expansion Scenario – Mankato

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
7	\$367,000	0
Flex Zone	\$204,800	1
Total	\$571,840	1

North Mankato Service

No changes in the North Mankato services are recommended in the Expansion Scenario and as reflect in the financial plan. However, under the MnDOT expansion grant an additional five hours per day were funded. It is proposed that flex service be considered in-lieu of the five additional hours per day. The Greater Mankato Transit System will coordinate with North Mankato on the final plan for implementation and will update the financial plan as needed for implementation.

University Service

No changes in the University services are recommended in the Expansion Scenario.

Eagle Lake

With the additional MnDOT funding, it is proposed to add new service to Eagle Lake. This service will operate on weekdays and Sundays. This new service will cost approximately \$217,600 annually, and will require one additional vehicle.

Table 7 defines the level of services for each university route operating in the Expansion Scenario, while **Table 8** details the change in operating costs and peak vehicles by route.

► **Table 7 | Service Characteristics: Expansion Scenario – Eagle Lake**

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
25	Monday - Friday	6:35 AM – 1:35 PM	90	90
26	Sunday	9:00 AM – 1:00 PM	60	60

► **Table 8 | Change in Operating Characteristics: Expansion Scenario – Eagle Lake**

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
25	\$190,000	1
26	\$27,600	0
Total	\$217,600	1

Mobility Bus Service

With the addition of fixed-route service to Eagle Lake, complementary paratransit services will also be made available. It is estimated this additional service will cost approximately \$276,800 and require one additional vehicle.

Table 9 defines the level of services for each Mobility Bus service operating in the Expansion Scenario, while **Table 10** details the change in operating costs and peak vehicles by route.

► **Table 9 | Proposed Service Characteristics: Expansion Scenario – Mobility Bus**

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
Mobility Bus - Mankato	Monday - Friday	6:35 AM – 6:00 PM	On Demand	On Demand
Mobility Bus - Mankato	Saturday	10:00 AM – 5:30 PM	On Demand	On Demand
Mobility Bus - Mankato	Sunday	10:00 AM – 5:00 PM	On Demand	On Demand

Mobility Bus – North Mankato	Monday - Friday	6:35 AM – 8:35 AM; 11:35 AM – 12:35 PM; 2:35 PM – 5:35 PM	On Demand	On Demand
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► Table 10 | Change in Operating Characteristics: Expansion Scenario – Mobility Bus Service

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
Mobility Bus - Mankato	\$276,800	1
Total	\$276,800	1

Greater Minnesota New Service Expansion Grant Program

As a part of the MnDOT grant application process, GMTS proposed transit projects that included the recommendations that were refined and further detailed for the Expansion Scenario during the TDP process.

GRANT APPLICATION	EXPANSION SCENARIO DESCRIPTION
Additional 16 hours of complementary paratransit per day M-F	Add 11 additional hours of Mobility Bus service, Monday - Friday.
Extend complementary paratransit by ½ hour per day on Saturday.	Extend Mobility Bus service on Saturday until 5:30 PM (from 5:00 PM).
Interline Routes 2 & 6 and add in 11 hours of service per day M-F	---
New 5.50 hours of complementary paratransit service on Sundays (Eagle Lake)	Add Mobility Bus service on Sunday from 10:00 AM to 5:00 PM.
New 5.50 hours of Sunday fixed route service (Eagle Lake)	Add Route 25, Monday - Friday, between the Mayo Clinic and Eagle Lake (6:35 AM – 1:35 PM), and add Route 26, Sunday, between Stadium Heights and Eagle Lake (9:00 AM – 1:00 PM).
Fill in gaps of Rt. 7 and possibly extend to North Riverfront Drive	Extend the Route 7 to West Rock Street via North Riverfront Drive), and discontinue service to MRCL. Fill in midday service and extend the route to 5:35 PM (from 4:25 PM).
Fill in gaps of North Mankato service (Routes 4 & 5)	Combining Routes 4 and Route 5 results in more consistent time periods throughout the day. Span of the new North Mankato Route 5 is 6:35 AM – 8:35 AM, 11:35 AM – 12:35 PM, and 2:35 PM – 5:35 PM. This recommendation is cost neutral.

New M-F non-ADA DAR service to parts of Mankato / North Mankato that don't have fixed route service.

Add ten defined flex zones throughout the service area. This new service will serve areas within North Mankato, Old Town, Sibley Park, East Mankato, West Mankato, Germania Park and south of MSU-Mankato.

Illustrative Scenario

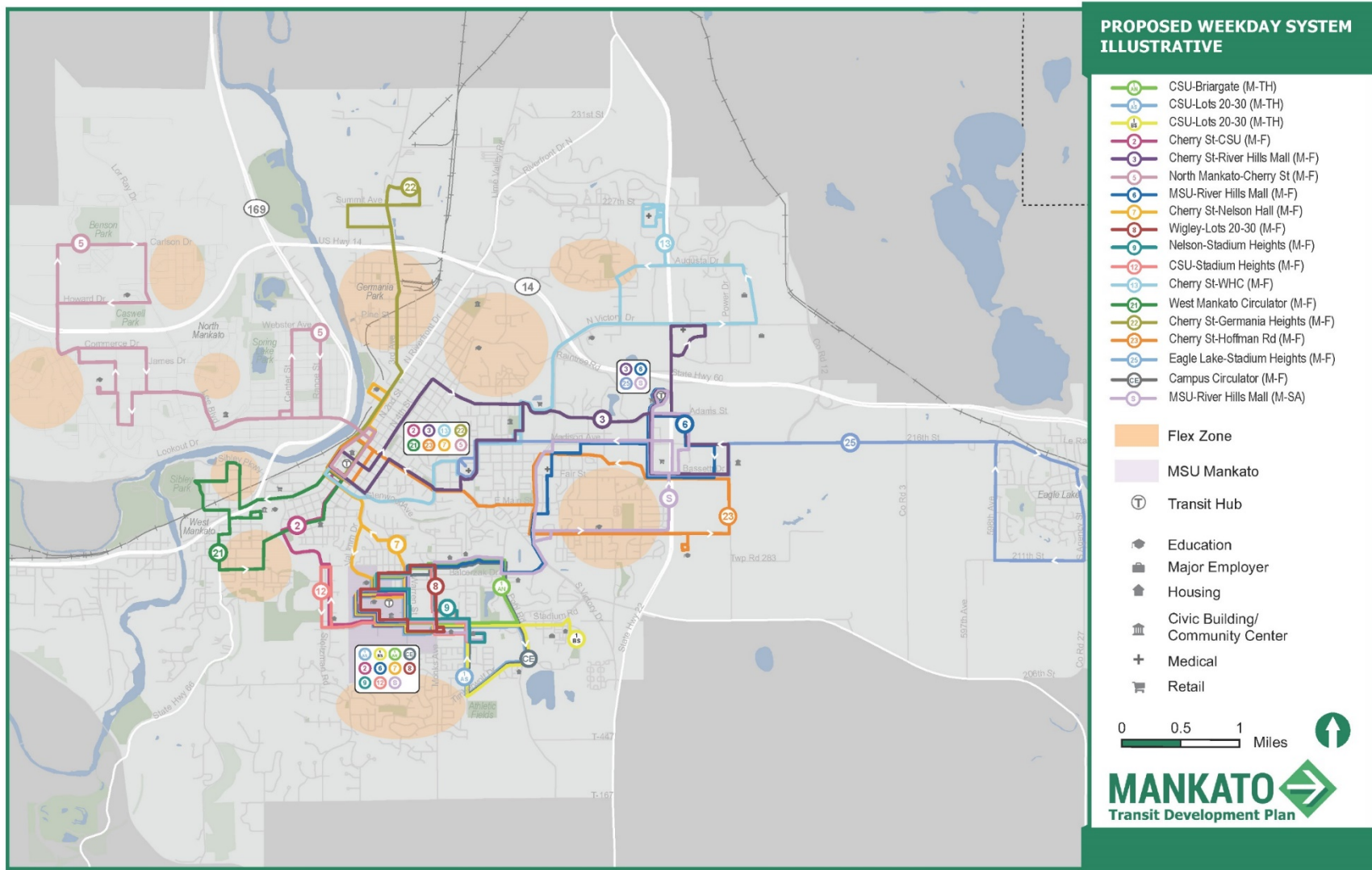
The Illustrative Scenario encompasses financially unconstrained recommendations for GMTS that incorporate new services and increased levels of service that were identified through public outreach and the market analysis. Examples of this type of recommendation include: increased peak and all-day frequencies on existing routes, enhanced weekend service, extended weekday hours of service and new routes.

The following recommendations build upon the Expansion Scenario. Upon implementation of the Illustrative Scenario, operating costs will increase by 76 percent to approximately \$6,958,100, and annual revenue hours will increase to 66,840 hours from the Expansion Scenario. The total number of vehicles needed to operate during fixed-route maximum service will increase by 8 vehicles to a total of 22 vehicles.

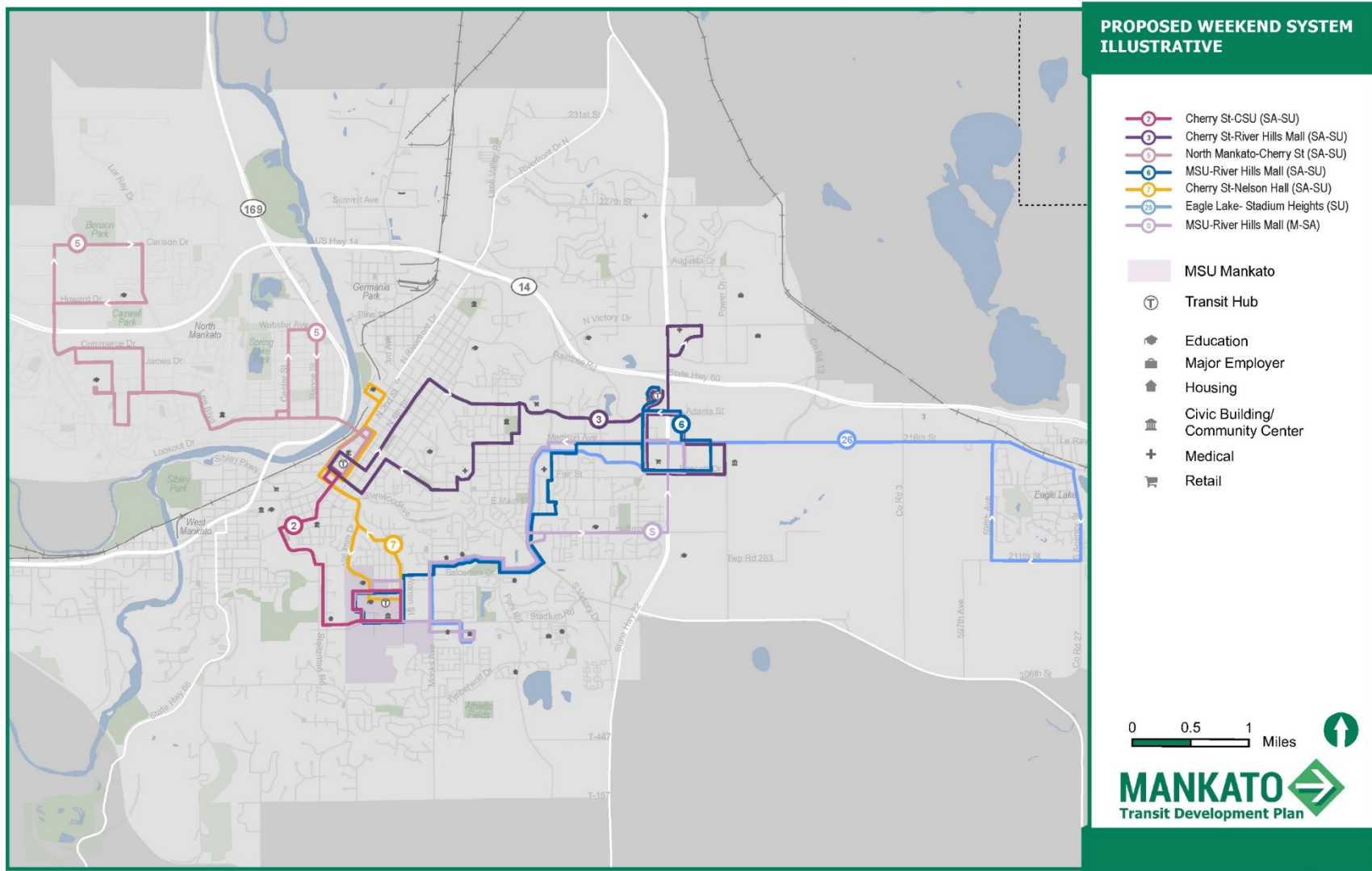
This scenario will increase the population within a ¼ mile of GMTS service by five percent to 42,300 persons, job served by eight percent to approximately 35,000, and exponentially increase access on Saturdays and Sunday with the new proposed weekend service.

Figure 5 and **Figure 6** illustrate the weekday and weekend system maps, respectively, proposed in the Illustrative Scenario.

► Figure 5 | Weekday System Map: Illustrative Scenario



► Figure 6 | Weekend System Map: Illustrative Scenario



Mankato Service

Within the City of Mankato, the Illustrative Scenario focuses on providing service to areas that currently cannot access fixed-route service. There are five recommendations to improve service in the Expansion Scenario and three new routes proposed. The recommendations are as follows:

- ◆ **Routes 2** – Add weekday service until 10:00 PM, increase weekday peak frequency to every 15-minutes, and add weekend service on both Saturday (8:00 AM – 5:00 PM) and Sunday (10:00 AM – 5:00 PM).
- ◆ **Routes 3** – Add weekday service until 10:00 PM, and add weekend service on both Saturday (8:00 AM – 5:00 PM) and Sunday (10:00 AM – 5:00 PM).
- ◆ **Routes 6** – Add weekday service until 10:00 PM, increase weekday frequency to every 30-minutes, and add weekend service on both Saturday (8:00 AM – 5:00 PM) and Sunday (10:00 AM – 5:00 PM).
- ◆ **Routes 7** – Add weekday service until 10:00 PM, and add weekend service on both Saturday (8:00 AM – 5:00 PM) and Sunday (10:00 AM – 5:00 PM).
- ◆ **Flex Route** – Add an additional vehicle on weekdays.
- ◆ **Route 10** – Discontinue service and replace with the weekend service on Routes 2, 3, 6 and 7.
- ◆ **Route 11** – Discontinue service and replace with the weekend service on Routes 2, 3, 6 and 7.
- ◆ **Route 21** – New service to West Mankato and Sibley Park.
- ◆ **Route 22** – New service to Germania Park via 3rd Avenue.
- ◆ **Route 23** – New service to Mankato East Senior High School viz Hoffman Road.

These recommendations are expected to result in \$2,348,600 in additional annual operating costs, and approximately 21,290 additional revenue hours. **Table 11** defines the level of services for each city-wide route operating in the Illustrative Scenario, while **Table 12** details the change in operating costs and peak vehicle need by route.

► **Table 11 | Service Characteristics: Illustrative Scenario – Mankato**

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
2	Monday - Friday	6:35 AM – 10:00 PM	15	30
	Saturday	8:00 AM – 5:00 PM	-	60
	Sunday	10:00 AM – 5:00 PM	-	60
3	Monday - Friday	6:30 AM – 10:00 PM	60	60
	Saturday	8:00 AM – 5:00 PM	-	60
	Sunday	10:00 AM – 5:00 PM	-	60
6	Monday - Friday	6:55 AM – 10:00 PM	30	30
	Saturday	8:00 AM – 5:00 PM	-	60
	Sunday	10:00 AM – 5:00 PM	-	60
7	Monday - Friday	6:35 AM – 10:00 PM	30	60
	Saturday	8:00 AM – 5:00 PM	-	60

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
	Sunday	10:00 AM – 5:00 PM	-	60
13	Monday - Friday	6:35 AM - 5:35 PM	60	60
21	Monday - Friday	7:00 AM – 6:00 PM	60	60
22	Monday - Friday	7:00 AM – 6:00 PM	60	60
23	Monday - Friday	7:00 AM – 6:00 PM	60	60
Flex	Monday - Friday	6:35 AM - 2:35 PM	On Demand	On Demand

► Table 12 | Change in Operating Characteristics: Illustrative Scenario – Mankato

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
2	\$386,700	1
3	\$223,900	0
6	\$386,700	1
7	\$327,360	0
10	- \$38,200	0
11	- \$38,200	0
21	\$298,500	1
22	\$298,500	1
23	\$298,500	1
Flex Zone	\$204,800	1
Total	\$2,348,600	6

North Mankato Service

In the Illustrative Scenario, it is proposed to add weekday service until 10:00 PM, and add weekend service on both Saturday (8:00 AM – 5:00 PM) and Sunday (10:00 AM – 5:00 PM) to the Route 5. As requested through public outreach, this will provide much needed later service hours to the workers in North Mankato, and more comprehensive consistent access to the area throughout the week.

These recommendations are expected to result in \$386,700 in additional annual operating costs, and approximately 3,650 additional revenue hours. **Table 13** defines the level of services for the North Mankato route in the Illustrative Scenario, while **Table 14** details the change in operating costs and peak vehicle need by route.

► Table 13 | Proposed Service Characteristics: Illustrative Scenario – North Mankato



ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
5	Monday - Friday	6:35 AM – 8:35 AM, 11:35 AM – 12:35 PM, 2:35 PM – 10:00 PM	60	60

► Table 14 | Operating Characteristics: Illustrative Scenario – North Mankato

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
5	\$386,700	1
Total	\$386,700	1

University Service

To address future capacity issues expected on the University services in the future, in the Illustrative Scenario it is recommended to add additional frequency to Route 1BN.

These recommendations are expected to result in \$92,100 in additional annual operating costs, and approximately 930 additional revenue hours. **Table 15** defines the level of services for the North Mankato route in the Illustrative Scenario, while **Table 16** details the change in operating costs and peak vehicle need by route.

► Table 15 | Service Characteristics: Illustrative Scenario – University

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
1AN	Monday - Thursday	7:10 AM – 5:48 PM	20	20
1BN	Monday - Friday	7:20 AM – 3:45 PM	20	20
1AS	Monday - Thursday	7:00 AM – 5:55 PM	30	30
1BS	Monday - Thursday	7:15 AM – 6:13 PM	30	30
8	Monday - Thursday	7:00 AM – 6:00 PM	20	20
	Friday	7:00 AM – 4:28 PM	20	20
9	Monday - Friday	7:00 AM – 9:54 AM	20	20
12	Monday - Thursday	6:00 PM – 9:30 PM	30	30
Campus Express	Monday - Thursday	6:00 PM – 9:53 PM	-	30
	Friday	7:00 AM – 4:23 PM	30	30
Stomper Express	Monday - Friday	6:00 PM – 11:00 PM	-	60
	Saturday	6:00 PM – 11:00 PM	-	60

► Table 16 | Change in Operating Characteristics: Illustrative Scenario – University

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
1BN	\$92,100	1
Total	\$92,100	1

Eagle Lake

No changes in the Eagle Lake services are recommended in the Illustrative Scenario.

Mobility Bus Service

With the addition of new fixed-route to 10:00 PM in both Mankato and North Mankato, Mobility Bus services will need to increase their span of service as well. It is estimated this additional service will cost approximately \$184,320.

Table 17 defines the level of services for each Mobility Bus service operating in the Illustrative Scenario, while **Table 18** details the change in operating costs and peak vehicles by route.

► Table 17 | Proposed Service Characteristics: Illustrative Scenario – Mobility Bus

ROUTE	DAYS OF OPERATION	SPAN	PEAK FREQUENCY	OFF PEAK FREQUENCY
Mobility Bus - Mankato	Monday - Friday	6:35 AM – 10:00 PM	On Demand	On Demand
Mobility Bus - Mankato	Saturday	10:00 AM – 5:30 PM	On Demand	On Demand
Mobility Bus - Mankato	Sunday	10:00 AM – 5:00 PM	On Demand	On Demand
Mobility Bus – North Mankato	Monday - Friday	6:35 AM – 8:35 AM; 11:35 AM – 12:35 PM; 2:35 PM – 10:00 PM	On Demand	On Demand

► Table 18 | Change in Operating Characteristics: Illustrative Scenario – Mobility Bus

ROUTE	CHANGE IN ANNUAL OPERATING COSTS	CHANGE IN PEAK VEHICLE NEED
Mobility Bus - Mankato	\$184,300	1
Total	\$184,300	1

Mankato Transit Development Plan Title VI Analysis Report

June 2018



Prepared by:



FOURSQUARE INTEGRATED
TRANSPORTATION PLANNING

Kimley»Horn



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Introduction

The Greater Mankato Transit System (GMTS) service area includes people of color and people with low-incomes, which are the two population groups protected by Title VI of the Civil Rights Act. Within all US Census Block Groups one quarter of a mile or less from fixed-route local bus service, minority populations make up approximately 12.5 percent of the total population. Populations living below 150 percent of the federal poverty threshold comprise approximately 28.4 percent of the population within the GMTS service area.

The text that follows presents a planning-level Title VI impact analysis for each plan scenario. Changes associated with each scenario are compared to the service area's minority and low-income populations. Once service plans are finalized for each element of the New Service Expansion Plan, GMTS should conduct a detailed Title VI service equity analysis, using the major service change, disparate impact, and disproportionate burden policies as stated in their current Title VI program, to evaluate if these service changes result in adverse impacts to minority and/or low-income populations under Title VI. Changes that result in a finding of disparate impacts to minority populations cannot take place unless no less discriminatory alternatives are available. The following analysis should serve as a reference and broad check of the proposed service changes across the service area in the context of the presence of minority and low-income populations.

Cost Neutral Plan

The Cost Neutral Plan focuses on eliminating route deviations and unproductive segments of routes, transferring segments of routes to create more efficient connections, and realigning routes to service new corridors. Route adjustments were distributed throughout the service area, with new and eliminated segments found throughout Mankato and North Mankato.

Title VI – Initial Impact Considerations (Routes 4/5)

NORTH MANKATO

North Mankato has a high percentage of low-income and minority populations. Route 5 was re-routed significantly in this area, and the Route 4 was combined with Route 5. These changes resulted in two minor segments with discontinued service, along Lee Boulevard and Belgrade Avenue, which are less than 0.25-miles in length.

MANKATO

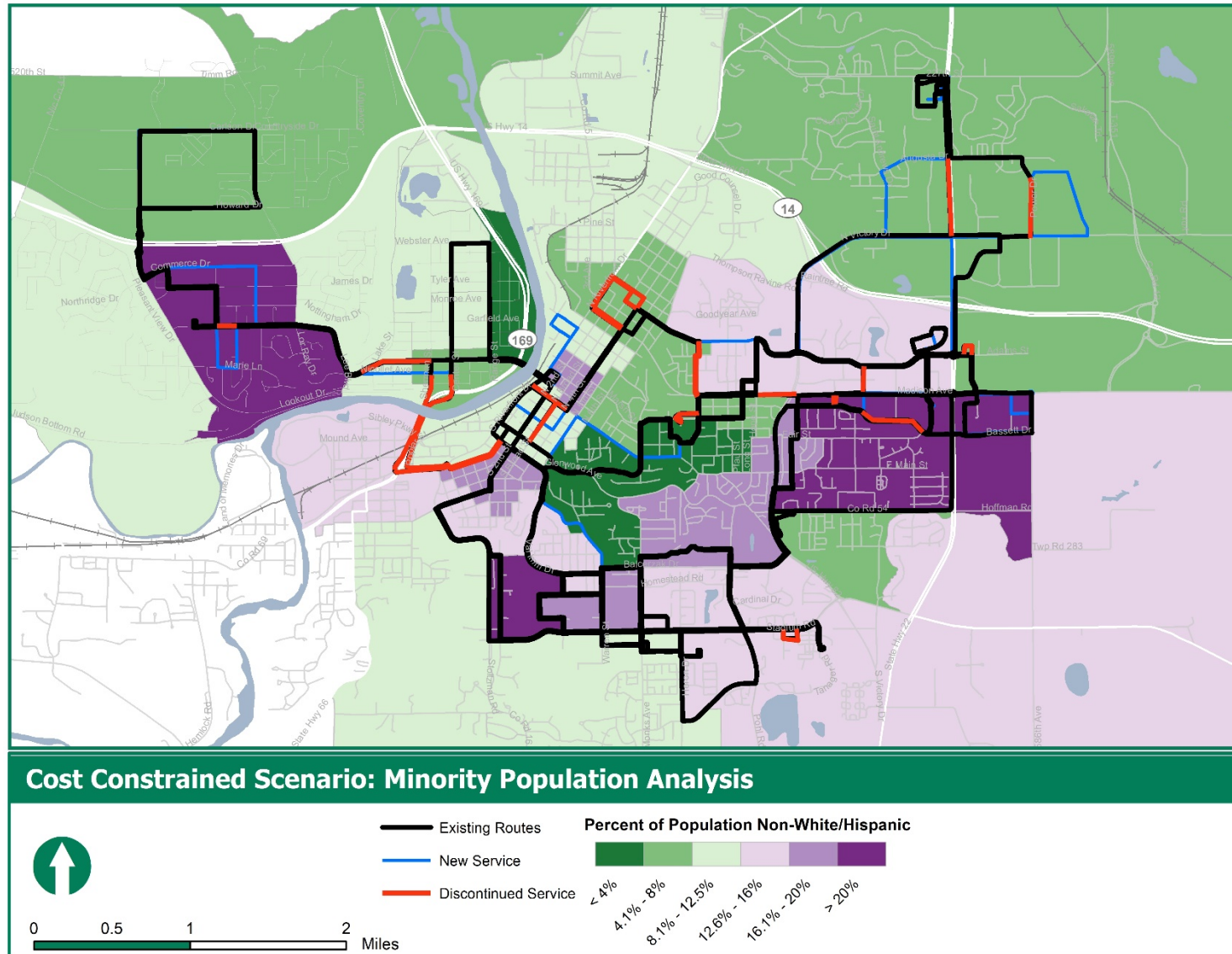
Along Basset Drive in Mankato, which has a higher than average percentage of minority population, service is discontinued between Star Street and Sioux Road, but the new service on Madison Avenue is approximately 0.15 miles away.

An alignment shift is suggested in Downtown Mankato, where there is a high percentage of low-income residents. A decrease in service is suggested along S Riverfront Drive, south of Warren Street, and on Broad Street and E Main Street.

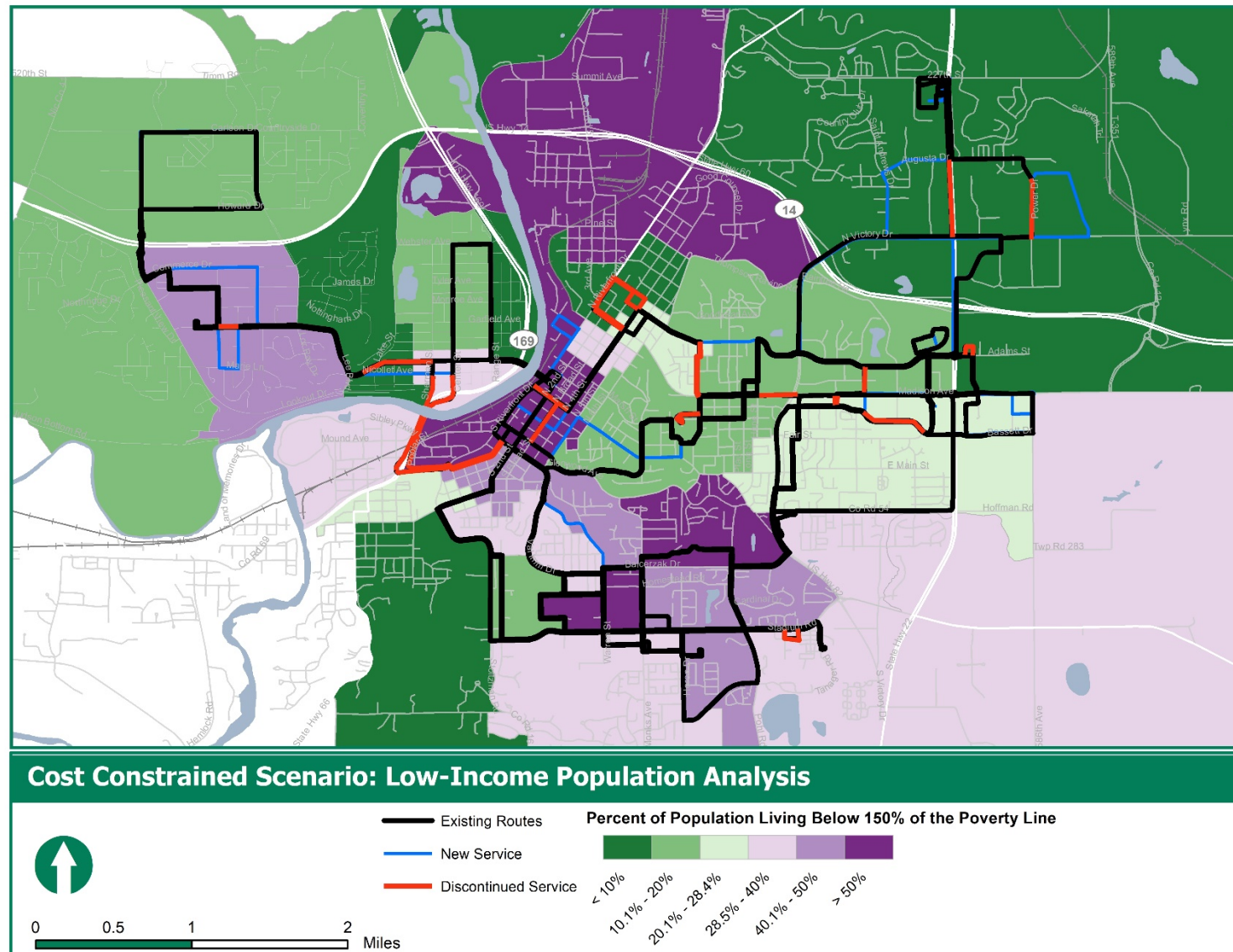
Figure 1 compares the cost neutral scenario service changes against the percentage of the minority population by census block group and **Figure 2** compares the cost constrained scenario service changes against the percentage of low-income populations by census block group.



► Figure 1 | Cost Constrained Scenario: Minority Population



► Figure 2 | Cost Constrained Scenario: Low-Income Population



New Service Expansion Plan

The New Service Expansion Plan recommendations are focused on improving transit accessibility throughout the region. Examples of this type of recommendation include:

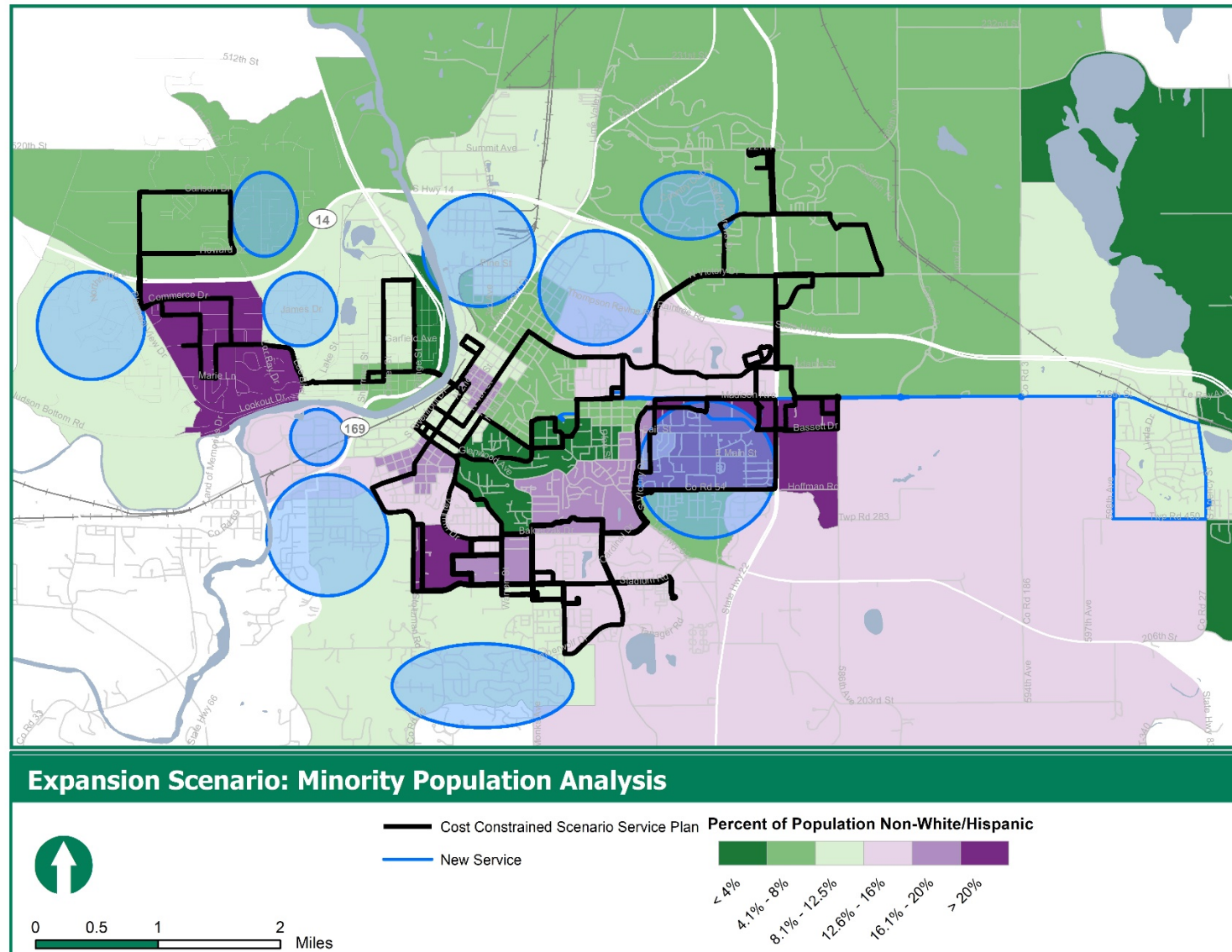
- ◆ Level of service improvements
- ◆ Route extensions to provide better connections to new and existing activity centers
- ◆ Creating new routes to connect to new areas throughout the region.

The new flex zone service provides additional coverage over areas with a higher than average percentage of both minority and low-income populations. This includes areas such as Sibley Park, Germania Park, and areas south of Minnesota State University, Mankato (MSU-Mankato). Areas along Thompson Ravine and Hoffman Road also receiving flex service during the weekdays.

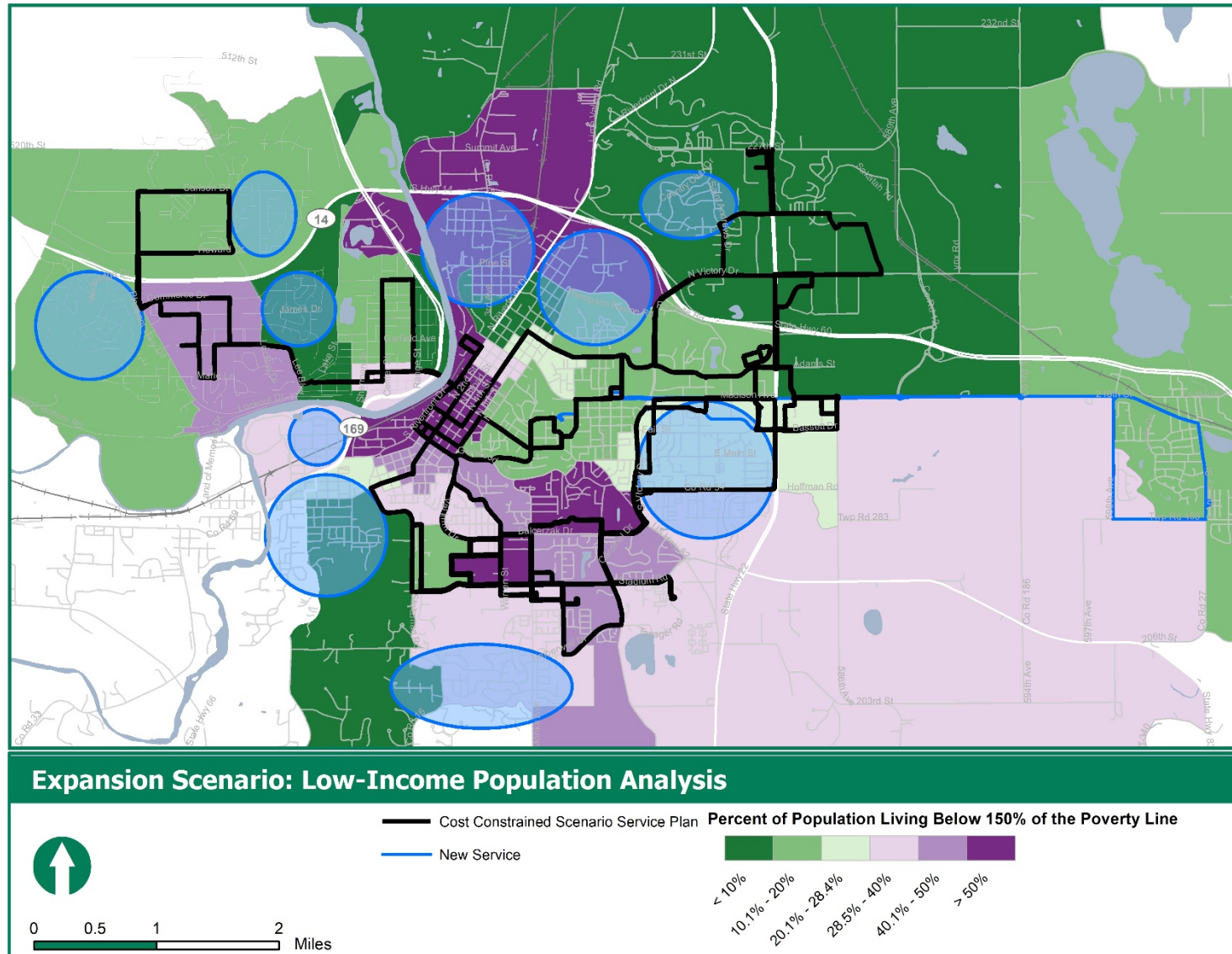
Finally, the new fixed-route expansion service out to Eagle Lake, along Madison Avenue will provide additional access target populations.

Figure 3 compares the expansion scenario service changes against the percentage of the minority population by census block group and **Figure 4** compares the expansion scenario service changes against the percentage of low-income populations by census block group.

► Figure 3 | Expansion Scenario: Minority Populations



► Figure 4 | Expansion Scenario: Low-Income Population



Illustrative Plan

The Illustrative Plan includes recommendations for GMTS that incorporate new services and increased levels of service throughout the GMTS service area that are not yet funded. Examples of recommendations within this scenario include:

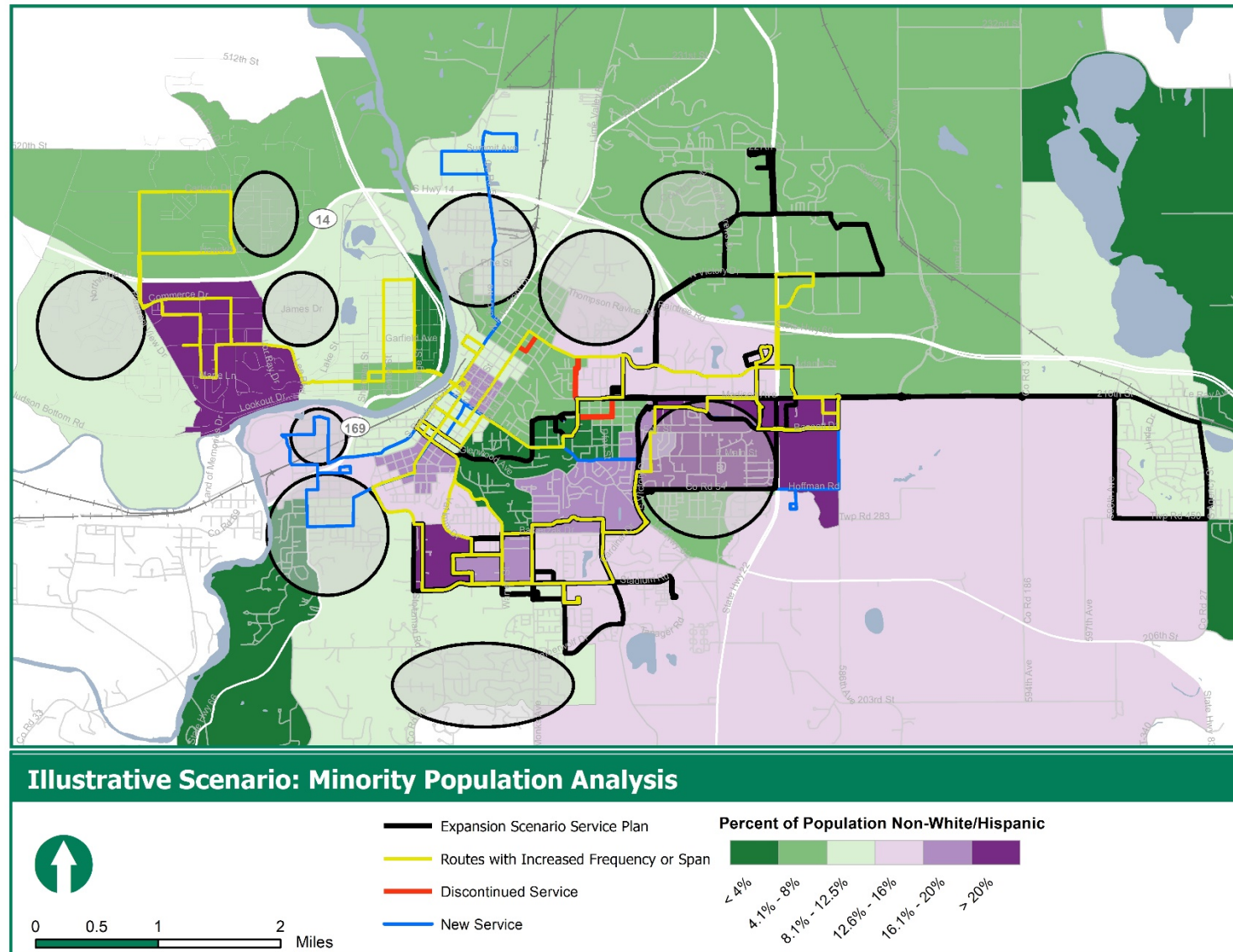
- ◆ Increased peak and all-day frequencies on existing routes
- ◆ Enhanced weekend service
- ◆ Extended weekday hours of service and new routes.

Three new circulator routes are proposed in this scenario, two of which provide additional access to areas such as Sibley Park and East Mankato along Hoffman Road, which have higher than average percentages of minority populations. All three circulators provide increased access to census block groups with higher than average low-income populations, like areas along 3rd Avenue, S Riverfront Drive, and Hoffman Road.

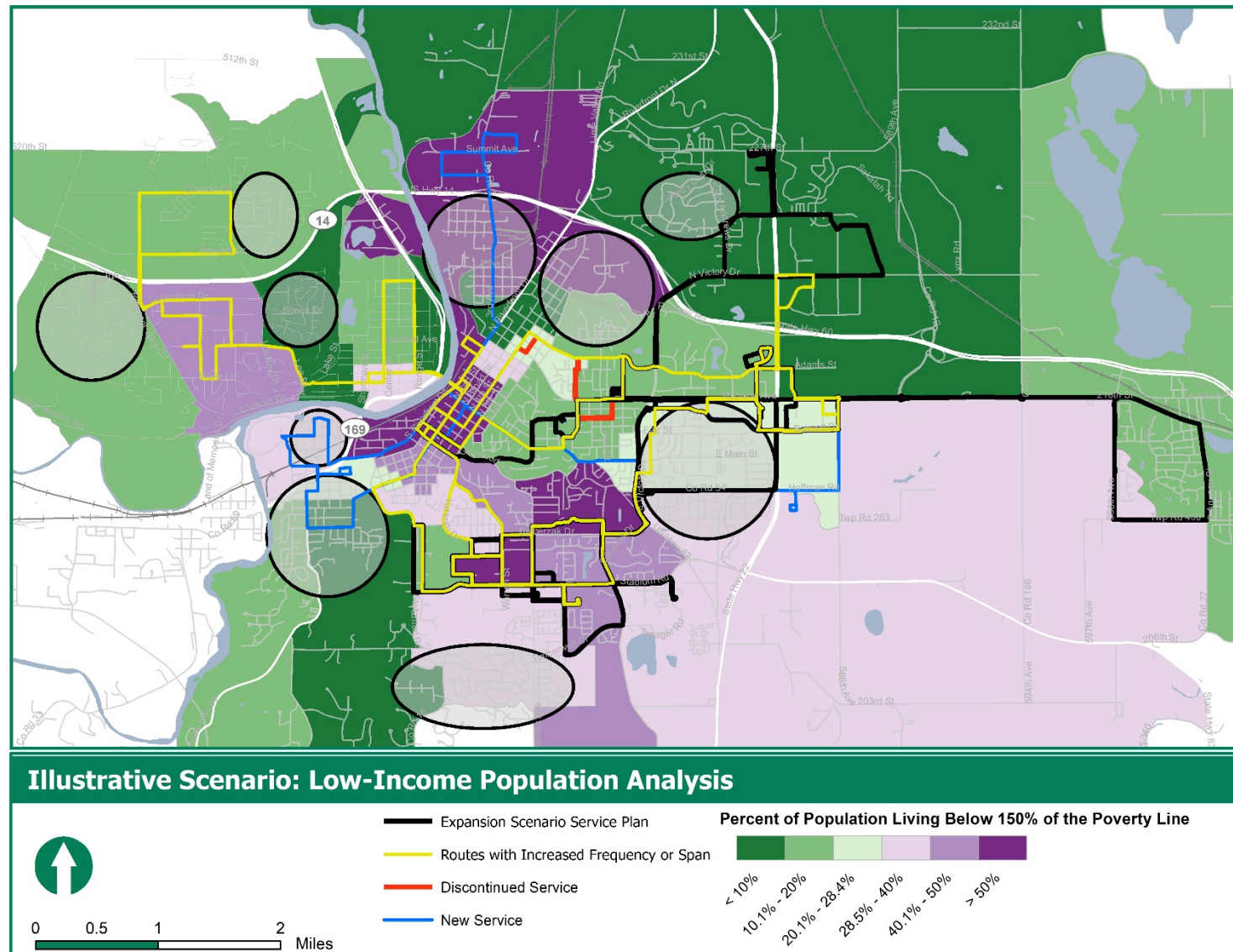
Increasing service to 10:00 PM and adding serving on Sundays is spread throughout the service area, covering Mankato, North Mankato and Eagle Lake with these enhanced services.

Figure 5 compares the Illustrative Scenario service changes against the percentage of the low-income population by census block and **Figure 6** compares the Illustrative Scenario service changes against the percentage of minority populations by census block.

► Figure 5 | Illustrative Scenario: Minority Population



► Figure 6 | Illustrative Scenario: Low-Income Population



Marketing and Communications Report

June 2018



Prepared by: **Kimley»Horn**



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Introduction

The purpose of this report is to assess the current marketing and communications of the Greater Mankato Transit System (GMTS) and to provide recommendations that can help the system better connect with riders and the Greater Mankato area community.

The marketing and branding of the GMTS has been studied previously, but recent significant system growth makes this an appropriate time to reevaluate the marketing and communication elements of the transit system. In order to implement the recommendations outlined in this report, the development of a Marketing and Communications Plan for GMTS is recommended in the next two years.

System Branding

Current System Branding

The Greater Mankato Transit System is commonly referred to by the acronym GMTS, and the logo is a simple “MTS” mark that is easy to associate with the city. The “M” letterform is pulled directly from the official logo for the city of Mankato and the “S” mimics the logo by being set in a similar vertically-stretched serif font. The “T” in the logo references the iconic “T” symbol used by other major cities in Minnesota, most notably Metro Transit in the Twin Cities metropolitan area and Metro Bus in St. Cloud. By using the recognizable “T” symbol, GMTS creates a connection to other transit systems in the state. The full name, “Greater Mankato Transit System,” is always included beneath the logo and occasionally “CALL 625-RIDE” is added in vertical text next to the GMTS mark.



GMTS currently relies on a few standard graphic and visual elements. Red and blue are used throughout the map and marketing materials and purple and yellow are used to represent transit offerings specifically related to the Minnesota State University, Mankato (MSU-Mankato). A teal color is used frequently on system route and schedule documents and again mimics the official city logo and branding. GMTS uses the typeface Futura consistently across all route and schedule materials. This is a strong choice that ensures visual consistency, because it connects to the prominent red “T” and helps to ensure that all information is displayed similarly.

COLLECTED LOGOS IN USE:



ADDITIONAL EXAMPLES OF GMTS LOGO USAGE:



Recommendations for System Branding

Effective branding goes beyond the name and logo, creating a visual and thematic system that can be applied to all parts of the brand. While there are many positive aspects of the current GMTS branding, there are ways to improve the branding to better connect with riders and the community. Pairing the name (Greater Mankato Transit System) with an acronym (GMTS) that doesn't match exactly creates an immediate disconnect between the two. Therefore, it would be beneficial to start using the acronym GMTS to improve system clarity and recognition.

By using symbols like those used by Metro Transit and Metro Bus, GMTS is missing an opportunity to create a stronger, more localized presence for Mankato's transit system. It would be beneficial for GMTS to use local images, ideas, or icons that could create a stronger sense of place.

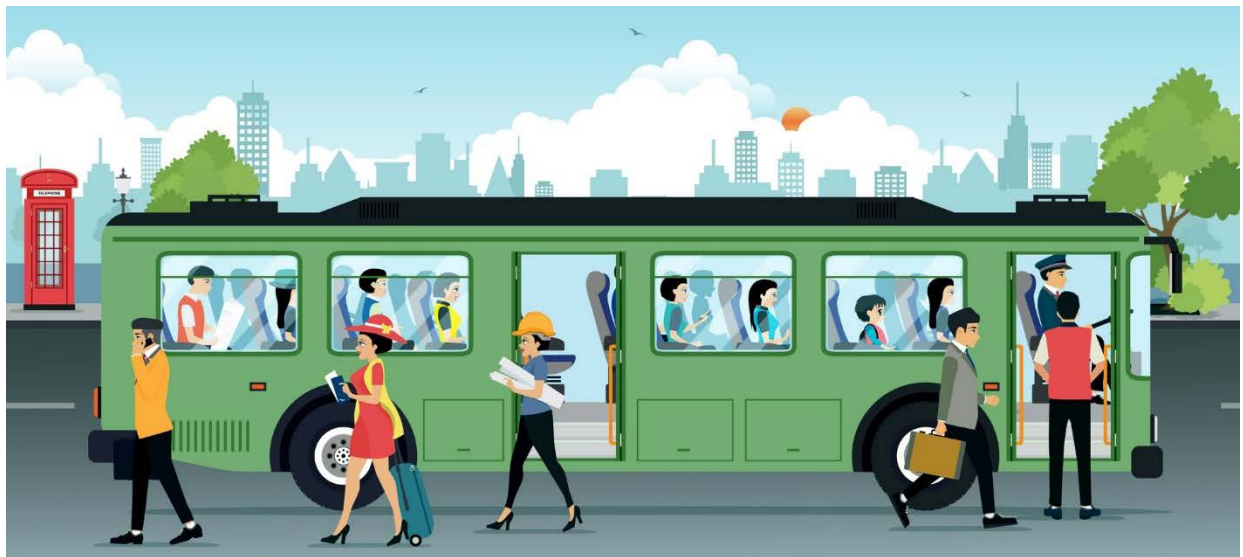
Currently, the student population and general population are presented with different information about GMTS services. The connection between GMTS, the City of Mankato, and MSU-Mankato could be strengthened by focused marketing campaigns tying the three together and encouraging people to view GMTS as a resource for all of Mankato.

GMTS could benefit from new visual branding, including the development of a distinct logo, brand guidelines, and supporting graphics. The new logo and supporting graphics could refresh the brand by bringing in more transit-oriented imagery, referencing local geography/landmarks, and incorporating phone or web resources. The use of illustrations or iconography could help communicate ideas more effectively—especially for non-English speakers—and more immediately convey the GMTS purpose and services it provides. Additionally, routes such as the Stomper Express, Late Night Express, and the U-Zone routes, feature custom branding, characters, and information. While there is merit to customized maps and schedules, branding should be consistent across sub-groupings.

EXAMPLE TRANSIT ICONOGRAPHY:



EXAMPLE TRANSIT ILLUSTRATIONS:



Source: Adobe Fotolia

If a new logo or imagery is created for the transit system, a brand style guide should be produced to establish the colors, fonts, logo use rules, and writing guidelines for all print and electronic communications. This will reinforce a more modern and purposeful visual language for communication going forward. Once a brand style guide is established, it should be shared with all transit system staff and followed closely to ensure that all communication is consistent.

New imagery and graphics could also lead to new opportunities for GMTS to invest in public art around the Greater Mankato area. Like Metro Transit's use of public art installations to show their commitment to high quality service, GMTS could demonstrate a more creative and forward-thinking view of public transportation as an essential element in the community.

Maps and Schedule Materials

Current Maps and Schedule Materials

Route, schedule, and fare information is essential for current and potential transit riders. This information is currently provided through brochures, maps, posters, and on the MSU-Mankato and Mankato websites as well as through Google Transit. For a modern transit user, system information should not be thought of as online vs. offline, but as information that is readily available for users in whichever form they would prefer to access it.

A standard look and feel has been established for route information brochures. These rely on strong graphic hierarchy to convey route numbers, and the schedule is displayed in a clean and concise table. The maps included in the brochures are clean, well-designed, free of distracting information, and include landmarks for reference. The routes are presented with contrasting colors, weights, and patterns, ensuring that users who are colorblind or visually impaired are more likely to get the necessary information.

Recommendations for Maps and Schedule Materials

While there are strengths to the existing map and schedule materials, those engaged in this project have expressed that route maps, schedules, and fare information are sometimes confusing or challenging to access. The experience of accessing route and fare information could be improved in several ways.

Currently, there is not a system map for the GMTS. A system map would provide a better sense of the overall system and how GMTS services could be incorporated into trips and commutes. In addition to a static system map, an interactive web-based map would allow people to see exactly how the system works in and around their origin and destination points in a way that is familiar and intuitive.

While using different colored lines for each bus route is an effective way to display where routes operate, these colors should be used more consistently (e.g., Route 6 is shown in solid brown on general GMTS materials and shown as dashed red on MSU-Mankato materials) and carried through to varied materials to display the information more clearly. By committing to color representation for each route, GMTS could elevate and simplify all map, route, and schedule information presented to the public.

Another opportunity for improvement to route maps and schedules is to more closely align information on route materials with the landmarks and geographic areas they serve. This could be accomplished by emphasizing landmarks on route maps or as timepoints on the schedule. Providing more variety in the available brochures could allow GMTS to offer route information more tailored to users' needs.

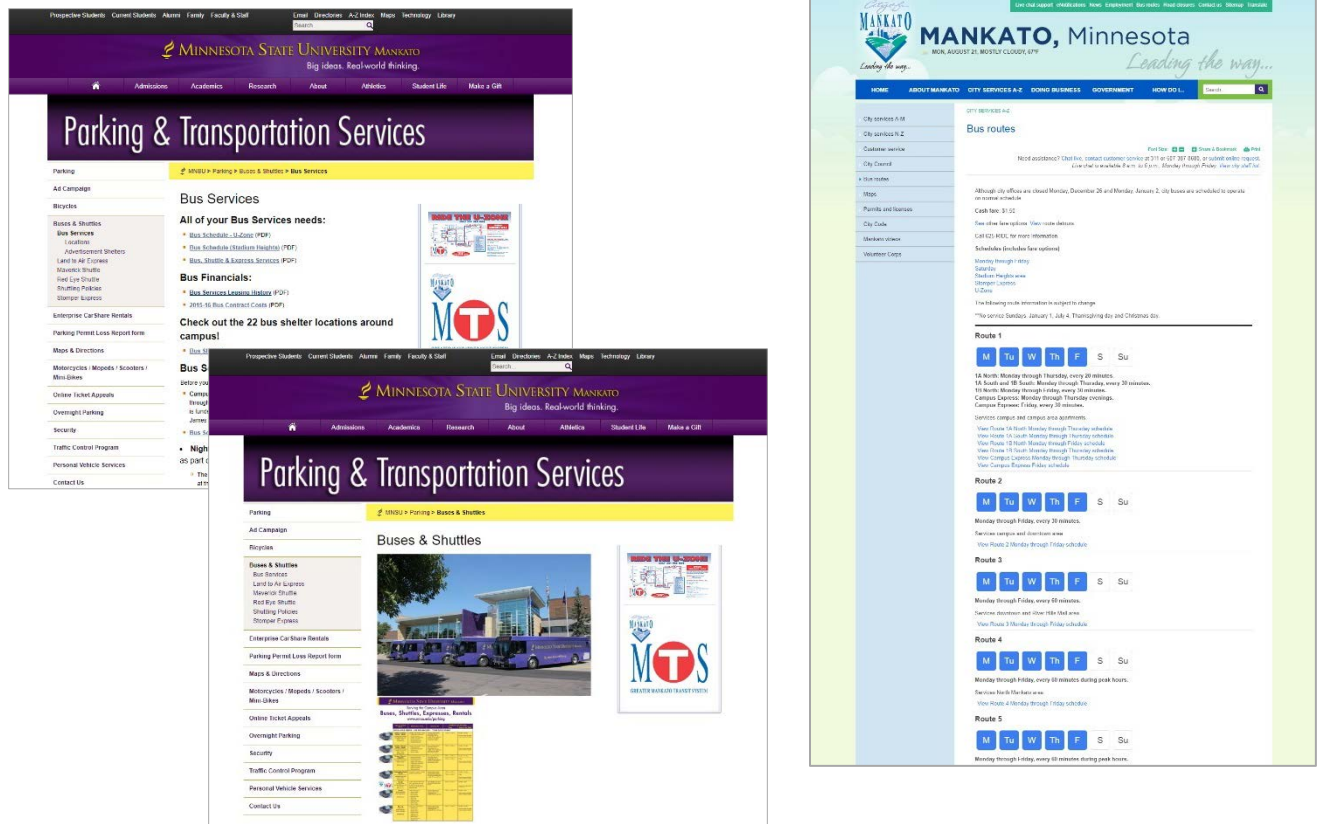
Additionally, some riders and potential riders would benefit from readily available materials that have been translated to languages other than English. Several languages, including Spanish, various African languages, and Korean, are spoken in the Mankato area. By further simplifying the schedule,

communicating more information visually, and translating materials, GMTS could provide a more welcoming environment for non-English speaker riders.

Online Materials

Current Online Materials

GMTS information is available on dedicated pages within both the City of Mankato and MSU-Mankato websites. On the city website, GMTS branding has not been applied nor is the full name or GMTS acronym used anywhere on the page. The information is well-organized and presented clearly, with no need to click or rely on PDF viewing capabilities to see it. However, trying to print that information poses



a challenge because it does not fit well on standard paper sizes. The page does serve as a sole source for GMTS information and features logical navigation and content hierarchy. The simple colored boxes below the route numbers are especially successful in quickly conveying daily service availability. Links are available with information about detours, non-standard fares, and arrival/departure times. At times, however, that information is not immediately linked and available.

PRIMARY WEB RESOURCES:

On the MSU-Mankato website, the GMTS name and logo are displayed more prominently, strengthening the connection between the campus and transit services. Bus and shuttle information are in multiple locations, and information about how to ride is available by clicking a link to view individual PDF documents. The MSU-Mankato webpages promote the Stomper Express and MavCard program prominently, but there is not a strong connection to rest of the transit system. The university transit webpages feature special advertising campaigns in which Stomper the Maverick (the official MSU-Mankato mascot) demonstrates how to access and ride various transit services and routes.

One unique and valuable feature of the MSU-Mankato website is the ability to see photos and detailed information about individual bus stops around campus. The general location maps and specific photos of each shelter let riders see exactly where they should wait for the bus. This information is not standard and shows that special attention is being made to accommodate student riders.

Recommendations for Online Materials

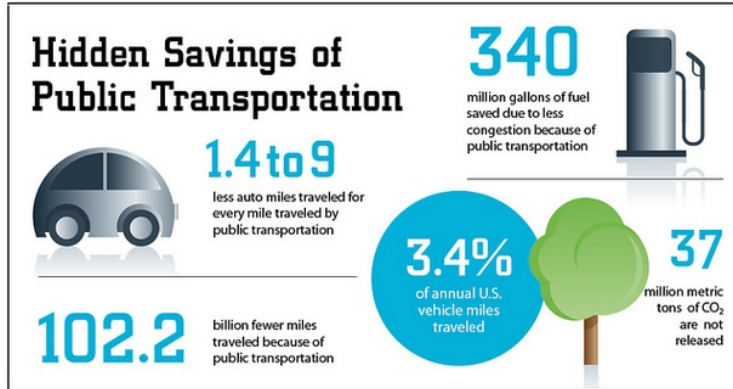
The online resources are beneficial in their current state but could be improved by streamlining and improving the content presentation and more proactively answering questions.

One recommendation is to remedy any inconsistencies between print and online resources, ensuring that both content and format are consistent across mediums. Ideally, all route and schedule information included in the printed brochures should be available online without needing to view the PDF version. A PDF link should certainly be included for ease of printing, but maps, tables, and information should be presented as text and graphics that do not require a PDF viewer so that they are accessible for all users, including the visually impaired. This will also allow content to be appropriately prepared for ideal viewing on different devices such as a phone, tablet, or desktop computer, or to be used by different data sources such as Google Transit or other web-based data-driven applications. PDFs should be prepared so that they display and print correctly on standard sizes of paper. For ease of use by screen-reading software, PDFs should also meet basic accessibility standards including alternate text for images, defined content headings and page structure/navigation, and the necessary document metadata (title, author, etc.).

Beyond actual route and schedule information, GMTS should consider creating additional content that explains GMTS services and goals in a more general, narrative-based way. A frequently asked questions (FAQ) section could help answer frequent questions that users may not know how to articulate and remove barriers shared by potential riders. Content about the history of GMTS could provide perspective about how transit service has grown and how GMTS plans to keep evolving to meet riders' needs. A testimonials section could help show more people in Mankato how realistic and easy it is to ride the bus to work or school. If it is determined that the content should remain different on the City of Mankato's website compared to the MSU-Mankato website, GMTS should consider creating an umbrella site that contains all the information for both sources. For accountability and consistency of the data shared in various places online, a "master site" that is edited and managed by GMTS could be especially beneficial. As additional communities are served—such as expansion to Eagle Lake—a standalone GMTS website could more easily adapt and be updated to share latest information with new riders and potential riders.

Whether a new GMTS-specific website is developed or the existing web pages are maintained, a refresh of the content to be more visually appealing could help engage current and potential riders. Imagery and graphics could be used to tell a transit story and help connect with both existing and potential riders. Imagery could include photos illustrating the diversity of users riding GMTS services, local landmarks with buses in the foreground, infographics displaying some of the more impressive ridership data, transit iconography for simplified communication and a more modern aesthetic, and general graphics that feature the GMTS name, logo, and relevant phone numbers to advertise and promote GMTS.

EXAMPLE TRANSIT INFOGRAPHIC/ADVERTISEMENT:



Source: CityLab

GMTS would also benefit from the creation of online content that is informational, relevant, entertaining, and easily shareable. This could take the form of new or updated 'How to ride' videos that could be embedded on the various GMTS webpages and social media accounts, and that shared as needed elsewhere online.

Another way to advertise and increase GMTS visibility in Mankato would be to partner with local businesses or pay for promotion at local events. Serving as an "official transportation partner" or promoting special services to and from festivals or fairs would be an effective way to advertise the transit system around campus and the Greater Mankato area.

Moving forward, GMTS should focus on creating more compelling content everywhere GMTS interacts with the public, including in printed brochures, on relevant webpages, and in advertisements both on the inside and outside of the buses and in shelters.

Communication and Feedback Channels

Current Communication and Feedback Channels

Several methods are in place to communicate with GMTS staff. On MSU-Mankato transit materials, riders are invited to email questions or comments directly to towens@mankatomn.gov or to call 311 or 507-625-RIDE. No similar information is currently provided on the MSU-Mankato transit webpages. On the brochures provided to riders off-campus, only 311 and 507-625-RIDE phone numbers are listed as contact methods, with the added option to call to make mobility bus reservations. The City of Mankato website clearly presents links allowing visitors to chat live with city staff, call 507-387-8600, or submit a general customer service comment or request.

The City of Mankato website has a link to a Facebook page called page called Mankato Bus Information; it is connected with fewer than 100 people and appears to be inactive. Elsewhere online, there is a Mankato City Bus Twitter account (@MktoCityBus), but it is also inactive. The social media pages do not present any information about GMTS nor does the link to additional route and fare information work correctly (at the time of this writing). The City of Mankato's YouTube account includes a couple of simple instructional videos about GMTS services. This account seems to be the most active social media outlet and a new video is released approximately once a month.

As part of the Transit Development Plan (TDP), GMTS has created a project-specific website for people to submit general comments or take online surveys tailored to rider or non-rider needs. This website is being used in conjunction with the existing 507-625-RIDE (7433) hotline. The hotline phone number works well and is an effective way to invite riders to get information.

Recommendations for Communication and Feedback Channels

Simple changes could also be made to the existing GMTS communication channels. A generalized email address (e.g. comments@mankatomn.gov or RIDE@mankatomn.gov) could replace towens@mankatomn.gov. This would be less confusing for riders and easier to widely share and promote. Additionally, an online comment form should be available on every GMTS webpage to provide feedback about the system, ask questions, or provide operator commendations.

Any social media accounts that cannot remain active and monitored should be deleted, since an inactive account detracts from a brand and can frustrate users looking for current information from those sources. If any existing social media accounts use the GMTS name or logos but are not managed or maintained by GMTS, the owners should be contacted or they should be reported for deletion. YouTube, Twitter, and Facebook are three social media tools in which GMTS should consider reinvesting. Instructional videos that focus on student groups, older adults, new Americans, those attending events, those new to the Greater Mankato area, or Mobility Bus riders could be posted on YouTube. Videos could also focus on riding the bus during various times of year or share stories from riders who rely on GMTS. With an active Twitter account, GMTS could receive comments directly from riders and more quickly provide answers and online resources. Twitter can also be used to share detours or rider alert information. On Facebook, an active and current page would allow GMTS to better connect with the Greater Mankato community. The GMTS Facebook page could promote transit-supported events or meetings, share photos of the system, promote news about the system, share operator commendations, and provide system updates.

Direct communication with the public could also take place through continued public events. Hosting 'How to Ride' informational sessions at local high schools, non-profit groups, and mobile home parks would allow GMTS to promote the benefits of riding the bus to a wider audience.

New Media and Technologies

Recommendations for New Media and Technologies

A myriad of digital tools are available that can provide a better rider experience. Dynamic content can engage people in a way that benefits both the rider and GMTS. Webpages showing GMTS transit information and resources could provide more information than a table of arrival and departure times by incorporating real-time data feeds to show true traffic information.

An interactive map of route information can provide context and detailed information to a rider in a format that is as familiar to them, such as Google Maps. Using an interactive map powered by GMTS-supplied data could allow for the creation of tools like a system status indicator and live detour map. Installing or collecting GPS data would allow GMTS to have a better sense of how the system is functioning and would allow for trip travel length or arrival times to be recorded and presented to riders online or at equipped bus stops or transit hubs. Recently, transit systems across the country have incorporated an SMS text-messaging system to alert people to detours or pertinent route information.

Another popular transit technology that has been implemented by agencies across the country is a trip planning tool. On the Metro Transit website, users can select starting and ending points (by searching for an address, intersection, or landmark) and the time they would like to depart or arrive. Additional settings that can be changed include the maximum walking distance allowed, the preferred service type, the user's travel priorities (faster trips, fewer transfers, or less walking) or if wheelchair accessibility is needed. By allowing users to input their own information and preferences, they can find trips that are more convenient and customized to their needs. This would be an excellent way to elevate GMTS services. The trip planning tool works on desktop computer and mobile devices and allows users to more successfully use transit in their daily lives.

As GMTS uses real-time data feeds to improve services and provide tools, the development of a mobile-friendly data-driven GMTS web application should be considered. Around 77 percent of Americans own a smartphone and users appreciate travel information that is easily available. Combining a GMTS interactive map, real-time data feeds, and trip planning capabilities into one app would be an excellent way to serve the modern transit rider. Before beginning the development of an app, GMTS should perform additional research to see what technologies are currently in place and which would most benefit riders locally. A first step could be to using local resources to assess the GMTS app needs and capabilities would be to work with students from the MSU-Mankato Computer Information Technology and Computer Engineering Technology programs. After gathering initial ideas, off-the-shelf applications that provide 'turn-key' solutions could easily be used to get something launched. There are web developers around the country who can customize these tools to meet GMTS needs. Creating and maintaining a robust set of interactive online tools would position GMTS to serve Greater Mankato well into the future.

Transit Capital Improvement Plan

June 2018



Prepared by: **Kimley»Horn**



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Capital Improvement Plan

Capital improvements are needed to continue supporting the Greater Mankato Transit System (GMTS) in offering a quality, reliable service to its customers. The GMTS is facing a bus shortage and has an interest in growing its other capital assets to accommodate expanded services. To maintain a reliable fleet, a well-funded preventive maintenance program, along with maintenance tools and a place to store and maintain vehicles, is essential. This capital improvement plan identifies:

- ◆ Existing capital assets and existing replacement needs
- ◆ Future capital assets needed to accommodate future service levels
- ◆ Potential sites for a new transit hub

Asset Inventory and Condition Assessment

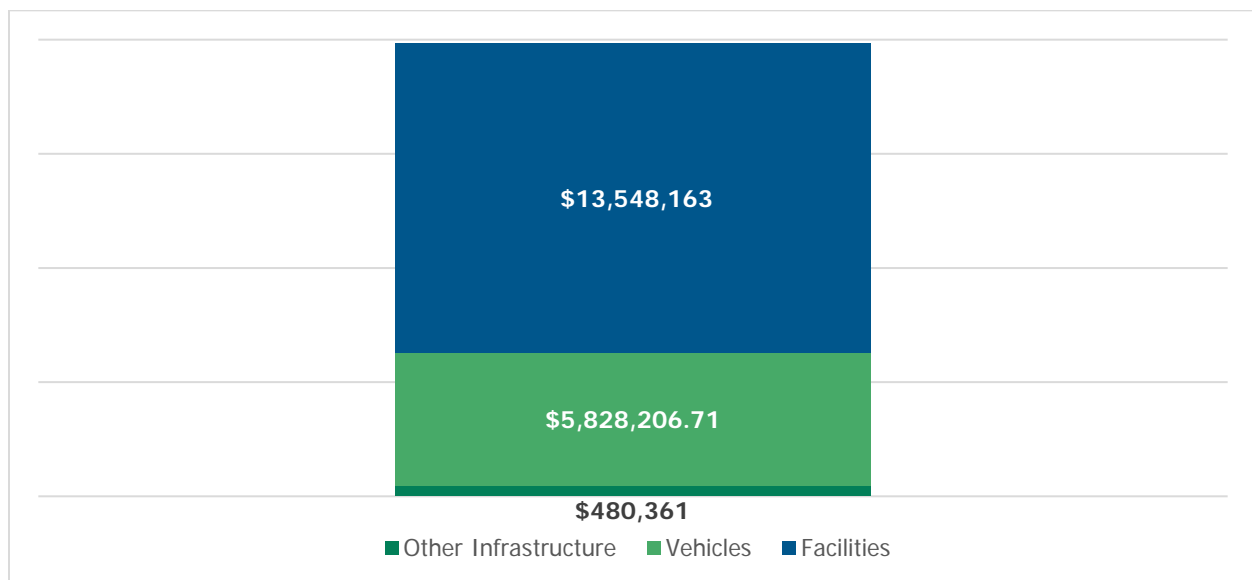
For this plan, existing and planned assets for the GMTS are broken into:

- ◆ Vehicles (fixed route buses, paratransit vehicles, dial-a-ride vehicles)
- ◆ Facilities (vehicle maintenance facilities, administrative, transit centers)
- ◆ Other infrastructure (bus stops and amenities, customer parking, information systems, and other technologies such as automatic vehicle location and automatic passenger counters)

Existing Capital Assets

The capital assets owned by GMTS are summarized in **Figure 1**.

The current total replacement value of GMTS assets is \$19.9 million. About 30 percent of the value is in buses and non-revenue vehicles (totaling \$5.8 million), about 68 percent of the value is in maintenance facilities and equipment (totaling \$13.5 million), and about 2 percent is in bus stations, radio and revenue collection systems (totaling under \$500 thousand).



► **Figure 1: Replacement value of GMTS capital assets (2018 dollars)**

A comprehensive inventory of GMTS capital assets can be found in the Mankato Transit Asset Management Plan.

Existing Capital Asset Replacement Needs

An asset is in a state of good repair if it has not reached the end of its useful life¹. The state of good repair backlog represents the value of all assets in the transit system that are beyond their useful life and need replacement. Currently, one percent of the total value of GMTS's transit system is in backlog (**Table 1**).

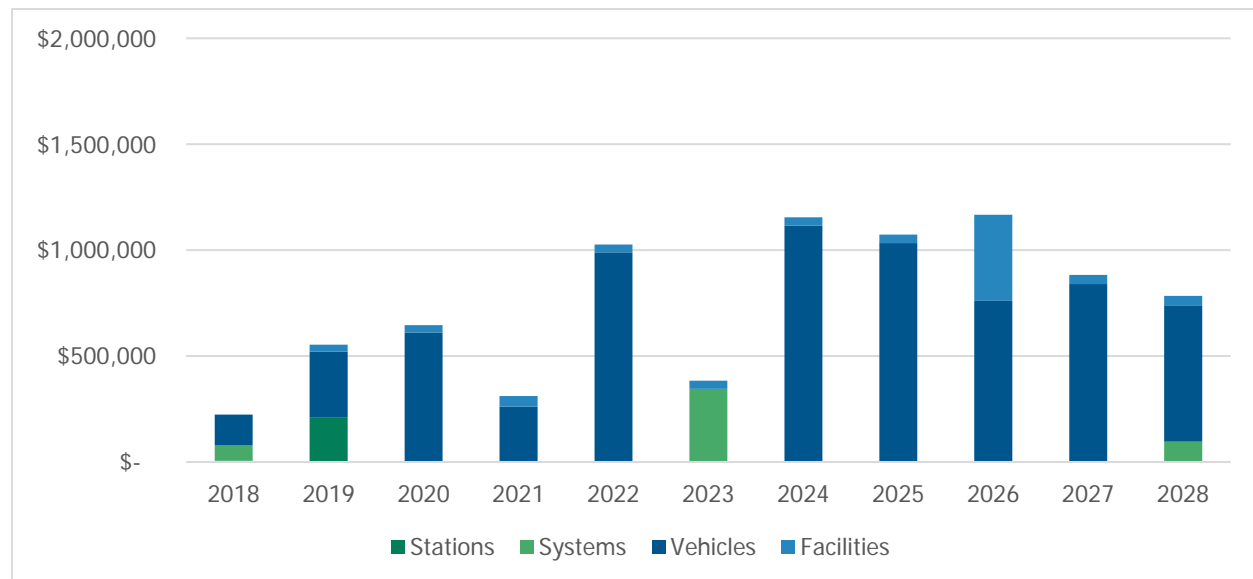
► **Table 1: Assets in backlog by category**

ASSET CATEGORY	REPLACEMENT VALUE	VALUE OF ASSETS IN BACKLOG	PERCENT OF ASSETS IN BACKLOG
Stations	\$110,699	\$104,084	94%
Systems	\$369,661	\$0	0%
Vehicles	\$5,828,207	\$152,221	3%
Facilities	\$13,548,163	\$0	0%
Total Assets	\$19,856,730	\$256,306	1%

Future Capital Assets Needed to Accommodate Future Service Levels

Current Funding Scenario

Based on GMTS' planned service and historic funding conditions, GMTS will invest a total of \$8.5 million to replace capital assets over the next decade (**Figure 2**). This includes eliminating the current system backlog during the first full year (2019) of this Capital Plan.

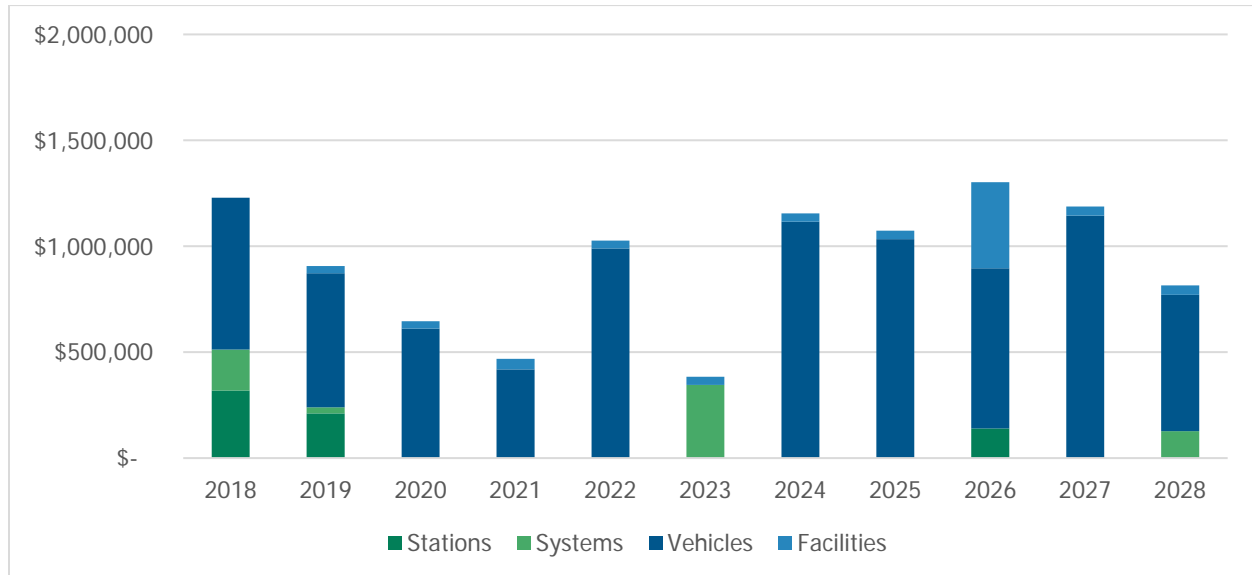


► **Figure 2: Current funding scenario asset replacement expenditures by year, separated by asset category**

¹ Useful life varies by capital asset type. See Transit Asset Management Plan for more information.

New Service Expansion Scenario

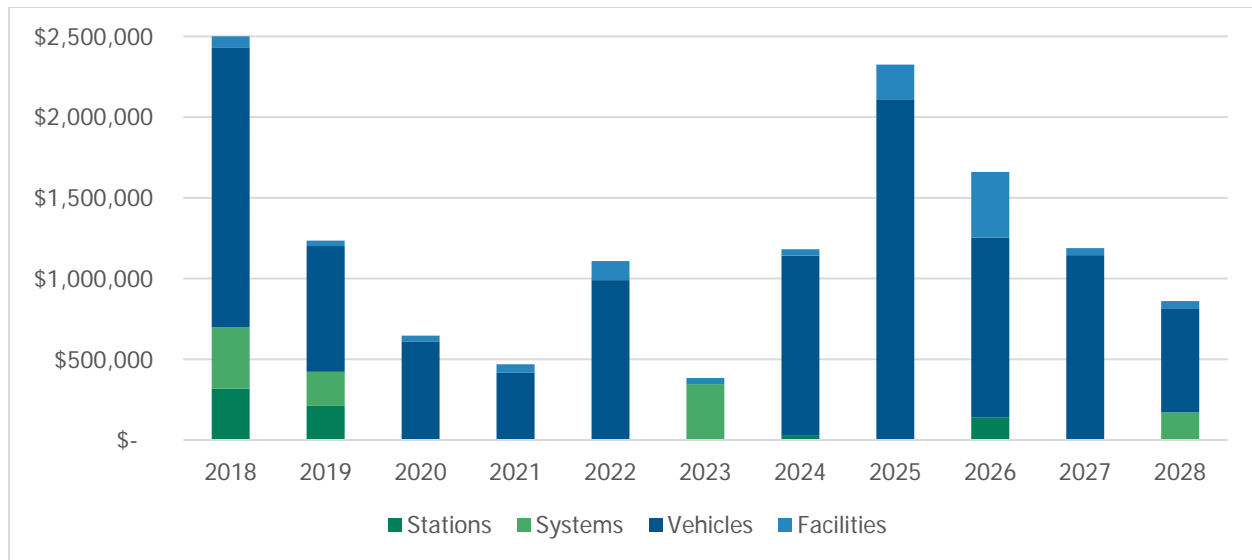
The New Service Expansion (NSE) funding scenario models the asset replacement expenditures that would occur under the NSE service plan, as detailed in the Service Recommendation Report and Financial Plan. Under this plan, GMTS would invest in additional assets including 5 revenue vehicles, 13 bus shelters, and various radio and revenue collection units. This includes eliminating the current system backlog during the first full year (2019) of this Capital Plan. Under the NSE scenario, a total of \$10.8 million is spent over the project horizon (**Figure 3**).



► **Figure 3: New Service Expansion funding scenario asset replacement expenditures by year, separated by asset category**

Illustrative Funding Scenario

The Illustrative funding scenario models the asset replacement expenditures that would occur under the Illustrative expanded service plan, as detailed in the Service Recommendation Report and Financial Plan. Under this plan, GMTS would make immediate additions that include 14 revenue vehicles, 13 bus shelters, an integrated Automatic Passenger Counter (APC) system, dispatching software, and various radio and revenue collection units. This includes eliminating the current system backlog during the first full year (2019) of this Capital Plan. Under the Illustrative Funding Scenario, a total of \$14.6 million is spent over the project horizon (**Figure 4**).



► Figure 4: Illustrative funding scenario asset replacement expenditures by year, separated by asset category

Transit Center Evaluation

Through the transit development planning process, the planning team observed that new transit centers are needed within the GMTS. The new transit centers would complement any of the service scenarios recommended in this plan.

Goals, Objectives, and Design Guidelines for the Transit Centers

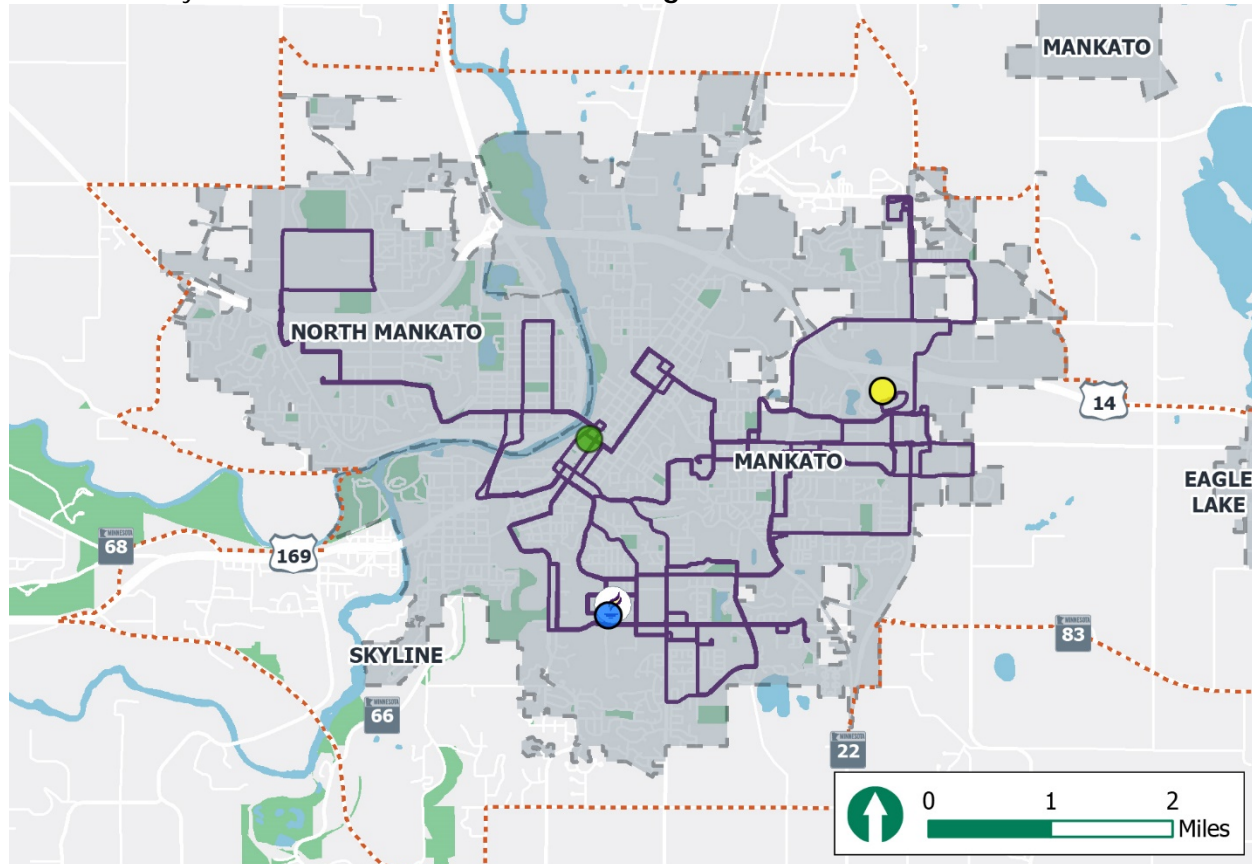
The GMTS has identified goals, objectives, design guidelines and performance targets for transit centers. Relevant outcomes from the Goals, Objectives, and Design Guidelines Report are summarized in [Table 2](#), and paired with text describing how the relevant goals, objectives, and performance measures translate into site evaluation criteria for potential transit center locations.

► Table 2: Performance-based decision-making criteria for potential transit center locations

GOAL	OBJECTIVE OR PERFORMANCE MEASURE AND TARGET	TRANSIT CENTER SITE EVALUATION CRITERIA
Economic Vitality: Maintain a transportation system that promotes economic growth throughout the planning area	Objective 1: Provide service within ¼ mile of local commercial activity centers and other major destination points	Does the site fall within ¼ mile of local commercial activity center or other major destination points?
Safety: Develop and maintain a transportation system that promotes the safety of all users	Objective 3: Ensure safe waiting areas for passengers by providing lighting, benches, and/or shelters at major stops <ul style="list-style-type: none"> ◆ Shelters at stops with at least 20 boardings per day or major transfer points ◆ Benches at bus stops with 15 or more daily boardings ◆ Lights at bus stops with 15 or more daily boardings 	Does the site have space and infrastructure supporting new lighting, benches, and shelters? Does the site serve more than 20 boarding per day? Is the site a major transit point?
Multimodal Transportation: Develop and maintain a transportation system that integrates multimodal options for all users, while taking into account active living and public health initiatives	Objective 1: Connect to other local and regional transit services (Minnesota River Valley Transit and True Transit) <ul style="list-style-type: none"> ◆ 90 percent of regional transit routes have no wait transfers to GMTS routes Objective 2: Provide bicycle parking at transit hubs and major bus stops <ul style="list-style-type: none"> ◆ Bicycle parking at transit stops with 20 or more boardings per day ◆ Pedestrian sidewalks or trails within ¼ mile of bus stops with at least 20 boardings per day 	Does Minnesota River Valley Transit or True Transit stop in the transit center area? If yes, does the site have space to accommodate local bus, ridesharing services, Minnesota River Valley Transit and/or True Transit? Does the site have space for bicycle parking? Does the site need new or improved sidewalk and/or crosswalk connections?
Land Use: Establish a strong connection between transportation modes and the land uses that they serve	Objective 1: Facilitate and promote moderate to higher density and mixed-use development in areas near or along planned/existing transit routes	Is the site near moderate to higher density and/or mixed-use development?

Potential Transit Center Areas

The project team identified three areas as primary transit center locations based on the site evaluation criteria. Primary transit center areas are illustrated in **Figure 5** and discussed below.



► Figure 5: The TDP development process identified three primary transit center areas

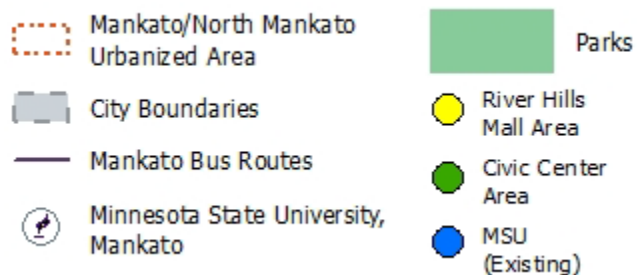
River Hills Mall Area

The River Hills Mall area is a regional employment and activity center for Greater Mankato and is the primary retail center for south-central Minnesota and northern Iowa.

The region's primary retail development is near

River Hills Mall. The area's retail services include more than 100 stores within River Hills Mall, Shopko, Best Buy, Sam's Club, Walmart, grocery stores, banks, and several restaurants. Offices for the Minnesota Valley Action Council are also in the area. Activities center around the intersection of Madison Avenue and State Highway 22.

The need for a transit center in the River Hills Mall Area was identified through public and stakeholder engagement and service planning. The planning team did not identify a specific site for a transit center in the River Hills Mall area. The site evaluation criteria should guide decision-making as potential transit center sites are identified and evaluated in the River Hills Mall area.



City Center Area (Existing)

The City Center area is a regional employment and activity center for multiple levels of government, and includes several civic offices and services:

- ◆ Intergovernmental center for Mankato and Blue Earth County with city offices, county offices, the county courthouse, law enforcement, and highway maintenance
- ◆ Blue Earth County library
- ◆ Mankato Area Public Schools headquarters
- ◆ Minnesota Department of Employment and Economic Development Workforce Development Center
- ◆ Minnesota Department of Health offices
- ◆ Fifth Judicial District Court
- ◆ Region Nine Development Commission
- ◆ Minnesota Valley Council of Governments
- ◆ Mankato YWCA
- ◆ Greater Mankato Area United Way

Activities in the City Center area are focused around the intersection of South 2nd Street and Civic Center Plaza/East Hickory Street. Buses currently start and end their routes in this area on Cherry Street, which is located one block south of Civic Center Plaza. The need for a new transit center in the City Center Area was identified through public and stakeholder engagement and service planning. In preparation for future updates of the transit development plan, GMTS should evaluate operations at the Cherry Street site. The evaluation should include both operational and site evaluation criteria, and other potential sites should be considered if operational issues are present.

Minnesota State University-Mankato (Existing)

The MSU-Mankato area is a regional employment, education, and activity center. It hosts more 2,000 faculty and staff, and more than 15,000 students. MSU-Mankato has an institutional commitment to welcoming and empowering historically underrepresented populations, and its community consists of more than 2,200 students of color and more than 1,100 international students from more than 90 countries. It also hosts over 600 student athletes and their fans, including NCAA Division I men's and women's hockey, NCAA Division II men's baseball, basketball, cross country, football, golf, track and wrestling, and NCAA Division II women's basketball, cross country, golf, soccer, softball, swimming, tennis, track and volleyball.

The MSU-Mankato Transit Center is currently located on the south side of Centennial Student Union. Transit information is available inside the Union, and this site works well for the University and GMTS. In future updates of the transit development plan, GMTS should evaluate operations at the MSU-Mankato site based on both operational and site evaluation criteria, and other potential sites should be considered if operational issues are present.

Transit Center Design Considerations

Introduction

Transit centers should be sited to maximize convenience and minimize travel times for transit passengers and vehicles under existing and planned future conditions. Decisions to build transit centers should be based in both transit demand analysis and land use considerations. Land use considerations include and are not limited to the following:

- Land availability
- Land type and costs (e.g., public right-of-way, joint-use, private, etc.)

- Mix of land uses and compatibility with transportation functions
- Development plans including comprehensive and transit center area plans
- Available infrastructure and the cost of providing additional infrastructure including bicycle and pedestrian infrastructure (e.g., sidewalks, bicycle-pedestrian overpass/underpass, etc.)
- Proximity to affordable housing
- Proximity to education and/or employment
- Size of and proximity to people to rely on transit, have low incomes, and/or are members of minority populations

Transit Center Design

Transit centers should be context sensitive and enhance the neighborhoods surrounding them today and in the future. They should be functional, attractive, cost-effective, and generally consistent across the transit system. Well-designed transit centers will provide an attractive, informative environment for passengers at stations that is consistent with local community context, transit system identity, and passenger waiting times. Safety and security are particularly increased when all elements enhance passive security by maintaining visibility to and within the transit center area. These outcomes can be achieved by an interdisciplinary design team that responds to this direction while incorporating advancements in technology and balancing aesthetics with funding availability.

All transit centers serve people who are often linking multimodal trips. People usually travel to transit centers by walking, biking, using a wheelchair, or by driving/being dropped off. The transit centers should include sheltered waiting areas, lighting, heating, security features (e.g., cameras), and litter receptacles. Decisions to provide a fully enclosed facility should be justified. Shelters can be bolted or affixed to a concrete pad with or without a foundation; enclosures have foundations. The GMTS may want to explore fully enclosed transit centers in the following cases:

- ◆ The center serves high passenger volumes with long transfer times (e.g., 500 or more boardings per day)
- ◆ The center includes circulation systems (e.g., elevators or escalators)
- ◆ The center is part of multiuse buildings (e.g., MSU-Mankato Centennial Student Union)
- ◆ Right-of-way is available. Radiant heat and passive cooling is typical for enclosed transit centers.

Some transit centers may also function as transit operator layover areas or terminal stops. Transit centers that function as layover facilities should include restrooms for transit operators. Where transit centers are located within a multi-use building or qualify as an assembly area according to the State Building Code, public restrooms should be provided. Restroom evaluation criteria typically include the number of passengers and routine wait times of one hour or more.

Park-and-Ride Considerations

Some transit centers may also function as park-and-ride locations. In low-density land uses or high parking cost areas, transit customers may want to utilize the park-and-ride feature to ride transit to a destination. In general, the amount of parking provided at a park-and-ride is typically inverse to the density of surrounding land uses. Decisions to provide parking at transit centers should be made based on available right-of-way and thorough demand analysis.

Aesthetic Treatments

Landscaping (plant materials), streetscaping (hardscape), and/or public art is common at transit centers to help create quality public spaces and complement the surrounding area. Whenever possible, public art should be incorporated into other functional transit center elements so it does not interfere with pedestrian, bicycle, bus, and vehicular paths. All visual treatments should provide clear sight lines, avoid

creating areas of concealment, and not impede visibility for waiting transit passengers, buses, or other modes of transportation in the area.

Wayfinding and Signage

One of the primary functions of transit centers is the provision of transit information. Transit information and wayfinding information within and to transit facilities should be provided at all transit centers. Signage should seamlessly guide passengers to and through the transit center and its functions, including passengers who are not familiar with the transit system, who have disabilities, who are non-English speakers, and/or who are non-readers. Wayfinding information to major, permanent civic attractions should also be provided at all transit centers. Placement and general content of information should be consistent within transit centers when possible. Real-time schedule information should be provided at high-volume centers whenever site conditions allow.

Multimodal Connections

Special attention should be given to providing convenient and safe bicycle and pedestrian access to and through transit centers including improved bicycle and pedestrian facilities and roadway modifications where appropriate. Pedestrian and bicycle paths should be designed to provide the most direct route. They should also be paved, clearly marked, lighted, and buffered to improve active transportation experiences and discourage people from crossing roadways in other than designated areas. Mid-block crossings between transit centers and street intersections should be avoided. At-grade crossing should be utilized where feasible.

Improved bicycle and pedestrian facilities include features such as more visible crossings using pavement treatments, colors, or markings; pedestrian refuge medians; roadway curb extensions; intersection countdown timers; or passive crossing control (e.g., “z-type” crossings). Roadway modifications include features such as adjusted intersection traffic signal timings to accommodate bicycles/pedestrians; additional traffic signals; elimination of conflicting turn movements such as free-right turn movements; and intersection modifications to provide more convenient and safer bicycle and/or pedestrian crossings.

Maintenance

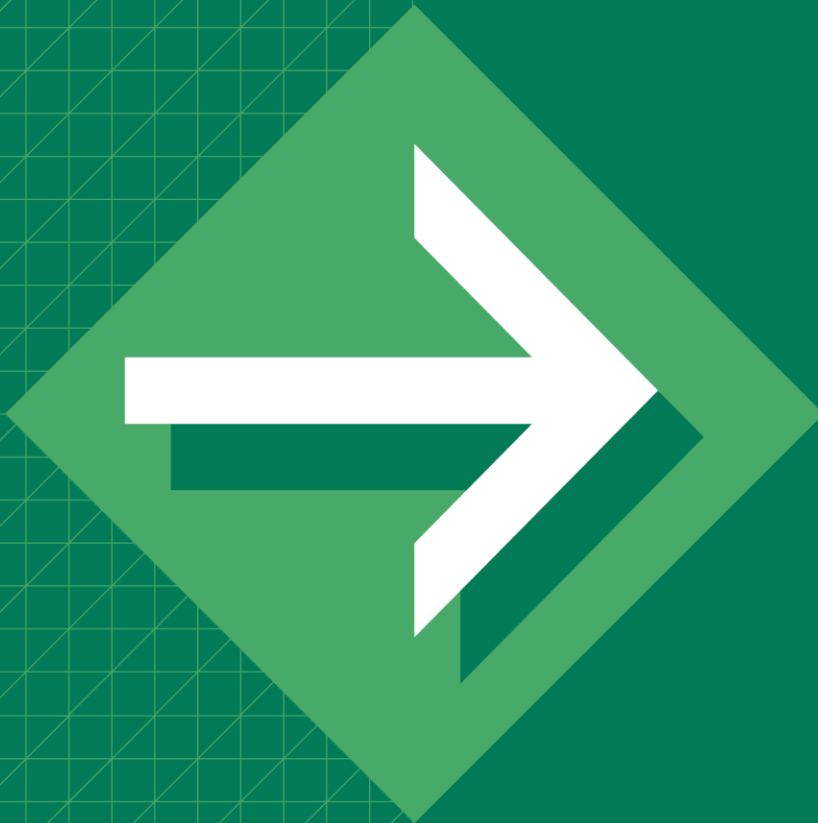
All transit centers, bus stops, and transit customer facilities should receive regular maintenance during all seasons, including snow removal, and designs should seek to minimize maintenance costs.

Transit Asset Management Plan

June 2018; Updated December 2019



Prepared by: **Kimley»Horn**



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Transit Asset Management Plan

The condition of a public transportation system's capital assets is critical to the safety and quality of its service. Most notably, a system's equipment, rolling stock, infrastructure, and facilities determine its effectiveness in serving its community. When transit assets are not in a state of good repair, the consequences include increased safety risks, decreased system reliability, higher maintenance costs, and lower system performance.

The Greater Mankato Transit System (GMTS) is committed to providing safe, efficient, and reliable service to its customers. Having a transit asset management (TAM) plan which assesses current and future needs and prioritizes investments to resolve those needs is critical to meeting this mission.

Overview

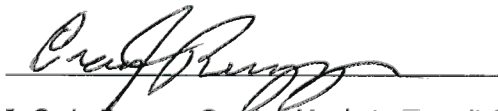
To comply with Federal Transit Administration (FTA) guidance, the GMTS must use inventory and condition data and well-defined objectives to provide a systematic approach for improving resource allocation decision-making. This chapter includes:

- ◆ Documentation of the decision support process used by GMTS to establish capital investment needs and develop investment prioritization
- ◆ An inventory of capital assets, including number, type, and value
- ◆ A condition assessment of inventoried assets to monitor and predict asset condition
- ◆ An estimation of funding levels from all available sources that are reasonably expected to be available in each fiscal year during the TAM Plan horizon period
- ◆ A prioritization of investments, including rank/priority and anticipated project year to improve or manage the state of good repair

The Transit Supervisor, Craig Rempp, is the accountable executive responsible for implementing this plan.

As required by the Federal Transit Administration (FTA) Moving Ahead for Progress in the 21st Century (MAP-21) Transit Asset Management Final Rule that took effect on October 1, 2016, I have approved and endorse this Asset Management Plan as Greater Mankato Transit System's Accountable Executive.

Approval:



I, Craig Rempp, Greater Mankato Transit Supervisor, do fully authorize and endorse the Greater Mankato Transit System Asset Management Plan, dated June 2018; Updated December 2019.

Best Practices in Asset Management

Preventative Maintenance

Traditionally, asset management is a reactive find-and-fix maintenance method. Improved transit asset management uses a predict-and-prevent approach to reduce cost and improve safety and reliability of the system. This approach to asset management aligns with the guidance of the FTA, which requires that recipients of federal funding report on:

- ◆ The condition of their system
- ◆ Any change in condition since the last report
- ◆ Targets set for the state-of-good-repair performance measures
- ◆ Progress towards meeting those targets

Regular Inspections

In addition to reporting data, inspections should be conducted on all assets. These inspections are critical to maintaining an accurate database that can help make investment decisions. Regular vehicle and equipment inspections should be conducted based upon vehicle type, mileage, road conditions, and other policies.

- ◆ Vehicle type: Due to deterioration from stop frequency and wear and tear from congestion and general use, revenue vehicles require a more frequent and in-depth preventative maintenance inspection than other vehicles
- ◆ Mileage: Vehicles with the highest mileage should be inspected frequently
- ◆ Road conditions: Vehicles used in inclement weather or road conditions, such as ice, snow, or gravel, should be inspected more frequently than the manufacturer recommendation

Inspections should occur on a regular schedule, should be organized and consistent, and should be fully documented. Many agencies identify a specific person to manage this task.

Review and Adjust

Finally, GMTS staff should continually review these maintenance practices to identify improvements to the program. The current condition assessment portion of this chapter includes the first iteration of a FTA-compliant report on state of good repair. Continually updating this section of the report with current numbers, budgets, and the state of good repair is the first recommended change.

Existing Asset Management Practices at GMTS

The GMTS has a daily vehicle maintenance program. Managed by the Superintendent of Transit, this program employs one full-time mechanic who maintains and cleans all 17 buses, garage equipment, and transit facilities. This employee's responsibilities include interior and exterior cleaning of buses and bus shelters, fueling and repair of buses and other maintenance equipment as well as cleaning and repair of shelters and other bus facilities.

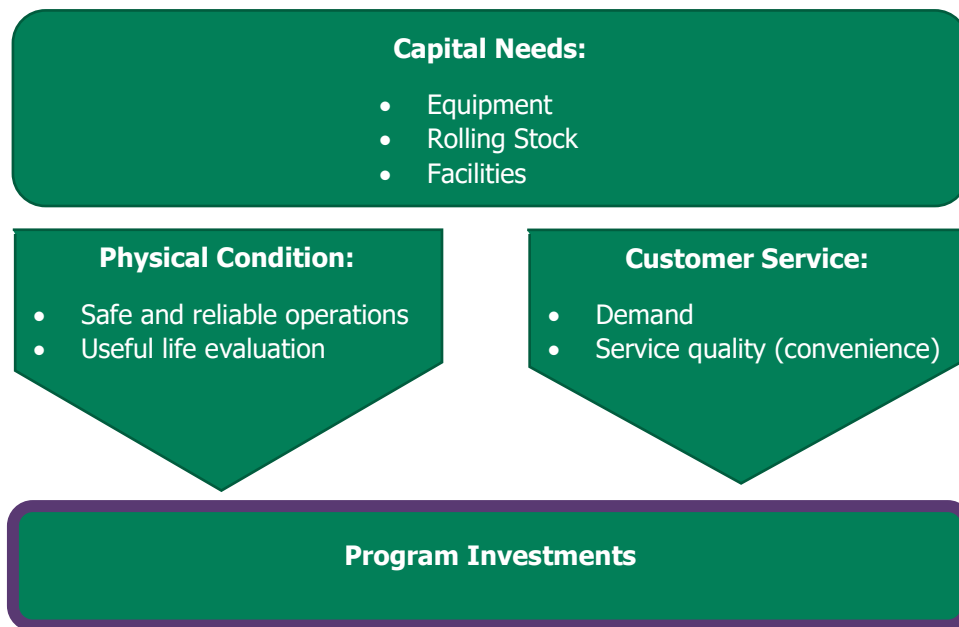
Having only one person responsible for vehicle and bus shelter maintenance is an issue for system functionality. Successful maintenance is essential to system safety and reliable operations. Vacations, sick-leave, or any sudden departure from the maintenance position has an immediate impact on daily operations. The FTA has noted that GMTS needs more maintenance staff to safely and reliably execute the existing service plan.

Investment Framework: Goals, Performance Measures and Targets

The GMTS is committed to maintaining current stock and replacing assets that are no longer in a state of good repair. This is an essential part of providing a transportation system that promotes the safety and security of all users. Proper maintenance increases the system's reliability, improves quality of service, and maximizes the useful life of transit assets. GMTS should strive to maintain the condition and

functionality of its transportation inventory through the establishment of goals and use of performance measures and performance targets for its capital assets. These maintenance goals and metrics are nested within the Existing Asset Management Decision Making Process.

The Existing Asset Management Decision Making Process considers both physical condition and customer service factors to determine asset maintenance and replacement needs. Equipment, rolling stock, and facilities goals, performance measures and performance targets are contained within the process (**Figure 1**).



► **Figure 1: Existing Asset Management Decision Making Process evaluates assets against Physical Condition and Customer Service criteria to establish investment priority**

Goals, Performance Measures and Targets

Capital needs are determined by evaluating Equipment, Rolling Stock, and Facilities assets against Physical Condition and Customer Service goals, performance measures, and performance targets. Goals, performance measures and targets for each asset category are described below.

EQUIPMENT

Goals and Objectives

- ◆ Safety - Develop and maintain a transportation system that promotes the safety of all users
Support a safe, secure, and comfortable transportation system
- ◆ Preservation - Develop a regional system that promotes the preservation of the existing and future transportation system

Performance Measures and Targets

- ◆ Useful life evaluation: 50 percent of non-revenue vehicles meet or exceed useful life

ROLLING STOCK

Goals and Objectives

- ◆ Access and Reliability - Develop a transportation system that increases access and reliability options for all users
 - Objective 7: Increase system ridership each year
 - Objective 8: Minimize overcrowding on buses
 - Objective 9: Improve system on-time performance
- ◆ Safety - Develop and maintain a transportation system that promotes the safety of all users
Support a safe, secure, and comfortable transportation system
 - Objective 1: Promote the safety of all users by developing an agency safety plan and training staff and drivers in incident response
- ◆ Preservation - Develop a regional system that promotes the preservation of the existing and future transportation system
- ◆ Environmental Conservation and Sustainability - Support transportation improvements that promote energy conservation to improve community quality of life, health, and character
 - Objective 1: Reduce CO2 emissions
 - Objective 3: Increase alternative fuel vehicles in the GMTS fleet
- ◆ System Management: Promote efficient system management and operations while increasing collaboration among businesses, community and industry groups, and federal, state, and local governments to better target investments and improve accountability
 - Objective 1: Establish service standards for each mode regarding vehicle loads, vehicle headways, on-time performance, and service availability, as required by Title VI
 - Objective 2: Establish systemwide service policies for transit amenities and vehicle assignment by mode, as required by Title VI
 - Objective 4: Monitor and reduce operating costs per passenger

Performance Measures and Targets

- ◆ Increase system ridership by three percent each year
- ◆ Maximum seated passenger load: 120 percent
- ◆ On-time performance: 90 percent
- ◆ Revenue hours per capita: 0.7 revenue hours per capita
- ◆ Crashes per 100,000 revenue miles: 0.4
- ◆ Fleet condition: At least 80 percent of all regular fleet available for operations
- ◆ Spare Ratio: Spare vehicles to peak requirement less than 20 percent
- ◆ Rolling Stock: 20 percent of revenue vehicles meet or exceed useful life
- ◆ Propulsion technology: Add an electric bus to the fleet in the next 5 years
- ◆ Vehicle load standard: 1.2
- ◆ Vehicle headway standard
 - Weekday: 30 minutes
 - Weekend: 60 minutes
- ◆ Vehicle assignment standard: vehicles with greater capacity will be assigned to routes with the greater ridership
- ◆ Operating cost per passenger: Less than or equal to \$3

FACILITIES

Goals and Objectives

- ◆ Access and Reliability - Develop a transportation system that increases access and reliability options for all users
 - Objective 7: Increase system ridership each year
- ◆ Safety - Develop and maintain a transportation system that promotes the safety of all users
Support a safe, secure, and comfortable transportation system
 - Objective 3: Ensure safe waiting areas for passengers by providing lighting, benches, and/or shelters at major stops
- ◆ Preservation - Develop a regional system that promotes the preservation of the existing and future transportation system
- ◆ Multimodal Transportation - Develop and maintain a transportation system that integrates multimodal options for all users, while considering active living and public health initiatives
 - Objective 1: Connect to other local and regional transit services (Minnesota River Valley Transit and True Transit)
 - Objective 2: Provide bicycle parking at transit centers and major bus stops
 - Objective 3: Locate bus stops along sidewalks and trails
- ◆ Coordination and Collaboration - Maintain intergovernmental cooperation and coordination, along with community participation and input in all stages of the transportation planning process
 - Objective 6: Seek opportunities for public-private partnerships to improve transportation options
- ◆ Environmental Conservation and Sustainability - Support transportation improvements that promote energy conservation to improve community quality of life, health, and character
 - Objective 1: Reduce CO2 emissions
 - Objective 2: Integrate GMTS into development of quality of life initiatives in the Greater Mankato area
- ◆ Land Use - Establish a strong connection between transportation modes and the land uses that they serve
 - Objective 1: Facilitate and promote moderate to higher density and mixed-use development in areas near or along planned/existing transit routes
 - Objective 2: Encourage the concentration of employment and services along transit routes
 - Objective 3: Promote transit-oriented development into small area plans, master-planned developments, and site plans
- ◆ Security - Increase security of the transportation system for motorized and non-motorized users in preparedness for emergency events and natural disasters
 - Objective 1: Develop an Emergency Event and Natural Disasters Plan and seek opportunities to utilize the region's transit service in such events
 - Objective 3: Maintain or reduce the number of security-related complaints
 - Objective 4: Maintain or improve customer satisfaction regarding perceptions of safety and security
- ◆ System Management: Promote efficient system management and operations while increasing collaboration among businesses, community and industry groups, and federal, state, and local governments to better target investments and improve accountability
 - Objective 2: Establish systemwide service policies for transit amenities and vehicle assignment by mode, as required by Title VI

Performance Measures and Targets

- ◆ Increase system ridership by three percent each year

- ◆ Facilities: 50 percent of facilities (including passenger amenities) adequate or better
- ◆ 90 percent of regional transit routes have no wait transfers to GMTS routes
- ◆ Bicycle parking at transit stops with 20 or more boardings per day
- ◆ Pedestrian sidewalks or trails within ¼ mile of bus stops with at least 20 boardings per day
- ◆ Transit amenity standards
 - Shelters at stops with at least 20 boardings per day or major transfer points
 - Benches at bus stops with 15 or more daily boardings
 - Lights at bus stops with 15 or more daily boardings

Current Condition Assessment

Methodology

The FTA Transit Economic Requirements Model (TERM) Lite tool estimates transit capital investment needs over an extended time horizon. It estimates asset condition based on age, useful life, and asset decay curves. This tool was used to identify the current condition of the GMTS transit system features and create recommendations for resource allocation to reach and maintain a state of good repair (SGR) for years to come. The assumptions used for the base model were:

- ◆ 10-year horizon year
- ◆ All assets have the same priority
- ◆ Agency soft costs are 5 percent for most non-rolling stock, and 10 percent for the central maintenance facility
- ◆ Inflation is set at 3 percent
- ◆ GMTS capital budget is set at “unconstrained”

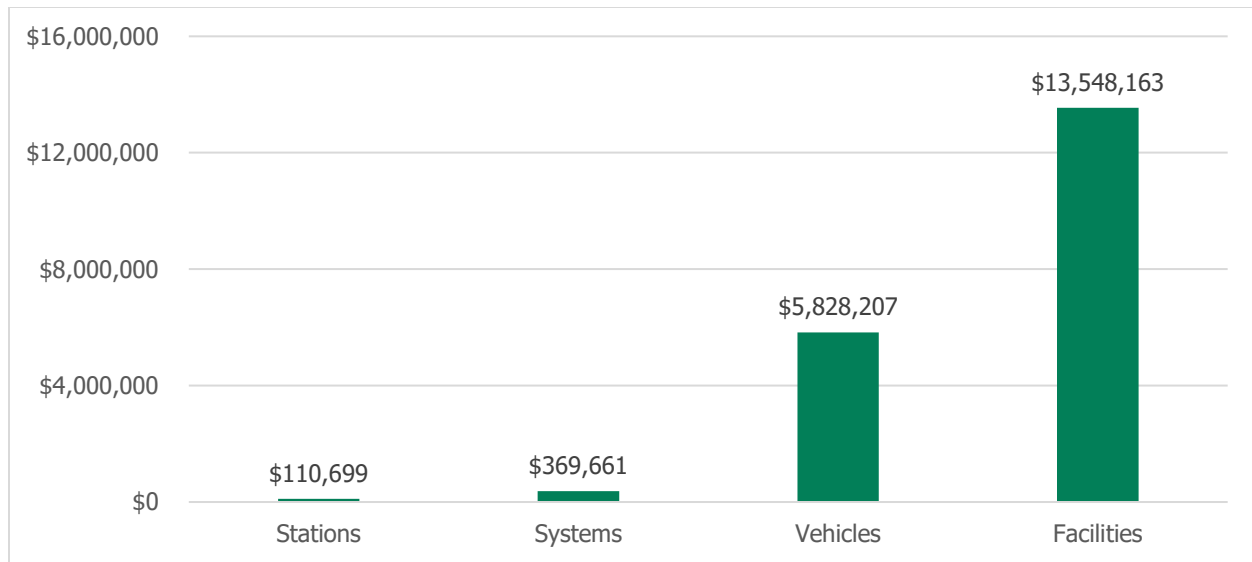
INPUTS

The inputs for the TERM Lite model include 41-line items such as 17 fixed-route and demand response revenue vehicles, seven bus shelters, various office equipment and supplies, maintenance and repair equipment pieces, and a maintenance facility.

Useful lives were identified for every asset. Revenue vehicle useful lives ranged from 7 to 15 years, non-revenue vehicles have useful lives of 10 years, and maintenance equipment ranged from 10 to 40 years.

Asset Inventory Replacement Value

Figure 2 shows the existing replacement value of GMTS’ capital assets at \$19.9 million. Facilities, which include the existing central maintenance facility, make up the largest single asset type at \$13.5 million. Revenue vehicles make up over one-quarter of the value of GMTS’ assets, while bus stops (stations) and systems assets make up roughly 2.5 percent of the value.



► **Figure 2: GMTS Capital Assets (reported in 2018 dollars)**

Table 1 shows GMTS's capital asset inventory, broken down by asset type, quantity, and replacement value.

► **Table 1: GMTS Capital Asset Inventory**

ASSET CATEGORY	ASSET DESCRIPTION	QUANTITY	ASSET REPLACEMENT VALUE	ESTIMATED ASSET REPLACEMENT YEAR
Vehicles	Demand Response (DR)	1	\$ 145,282	2025
	Demand Response (DR)	1	\$ 152,221	2018
	Demand Response (DR)	1	\$ 151,626	2020
	Demand Response (DR)	1	\$ 143,839	2022
	Motor Bus (MB)	1	\$ 462,512	2024
	Motor Bus (MB)	3	\$ 1,471,137	2029
	Motor Bus (MB)	1	\$ 473,105	2032
	Motor Bus (MB)	3	\$ 1,375,264	2025
	Motor Bus (MB)	1	\$ 492,272	2027
	Motor Bus (MB)	1	\$ 479,026	2028
	Motor Bus (MB)	1	\$ 155,483	2020
	Motor Bus (MB)	1	\$ 144,946	2030
	Motor Bus (MB)	1	\$ 158,666	2030
	Non-Revenue vehicle (truck)	1	\$ 22,822	2020

ASSET CATEGORY	ASSET DESCRIPTION	QUANTITY	ASSET REPLACEMENT VALUE	ESTIMATED ASSET REPLACEMENT YEAR
Systems	Revenue Collection - on vehicle (SY)	17	\$ 298,162	2023
	Two-way Radios - portable (SY)	12	\$ 25,250	2028
	Two-way radios - mobile (SY)	17	\$ 46,248	2028
Stations/Bus Stops	Bus Pad Shelter Estimate	7	\$ 6,615	2033
	Bus shelter (SY)	1	\$ 41,832	2018
	Bus shelters (SY)	6	\$ 62,251	2015
Facilities	Access and parking (SY)	1	\$ 347,121	2031
	Administrative space in public works (SY)	1	\$ 764,041	2046
	Air compressor (SY)	1	\$ 20,690	2031
	Built in equipment and specialties - interior sprinkler system (SY)	1	\$ 46,952	2056
	Built in equipment and specialties - overhead crane (SY)	1	\$ 82,941	2041
	Built in equipment and specialties - overhead doors (SY)	13	\$ 169,299	2056
	Built in equipment and specialties- bus wash equip (SY)	1	\$ 275,027	2026
	Built in equipment and specialties-interior paintings/coating (SY)	1	\$ 66,656	2036
	Built in equipment and specialties-tubular daylighting (SY)	20	\$ 59,487	2056
	Drainage (SY)	1	\$ 29,654	2056
	Electrical (SY)	1	\$ 449,303	2056
	Exterior (SY)	1	\$ 1,324,507	2056
	Fire Alarm (SY)	1	\$ 8,986	2031

ASSET CATEGORY	ASSET DESCRIPTION	QUANTITY	ASSET REPLACEMENT VALUE	ESTIMATED ASSET REPLACEMENT YEAR
	HVAC (SY)	1	\$ 780,664	2036
	Maintenance Facility (SY)	1	\$ 8,281,624	2056
	Mobile Lifts (SY)	1	\$ 44,299	2031
	Office technology/computers	1	\$ 12,837	2021
	Plumbing (SY)	1	\$ 386,401	2056
	Roof (SY)	1	\$ 322,375	2036
	Scrubber sweeper (SY)	1	\$ 56,034	2032
	Vertical lift (SY)	1	\$ 19,255	2037

Asset Conditions

An asset is in a SGR if it has not reached the end of its useful life. The SGR backlog represents the value of all assets in the transit system that are beyond their useful life and should be replaced. Based on the provided inventory, one percent of the total value of GMTS's transit system is in backlog (**Table 2**).

► **Table 2: Assets in Backlog by Category**

ASSET CATEGORY	REPLACEMENT VALUE	VALUE OF ASSETS IN BACKLOG	PERCENT OF ASSETS IN BACKLOG
Stations	\$110,699	\$104,084	94%
Systems	\$369,661	\$0	0%
Vehicles	\$5,828,207	\$152,221	3%
Facilities	\$13,548,163	\$0	0%
Total Assets	\$19,856,730	\$256,306	1%

Table 3 shows how each element fits into the five FTA defined asset-condition categories¹ based on how soon it will reach its useful life.

¹<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Facility%20Performance%20Assessment%20Guidbook.pdf>

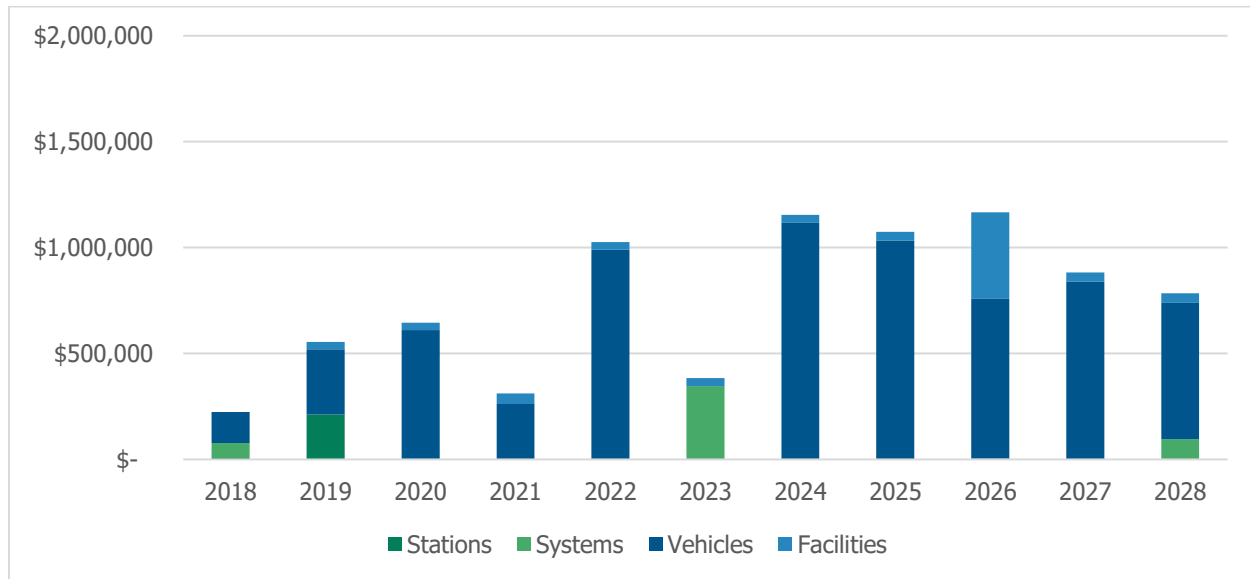
► Table 3: Asset Condition by Category and Type

CATEGORY	ELEMENT	USEFUL LIFE	REPLACE MENT VALUE (2018\$)	EXCEL LENT	GOOD	ADEQ UATE	MARG INAL	POO R*
Facilities	Administration	30 years	\$764,042	100%				
Facilities	Building Components	15 - 40 years	\$4,178,436	98%		2%		
Vehicles	Bus	15 years	\$4,753,319	49%	51%			
Facilities	Maintenance	10 - 40 years	\$8,696,931	100%				
Facilities	MIS/IT/Networ k Systems	5 years	\$12,837		100%			
Systems	On-Vehicle	15 years	\$298,162		100%			
Stations	Platform	15 years	\$6,615	100%				
Systems	Radio	10 years	\$71,499	100%				
Vehicles	Truck	10 years	\$22,822			100%		
Vehicles	Vans, Cutaways and Autos	7 - 15 years	\$1,052,066	43%	14%	43%		

Recommendations for Guiding Resources

Current Funding Scenario

Under GMTS's current service and funding conditions, a total of \$8.5 million is spent over the next decade to replace assets (**Figure 3**). Given the assumption of unrestrained funding, the current system backlog is eliminated during the first full year (2019), and assets are replaced as soon as they reach the end of their useful life.

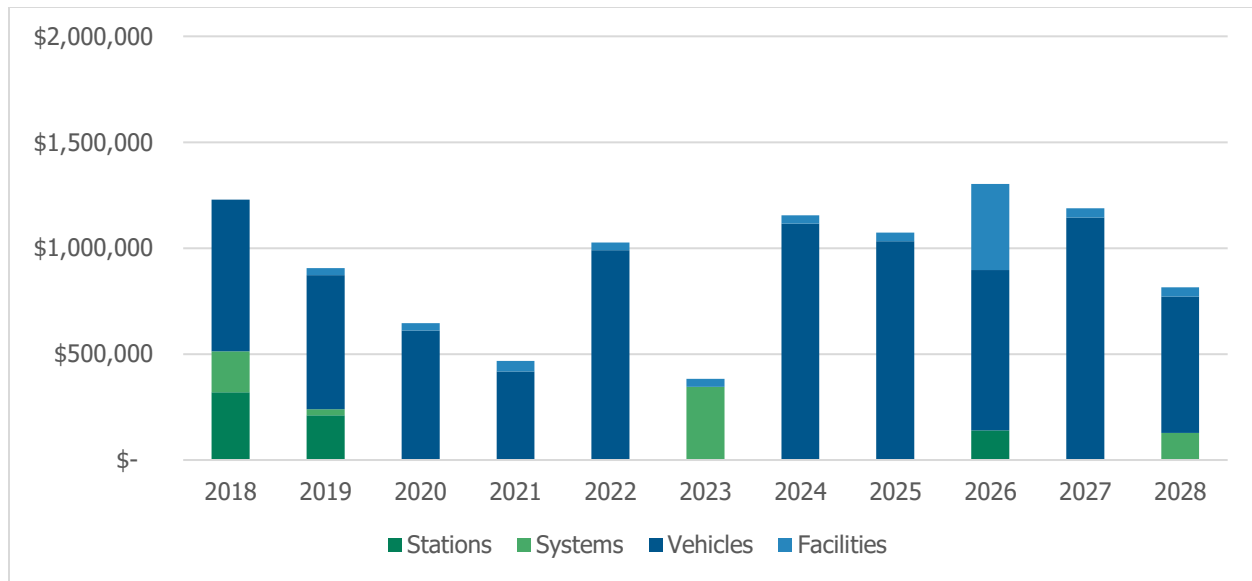


► **Figure 3: Current funding scenario asset replacement expenditures by year, separated by asset category**

New Service Expansion Scenario

The New Service Expansion (NSE) funding scenario models the asset replacement expenditures that would occur under the NSE service plan, as described in the Service Recommendation Report and Financial Plan. Under this plan, GMTS would make immediate additions to its asset inventory that include 5 revenue vehicles, 13 bus shelters, and various radio and revenue collection units. Given the assumption of unrestrained funding, the current system backlog is eliminated during the first full year (2019), and assets are replaced as soon as they reach the end of their useful life.

Under the NSE scenario, a total of \$10.8 million is spent over the project horizon (**Figure 4**).

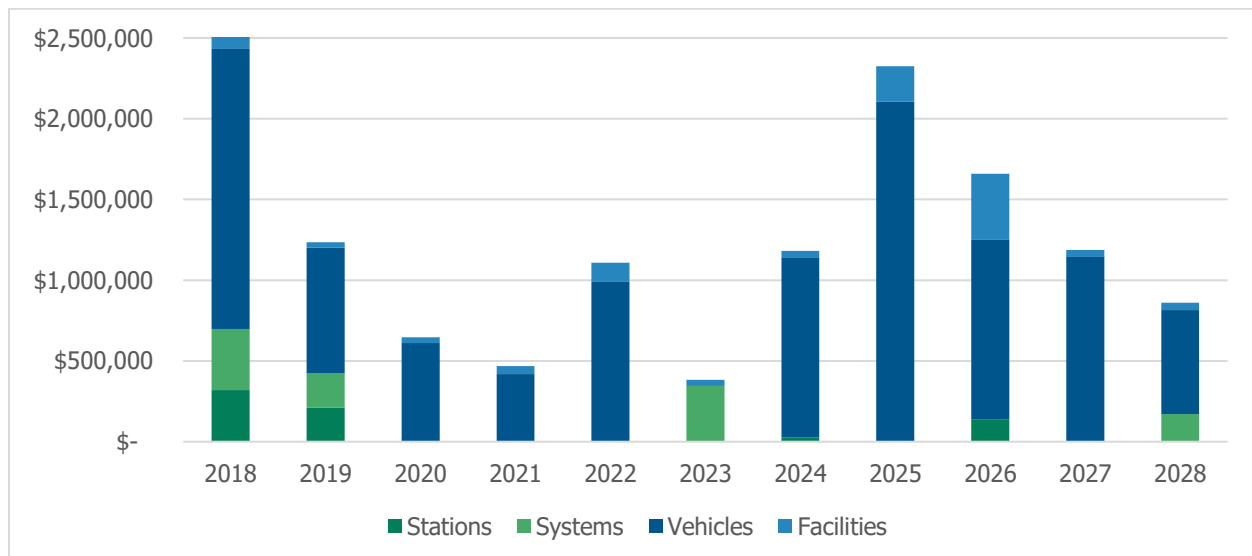


► **Figure 4: New Service Expansion funding scenario asset replacement expenditures by year, separated by asset category**

Illustrative Funding Scenario

The Illustrative funding scenario models the asset replacement expenditures that would occur under the Illustrative expanded service plan, as described in the Service Recommendation Report and Financial Plan. Under this plan, GMTS would make immediate additions to its asset inventory that include 14 revenue vehicles, 13 bus shelters, an integrated Automatic Passenger Counter (APC) system, dispatching software, and various radio and revenue collection units. Given the assumption of unrestrained funding, the current system backlog is eliminated during the first full year (2019), and assets are replaced as soon as they reach the end of their useful life.

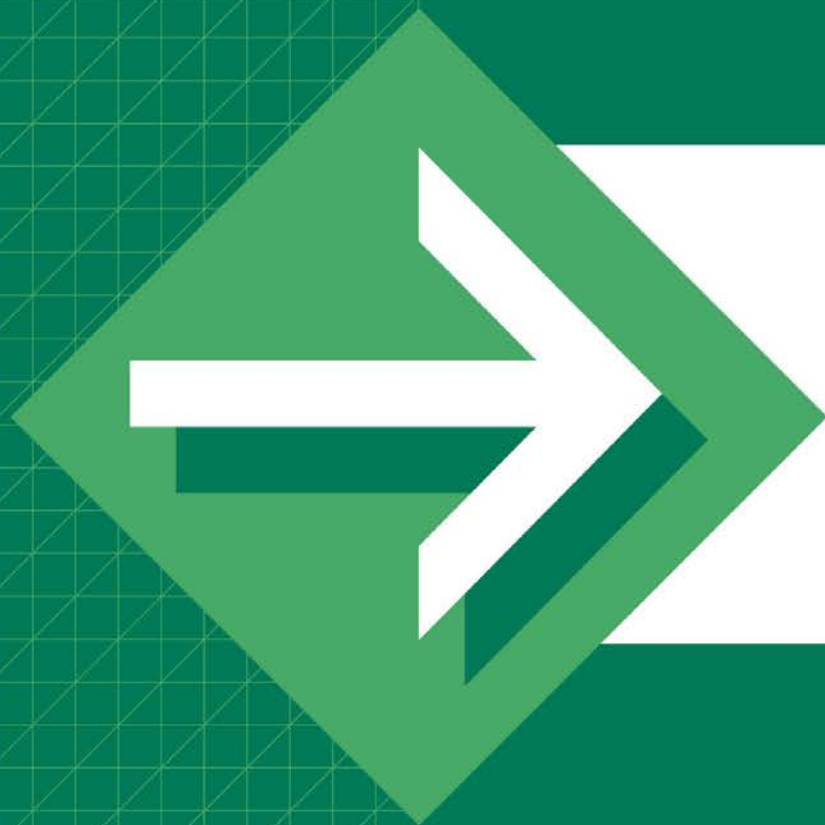
Under the Illustrative Funding Scenario, a total of \$14.6 million is spent over the project horizon (**Figure 5**).



► **Figure 5: Illustrative funding scenario asset replacement expenditures by year, separated by asset category**

Financial Plan

June 2018



Prepared for:



Prepared by:



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Financial Plan

As part of this Transit Development Plan (TDP), a Financial Plan was prepared for Mankato that helps the agency forecast future revenue and costs. The plan is built around the system as it stands today, to allow Mankato to determine the resources available to implement the recommendations outlined in this TDP.

Assumptions

Operating

In 2017, Mankato completed a three-year financial plan which formed the starting point for the forecasts presented in this TDP. The system's operating costs are broken into two categories: bus and paratransit service. Non-modal costs such as administration are fully allocated to the modes and not present here as a separate line item. Operating costs are expected to grow by three percent a year during the life of the plan, the same assumptions used by Mankato to formulate the 2017 financial plan.

Operating revenue is expected to change substantially in 2018 due to new funding made available from the Minnesota Department of Transportation (MnDOT). Starting this year, MnDOT will provide Greater Mankato Transit System (GMTS) with new funding for expansion service; this funding covers 100 percent of the operating costs for half a year of service in 2018, and a full year of service in 2019. After 2019, the plan assumes the state contribution will drop to 80 percent of operation costs. MnDOT will also cover a greater share of existing operating costs, with the match rate increasing up to 80 percent of operating costs in 2018. The model assumes no additional state funding beyond the service expansion revenue and higher match rate for existing service.

The remainder of operating costs are covered by Federal 5307 funding as well as through local contributions paid by the Cities of Mankato, North Mankato, and Minnesota State University, Mankato (MSU-Mankato) contributions categorized as fare revenue). The City of Mankato is expected to provide \$160,000 of funding to the system in 2018, a figure that will track with the three percent operating cost growth rate moving forward. North Mankato and MSU-Mankato are forecasted to fund four percent of future operating costs for their routes (20 percent of local share), as state support will cover 80 percent of the local share. Finally, MnDOT requires that GMTS spend at least 50 percent of its Federal 5307 funding on operating in any given year. Federal funding is expected to grow at the nationwide average of two percent.

For the purposes of this plan, fare revenue is pegged at a cost recovery ratio of 15 percent for fixed route service and 8 percent for paratransit routes.

Capital

GMTS capital needs are assumed to be funded through a combination of state and federal funds. State funding will account for up to 80 percent of capital costs, with Federal 5307 funds covering the remainder. Due to MnDOT requirements, GMTS can only utilize up to 50 percent of its federal funding for capital projects; combined with the state match of up to 80 percent, this document assumes the agency will spend less than



the maximum allowable on capital. In addition, GMTS received \$1.72 million in capital funding from MnDOT in 2018 to fund the purchase of new vehicles and technology upgrades.

Baseline Projection

To forecast the revenue available for the capital and operating recommendations outlined in this TDP, a baseline forecast was prepared that illustrates the costs and revenue associated with the existing service, along with any remaining funding that can be applied to the TDP recommendations.

The baseline model forecasts that GMTS will have an additional \$1 million to \$1.25 million a year in funding available for service expansion and capital investments (excluding 2018, when GMTS benefits from a one-off increase in capital funding due to a MnDOT grant). The additional funding is largely the result of the nearly \$1 million in MnDOT funding made available to the agency for service expansion, along with higher matching rates for existing service. In addition to this annual revenue surplus, GMTS has an unspent balance of Federal 5307 funding from prior years available for use in 2018. Table 1 summarizes the cost of operating existing service as well as projected revenue. The bottom of the table provides the unspent balance of funding available for new service and capital improvements.

► Table 1 | Baseline Operating Cost and Net Revenue (\$ thousands)

	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
Operating Expenses (Baseline)										
Existing Fixed-Route Service	\$2,886	\$2,973	\$3,062	\$3,154	\$3,248	\$3,346	\$3,446	\$3,550	\$3,656	\$3,766
Paratransit	\$320	\$330	\$340	\$350	\$360	\$371	\$382	\$394	\$406	\$418
Expenses Total	\$3,206	\$3,303	\$3,402	\$3,504	\$3,609	\$3,717	\$3,829	\$3,944	\$4,062	\$4,184
Operating Revenue (Baseline)										
FTA Funding										
Carryover Balance	\$676	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
New Funding (Operations)	\$871	\$889	\$907	\$925	\$943	\$962	\$981	\$1,001	\$1,021	\$1,041
MnDOT										
Fixed Route - Existing	\$1,700	\$1,751	\$1,874	\$1,930	\$1,988	\$2,048	\$2,109	\$2,172	\$2,238	\$2,305
Fixed Route - Expansion		\$498	\$970	\$800	\$824	\$848	\$874	\$900	\$927	\$955
Paratransit	\$222	\$228	\$239	\$246	\$254	\$261	\$269	\$277	\$286	\$294
Local Funding										
City of Mankato	\$160	\$165	\$170	\$175	\$180	\$185	\$191	\$197	\$203	\$209
City of North Mankato	\$9	\$9	\$9	\$10	\$10	\$10	\$11	\$11	\$11	\$12
Fare and MSU-Mankato Contributions										
MSU-Mankato	\$45	\$46	\$48	\$49	\$51	\$52	\$54	\$55	\$57	\$59
Farebox Revenue	\$556	\$573	\$486	\$501	\$516	\$532	\$548	\$564	\$581	\$598
Non-Farebox Revenue	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33	\$33
Revenue Total	\$4,769	\$4,664	\$4,565	\$4,692	\$4,823	\$4,957	\$5,095	\$5,237	\$5,384	\$5,534
Capital (Baseline)										
State of Good Repair Expenses	\$223	\$554	\$646	\$312	\$1,027	\$384	\$1,155	\$1,074	\$1,167	\$883
MNDOT Capital Funding	\$1,801	\$443	\$517	\$249	\$821	\$307	\$924	\$859	\$934	\$706
Baseline Surplus Available for Capital and New Service Expansion	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174

Constrained Operating and Capital Improvements

The TDP presents two scenarios: an **Expansion Scenario** and an **Illustrative Scenario**. Table 2 shows the *net* capital and operating costs associated with each scenario.

The Expansion Scenario is fiscally constrained and is largely funded by the revenue surplus forecasted in the baseline budget. Any new capital projects not included in the baseline also are assumed to receive an 80% matching grant from MnDOT. Not all funding will be expended in any given year; due to inflation and growing capital needs in future years, the budget preserves surplus revenue to cover future-year projected deficits.

The Illustrative Scenario is fiscally unconstrained and includes the cost of all recommendations presented in this TDP. Implementing this scenario will require between \$2.7 and \$3.4 million in new funding per year.

► Table 2 | Costs and Revenue Balance for Expansion and Illustrative Scenario (\$ thousands)

Expansion Scenario		2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
New Expenses	Net Capital	\$1,006	\$352	\$0	\$157	\$0	\$0	\$0	\$0	\$135	\$305
	Net Operating	\$906	\$933	\$961	\$990	\$1,020	\$1,051	\$1,082	\$1,115	\$1,148	\$1,182
Revenue	Baseline Surplus	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174
	MnDOT Capital Match	\$0	\$282	\$0	\$125	\$0	\$0	\$0	\$0	\$108	\$244
Expansion Scenario Balance*											
<i>*Positive balance may be subject to repayment to MnDOT</i>		\$1,229	\$247	\$73	\$105	-\$11	\$113	-\$47	-\$35	-\$87	-\$70
Illustrative Scenario		2018	2019	2020	2021	2022	2023	2024	2025	2026	2027
New Expenses	Net Capital	\$2,353	\$681	\$0	\$157	\$82	\$0	\$26	\$1,251	\$493	\$305
	Net Operating	\$3,466	\$3,570	\$3,677	\$3,787	\$3,901	\$4,018	\$4,139	\$4,263	\$4,391	\$4,522
Revenue	Baseline Surplus	\$3,141	\$1,251	\$1,035	\$1,126	\$1,009	\$1,163	\$1,036	\$1,079	\$1,088	\$1,174
	MnDOT Capital Match	\$0	\$545	\$0	\$126	\$65	\$0	\$21	\$1,001	\$395	\$244
Illustrative Balance		-\$2,679	-\$2,456	-\$2,643	-\$2,693	-\$2,909	-\$2,855	-\$3,108	-\$3,434	-\$3,401	-\$3,410

Conclusion

The increase in state funding for Mankato Transit System will allow the agency to implement several service improvements while reducing the funding burden on the system's local funding partners. A greater reliance on state funding makes the agency more susceptible to changes in MnDOT funding. Decreases in the state contribution would force GMTS to roll-back service improvements and delay capital investments.

Organizational and Staffing Framework

June 2018



Prepared by: **Kimley»Horn**



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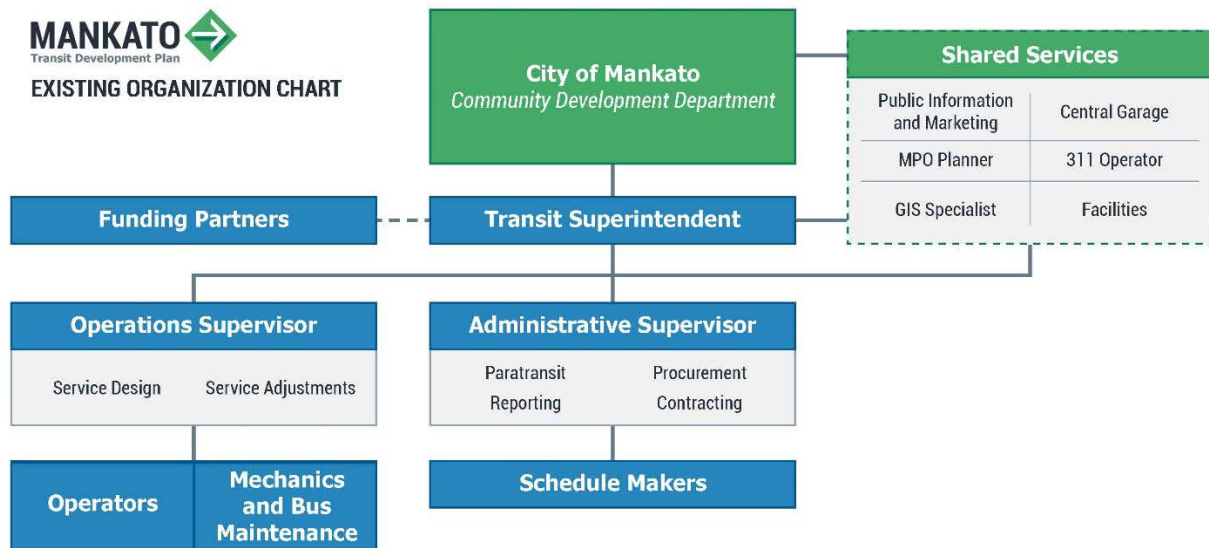
Organizational and Staffing Framework

This Organizational and Staffing Framework describes organizational structure and staffing for the Greater Mankato Transit System (GMTS). It assesses current and future organizational and staffing needs of the system, and includes recommendations on the type and number of employees that may strengthen the GMTS for 2018 through 2022.

2017 Organizational and Staffing Framework

The GMTS is a department within the City of Mankato. Figure 1 shows it is part of the Community Development department, and its sister department is the Mankato Area Planning Organization (MAPO), the region's federally-recognized metropolitan planning organization for transportation. The GMTS receives funding from the City of Mankato, City of North Mankato, Minnesota State University, Mankato (MSU-Mankato), Minnesota Department of Transportation (MnDOT) and the Federal Transit Administration (FTA).

► Figure 1: Existing Organization Chart



GMTS Staffing

Staffing for the GMTS is lean and has, at times, been challenged to attract and retain staff. As of December 2017, the GMTS has 13 full-time employees (FTEs) and 37 part-time employees (PTEs) (Table 1).

► Table 1: GMTS Employee Counts (2017)

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME OR SHARED EMPLOYEES	ADDITIONAL NOTES
Transit Superintendent <i>Responsible for oversight of the agency and coordination with other City departments</i>	Transit Superintendent – Manager	1	0	
Operations Supervisor <i>Responsible for management of daily street operations</i>	Operations – Supervisor	1	0	
Operators <i>Operates revenue vehicles</i>	Operations – Support	7	36-Part Time	
Mechanics and Bus Maintenance <i>Interior and exterior cleaning of buses, fuel and repair buses, and maintenance other equipment</i>	Operations – Support	1	2 (Shared)	Temporary staffing support is available from the City's Central Garage (mechanics) and permanent facilities maintenance support is provided by the City's Public Works Department
Administrative Supervisor <i>Responsible for management of administrative tasks and personnel</i>	Administrative – Supervisor	1	0	The GMTS had an Administrative Supervisor previously. The position is in the process of being filled.
Schedule Maker <i>Generate fixed route and dial-a-ride schedules</i>	Administrative – Support	0	1-Part Time	
Public Information and Marketing	Shared Services - Support	0	2 (Shared)	The public information and marketing staff are shared with the City and the School District
MPO Planner	Shared Services - Support	0	1 (Shared)	

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME OR SHARED EMPLOYEES	ADDITIONAL NOTES
GIS Specialist <i>Responsible for spatial analysis and route map production</i>	Shared Services – Support	0	1 (Shared)	
Central Garage	Shared Services - Support	0	1 (Shared)	
311 Operator <i>Answers public 311 calls for the agency</i>	Shared Services – Support	0	1 (Shared)	
Transit Engineer <i>Design and maintain bus shelters and facilities</i>	Shared Services - Support	0	1 (Shared)	The transit engineer is shared with the City's Public Works Department
Facility Maintenance	Shared Services - Support	0	1 (Shared)	
TOTAL EMPLOYEES		11	Transit: 37 Part Time Shared: 10	

Existing Staffing Issues

- ◆ **No transit development staff.** The Transit Superintendent is currently performing transit development work for the GMTS. These responsibilities include analyzing and evaluating service productivity, and identifying and evaluating emerging service needs, including fare policy and fare media, updating service plans, and securing funding for capital and operating expenditures. The GMTS hired a transit service planner, who left the position recently. The position has not been filled since the employee's departure.
- ◆ **No procurement staff.** The GMTS currently has no staff dedicated to FTA-compliant procurement and documentation of equipment. A procurement staff person coordinates the purchase of new vehicles and equipment to operate transit service plan.
- ◆ **Minimal mechanic staff.** One full-time employee currently performs all mechanic services on 17 buses and other garage equipment. When needed, the mechanic is supported by other mechanic staff from the City's Central Garage (mechanics). Having one person responsible for vehicle and equipment mechanics poses a threat to the system. Successful maintenance is essential to system safety and day-to-day operations. Vacations, sick-leave, or any sudden departure from the maintenance position has an immediate impact on daily operations. The FTA and MnDOT have noted in their formal reviews that GMTS needs more mechanic staff to safely and reliably execute the existing service plan.
- ◆ **No maintenance staff.** In addition to performing his mechanic duties, the mechanic also maintains, washes, and fuels all 17 buses and other garage equipment as of December 2017. When needed, the mechanic is supported by other maintenance staff from the City's Central

Garage (mechanics) and Engineering (facilities maintenance). Having one person responsible for vehicle and equipment maintenance poses a threat to the system. Successful maintenance is essential to system safety and day-to-day operations. Vacations, sick-leave, or any sudden departure from the maintenance position has an immediate impact on daily operations. The FTA and MnDOT have noted in their formal reviews that GMTS needs more committed maintenance staff to safely and reliably execute the existing service plan.

- ◆ **Shared marketing and communications staff.** Two public information and marketing staff support the GMTS, the City of Mankato, and the District 77 School District. The transit agency has significant communications and marketing demands, and demands are anticipated to increase beyond 66 percent of a full time equivalent (FTE). These responsibilities include maintaining Title VI-compliant communication and engagement policies and practices, developing and updating transit route maps and schedules, communicating route changes and system modifications, and reviewing customer comments for Title VI concerns.
- ◆ **Managerial-level coordination between GMTS and Managers for Shared Services Staff.** A shared-services model can be very effective in efficiently delivering services. Prioritizing efforts can be a major challenge with a shared-services model, requiring regular, proactive coordination between staff, especially management staff making assignments to staff. This kind of coordination can require time that is difficult for transit staff to prioritize as they balance operating the transit system daily. From interviews with transit staff, transit operating priorities became so significant that they could no longer coordinate meaningfully with shared services staff and managers, which resulted in failure to consistently leverage shared services such as public information and marketing, GIS mapping, and facilities engineering and maintenance.

Projected Staffing Needs

The National Transit Database (NTD) is the national database of transit statistics by provider. The planning team used the NTD to generate ratios of employees per vehicle, revenue mile, and revenue hour and assessed current and future staffing needs based on GMTS operations.

Labor Force Ratio Assumptions

National Comparison - General

The National Transit Database (NTD) captures FTEs and part-time equivalents (PTEs) by classification for larger agencies (agencies that are required to submit Directly Operated service reports). Revenue Miles, Vehicles, and Revenue Hours are also captured by NTD for these agencies. **Table 2** shows calculated labor force ratios for all agencies that report employee numbers to the NTD.

► **Table 2: National Labor Force Ratios (2016)**

	FULL-TIME	PART-TIME
Employees Per Vehicle	1.8	0.4
Employees Per 100,000 Revenue Miles	12.4	2.3
Employees Per 10,000 Revenue Hours	12.5	2.0

Peer Agency Comparison - General

Smaller agencies, including GMTS and two of the five peer agencies in the Existing Services, Ridership, and Standard report, are not required to submit this employee detail to NTD. However, three peer agencies did submit employee counts. The ratios from these peer agencies may be more relevant to the GMTS as their scope and transit context is more similar than the larger systems included in the full national database. Table 3 shows calculated labor force ratios for peer agencies that report employee numbers to the NTD.

► Table 3: Peer Agency Labor Ratios (2016)¹

2016	FTE PER VEHICLE	PTE PER VEHICLE	FTE PER 100,000 REVENUE MILES	PTE PER 100,000 REVENUE MILES	FTE PER 10,000 REVENUE HOURS	PTE PER 10,000 REVENUE HOURS
Municipal Transit Utility	0.6	0.1	4.3	0.5	5.9	0.7
Go Transit	0.8	0.0	3.3	0.1	5.1	0.2
Shoreline Metro	0.9	1.0	4.2	4.5	6.1	6.5
Average Peer Agency	0.8	0.4	4.0	1.7	5.7	2.5
Greater Mankato Transit System	0.8	2.2	3.8	10.8	4.6	13.0

National Comparison – Mechanics

There is no published industry standard for the number of mechanics required for transit agencies based on service or existing capital assets. For planning purposes, a mechanic to bus ratio was developed by reviewing resources provided by the Transit Cooperative Research Program (TCRP Report 184, published 2016) and conducting interviews with public- and private-sector transit providers. The TCRP report and provider interviews show that *providers that perform both core maintenance and heavy repair typically employ one mechanic per five to eight vehicles in the fleet*. These transit systems typically also employ mechanic technicians that can perform lower-skilled duties such as interior and exterior cleaning of buses and shelters, daily fueling, and repair of other maintenance equipment.

¹ Including GMTS, the revenue hours and revenue miles used to calculate the labor force ratios were all from NTD (2016).

► Table 4: Average Hours per Vehicle²

PERSON	ACTIVITY	AVERAGE TECHNICIAN HOURS PER YEAR PER VEHICLE MAINTAINED
Mechanic	Core vehicle maintenance	291
Mechanic	In-house heavy repair	47
Mechanic Subtotal		338
Mechanic Technicians	Cleaning, fueling, minor daily checks and fixes	12
Grand Total		350

Using the TCRP numbers, seventeen (17) vehicles in a fleet would require 5,746 mechanic hours annually (not including technicians). If a full-time mechanic works 2,000 hours per year (which allows for two weeks of paid vacation), a fleet of 17 vehicles would require nearly three full-time mechanics. This results in a ratio of one mechanic per five buses.

Additionally, the study team consulted with Maintenance Design Group, a consulting firm that specializes in transportation operations and maintenance facilities, and confirmed industry standard practice is a ratio of one mechanic per five buses.

PUBLIC SECTOR INTERVIEWS

The study team interviewed a diverse set of public sector transit providers to identify their current ratios of mechanics to buses. These providers are in Minnesota, Michigan, Virginia, and Texas, and their ratios are shown in Table 4.

► Table 5: Public Sector Transit Provider Ratios of Mechanics to Buses

STATE	RATIO OF MECHANICS: BUSES
Michigan	1:5.4
Minnesota	1:6.5 to 1:8
Texas	1:4.3
Virginia	1:3 to 1:4
California	1:3
Mankato GMTS	1:17

PRIVATE SECTOR INTERVIEWS

The study team interviewed a diverse set of private sector transit providers to identify their current ratios of mechanics to buses. The private-sector transit providers are in Arizona, do not need to maintain fleets against snow and winter conditions. And employ one mechanic per seven to thirteen buses in the fleet.

- ◆ First Transit - 1:6.8

² TCRP Report 184: Maintenance Technician Staffing Levels for Modern Public Transit Fleets (2016) includes Table S-1 (p.2)

- ◆ Transdev - ranges from 1:8 to 1:13

Assumed Ratios

Based on review of the national and peer agencies, the study team identified the following for FTEs:

- ◆ 1 (or more) full-time employees per vehicle
- ◆ 4 (or more) full-time employees per 100,000 revenue miles
- ◆ 6 (or more) full-time employees per 10,000 revenue hours

Based on review of the national and peer agencies, the following ratios were deduced for PTEs:

- ◆ 0.5 part-time employees per vehicle
- ◆ 2 part-time employees per 100,000 revenue miles
- ◆ 2 part-time employees per 10,000 revenue hours

The planning team noted potential for more variance on part-time employee ratios as compared to full-time employee labor ratios. Part-time employee hours and application varied between agencies in the NTD reports.

Current Staffing Needs

Table 6 shows the anticipated employee needs of GMTS based on current service statistics. The labor ratios, which are detailed in Table 5 and in the “National Comparison – Mechanics” section, have been rounded here to the nearest 0.5 for clarity.

► Table 6: FT and PT Employee Needs Based on Current Service Plan and Cost Neutral Service Plan

STATISTIC	CURRENT SERVICE PLAN ³	FT EMPLOYEE LABOR RATIO	FT LABOR NEED	PT LABOR RATIO	PT LABOR NEED
Vehicles	17	1 per vehicle	17.0	0.5 per vehicle	8.5
Revenue Miles	343,263	4 per 100,000 miles	13.7	2 per 100,000 miles	6.9
Revenue Hours	28,492	6 per 10,000 hours	17.1	2 per 10,000 hours	0.6
Mechanic to Bus Ratio	17 (vehicles)	1 per 5 buses	3.4	N/A	N/A

Based on national and peer trends and given existing operations, the GMTS should have at least 17 full-time employees, including three mechanics, and 8 part-time employees. *The GMTS is currently understaffed by 4 FTEs and overstaffed with PTEs.*

³ Revenue Miles and Hours are NTD 2016 Statistics

Projected Staffing Needs

Tables 7 and 8 show forecast staffing needs based on the GMTS New Service Expansion Plan (Table 7) and the Illustrative Service Plan (Table 8).

► Table 7: FT and PT Employee Needs Based on New Service Expansion Plan

STATISTIC	RECOMMENDED SERVICE PLAN	FT EMPLOYEE LABOR RATIO	FT LABOR NEED	PT LABOR RATIO	PT LABOR NEED
Vehicles	22	1 per vehicle	22	0.5 per vehicle	11
Revenue Miles	406,422	4 per 100,000 miles	16.3	2 per 100,000 miles	8.1
Revenue Hours	38,925	6 per 10,000 hours	23.4	2 per 10,000 hours	7.8
Mechanic to Bus Ratio	1	1 per 5 buses	4.4	N/A	N/A

► Table 8: FT and PT Employee Needs Based on Illustrative Plan

STATISTIC	ILLUSTRATIVE PLAN	FT EMPLOYEE LABOR RATIO	FT LABOR NEED	PT LABOR RATIO	PT LABOR NEED
Vehicles	31	1 per vehicle	31	0.5 per vehicle	15.5
Revenue Miles	873,758	4 per 100,000 miles	35	2 per 100,000 miles	17.5
Revenue Hours	66,839	6 per 10,000 hours	40.1	2 per 10,000 hours	13.4
Mechanic to Bus Ratio	1	1 per 5 buses	6.2	N/A	N/A

Based on the New Service Expansion Plan, the GMTS should employ 16 to 23 full-time staff, including at least four full-time mechanics, and 8 to 11 part-time staff. *When comparing to 2017 staffing levels, the GMTS will be understaffed by 5 full-time staff, including three full-time mechanics, and overstaffed with PTEs if implementing the New Service Expansion Plan.*

Based on the Illustrative Plan, the GMTS should employ 31 to 40 full-time staff, including six full-time mechanics, and 13 to 18 part-time employees. *When comparing to 2017 staffing levels, the GMTS will be understaffed by 20 to 29 FTEs and overstaffed with PTEs if the Illustrative Plan is implemented.*

Recommendations

Staffing

The GMTS is understaffed for both the existing and the two proposed service plans. Figure 2 shows the proposed organization chart for the GMTS.

► Figure 2: Proposed Organization Chart

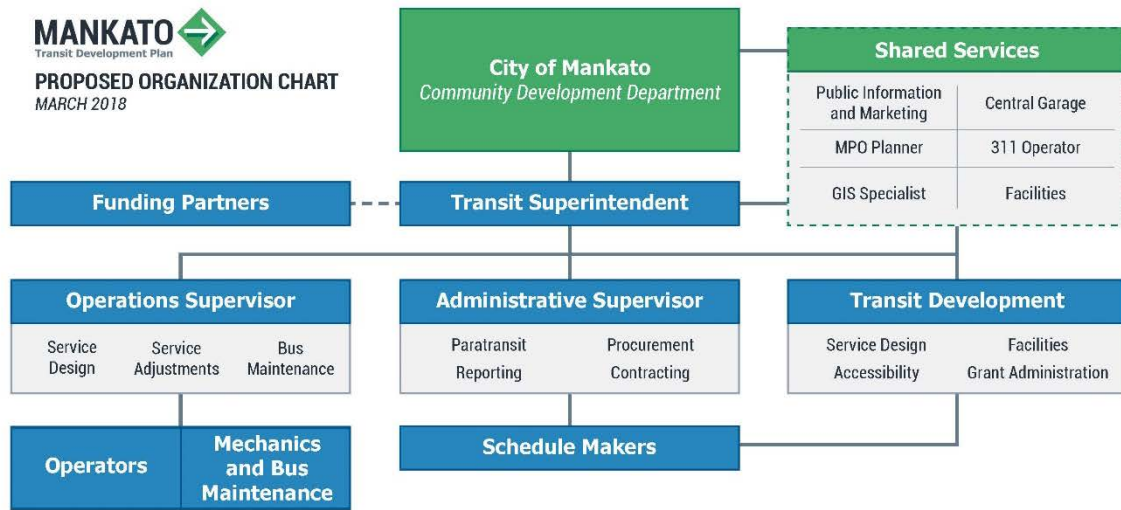


Table 9 shows a recommended staffing plan that would address the existing and future deficit of staffing at GMTS. Each position is listed as Filled, Inadequate, Over-Employed, or Missing in the current staffing plan.

- ◆ Filled: Position exists, and the proper number of people are employed
- ◆ Inadequate: Position exists, but too few people are employed in that position
- ◆ Over-Employed: Position exists, but too many people are employed in that position
- ◆ Missing: Position does not exist in the current staffing structure and should be considered for hire.

► Table 9: Recommended GMTS Staffing Levels for the New Service Expansion Plan

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME EMPLOYEES	POSITION STATUS IN CURRENT (2017) STAFFING STRUCTURE	RECOMMENDATION
Transit Superintendent <i>Responsible for oversight of the agency and coordination with other City departments</i>	Transit Superintendent – Manager	1	0	Filled	No change
Operations Supervisor <i>Responsible for management of daily street operations</i>	Operations – Supervisor	1	0	Filled	No change

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME EMPLOYEES	POSITION STATUS IN CURRENT (2017) STAFFING STRUCTURE	RECOMMENDATION
Operators <i>Operate revenue vehicles</i>	Operations – Support	8 to 15 ⁴	As needed to provide peak service	FT need	Add one to eight full-time operators for the New Service Expansion plan
Mechanics (Buses)	Operations – Support	4	1-Part time	FT need	Add at least three full time and one part-time mechanics for the New Expansion plan Make at least one mechanic a Maintenance Supervisor to oversee all daily maintenance operations
Bus Maintenance <i>Interior and exterior cleaning of buses and shelters, fuel and repair buses and other maintenance equipment</i>	Operations – Support	As needed to support Maintenance	As needed to support Maintenance	Need	
Administrative Supervisor <i>Responsible for management of administrative tasks and personnel, paratransit reporting, and procurement and contracting</i>	Administrative – Supervisor	1	0	Filled	No change
Scheduler Maker <i>Generate fixed route and dial-a-ride schedules</i>	Administrative – Support	0	1-Part time	Filled	No change

⁴ Operator numbers should be finalized based on specific service plans and blocking schedule.

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME EMPLOYEES	POSITION STATUS IN CURRENT (2017) STAFFING STRUCTURE	RECOMMENDATION
Transit Development <i>Responsible for bus route and service design; facilities development; Americans with Disabilities Act (ADA) compliance; and grant administration</i>	Transit Development – Supervisor	1	0	FT Need	Add position and full-time staff person
Public Information and Marketing <i>Design and lead public engagement, communicate route changes, system branding</i>	Shared Services - Support	2 (Shared)	0	Filled	Empower the existing shared resources to cover public engagement and communication processes, graphic design, and actively support other transit communication duties
MPO Planner	Shared Services - Support	1 (shared)	0	Filled	
GIS Specialist <i>Responsible for spatial analysis and route map production</i>	Shared Services - Support	1 (shared)	0	Filled	No change
Central Garage	Shared Services - Support	1 (shared)	0	Filled	No change
311 Operator <i>Answers public 311 calls for the agency</i>	Shared Services - Support	0	1 (shared)	Filled	No change

	LOCATION & LEVEL IN ORG CHART	FULL-TIME EMPLOYEES	PART-TIME EMPLOYEES	POSITION STATUS IN CURRENT (2017) STAFFING STRUCTURE	RECOMMENDATION
Transit Engineer	Shared Services - Facilities	1 (shared)	0	Filled	Partner with City, MSU-Mankato, and/or County Public Works to identify several engineers for whom transit infrastructure development is part of their job description
Facilities Maintenance	Shared Services - Support	1 (shared)	0	Filled	No change
TOTAL EMPLOYEES		16-23 7 (shared)	2+ part time 1 (shared) part time		

Organizational Framework

The GMTS can approach its organizational framework in several ways:

- ◆ Retain all GMTS staff as City of Mankato employees
- ◆ Retain some GMTS staff and contract some services (e.g., contract bus operations and service planning)
- ◆ Contract most services and retain administrative staff (e.g., contract vehicle maintenance, bus operations, service planning, and communications and marketing)

Table 10 illustrates opportunities and challenges with each approach.

► Table 10 Options for GMTS Organizational Framework

ORGANIZATIONAL MODEL	OPPORTUNITIES	CHALLENGES
Retain all GMTS staff as City of Mankato employees	<ul style="list-style-type: none"> • GMTS has more direct control of service quality 	<ul style="list-style-type: none"> • GMTS is responsible for recruiting and retaining all staff, including operators • GMTS has few performance comparison opportunities
Retain some GMTS staff and contract some services	<ul style="list-style-type: none"> • GMTS can have more focused operational priorities • GMTS can provide performance comparisons between in-house and contracted services 	<ul style="list-style-type: none"> • GMTS has less direct control of service quality • GMTS assumes greater procurement and contracting responsibilities

ORGANIZATIONAL MODEL	OPPORTUNITIES	CHALLENGES
Contract most services and retain administrative staff	<ul style="list-style-type: none"> • GMTS can have highly focused operational priorities • GMTS can request performance comparisons for various contracted services 	<ul style="list-style-type: none"> • GMTS has least direct control of service quality • GMTS assumes significant procurement and contracting responsibilities

The shared services model used by the GMTS appears to be working and should be maintained. The GMTS organizational framework is similar to other hybrid frameworks including:

- ◆ Maple Grove Transit (MN), which contracts most services and retains administrative staff only; In May 2018, Metro Transit maintains and operates all Maple Grove Transit routes
- ◆ Minnesota Valley Transit (MN), which contracts maintenance and operations, but retains service planning and administrative responsibilities; In May 2018, Schmitt & Sons performs all maintenance and operations for MVTA routes
- ◆ Metropolitan Council (MN), which has two operating divisions – Metro Transit and Metropolitan Transportation Services
- ◆ Metro Transit performs all activities for its routes and facilities
- ◆ Metropolitan Transportation Services contracts most services and retains administrative staff only
- ◆ CobbLinc (Cobb County, GA), which contracts service planning, maintenance, and operations, but retains ownership of all vehicles and facilities

If maintaining the current shared-services approach, the GMTS and City of Mankato should be more responsive to staffing shortages as they are identified in the future, especially for staff charged with safely and reliably operating and maintaining vehicles and facilities.