

# Better Bus Route 14

Engagement Summary  
March 2026

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## Background

Route 14 is a local bus route providing service from 66th Street in Richfield through downtown Minneapolis and to Robbinsdale Transit Center, primarily along Bloomington Avenue, West Broadway, and 6th and 7th streets through downtown Minneapolis.

Metro Transit's Better Bus Route program improves the customer experience through better accessibility at the bus stop and simplifying the route alignment and schedule. Proposed changes include:

- Consolidating bus stops for up to quarter-mile spacing
- Relocating select stops past a signalized intersection to reduce delays
- Expanding the no-parking zone around select stops to ensure buses can fully pull to the curb at the bus stop
- Adjusting the route schedule
- Installing concrete pads to improve accessibility for customers

## Purpose and goal

The purpose of this public engagement effort was to seek feedback on proposed changes to Route 14. Among the items for consideration:

- Education about the benefits of the Better Bus Route program
- Understanding how proposed bus stop and route changes would affect customers
- Identifying infrastructure, community spaces, organizations, or other factors that would change decisions around stop locations

## Methods of engagement

The target audience is customers, especially those that use the stops that are proposed for removal or consolidation. Outreach methods included:

- Rider Alerts with a QR code to the survey were posted at bus stops proposed for removal
- Emails to current Go-To Card and mobile app users
- Due to the federal immigration enforcement activity throughout Minneapolis in January and February, planned on-board and at-stop in person outreach was cancelled.



## Communications

Date	Activity
12/29	Bus stops signs posted with survey information in English, Spanish, and Somali
1/7	Website posted with information about Better Bus Route project and link to survey
1/9	Electronic Rider Alert message went out to 218 subscribers
1/15	Email sent to 1,732 registered Go-To card holders
2/9	Email with survey information sent to 8 neighborhood associations

## Survey respondents

Over the course of six weeks, we received 183 survey responses and six emailed comments. Just over half (94) of survey respondents provided additional written comments about Route 14 and other topics. The demographics of customers surveyed were self-identified as follows:

Race/Ethnicity	Percent	Age	Percent
American Indian or Alaska Native	3.83%	Under 18	2.73%
Asian or Asian American	3.28%	18-24	9.29%
Black, African, African American	9.29%	25-34	20.22%
Hispanic, Latinx, Latino	5.46%	35-44	14.75%
White	54.64%	45-54	10.38%
Other race, ethnicity, or origin	2.73%	55-64	9.84%
Did not answer	21.86%	65-74	6.56%
		75-84	1.64%
		Did not answer	24.59%

Of 183 surveys collected, 130 responded to the question about disability status. Approximately 40% of those who responded indicated having a disability or impairment.

62% of survey respondents take Metro Transit at least a few times a week, including 40% who are daily riders. Approximately 92% of respondents are Route 14 customers, and 8% ride another route affected by the proposed stop changes.

The top three zip codes represented were 55407 (36%), 55422 (22%), and 55404 (14%). These represent several South Minneapolis neighborhoods including Philips, Central, Powderhorn Park, Corcoran, Bancroft, Northrop, and the cities of Robbinsdale and Golden Valley.

# Summary and analysis

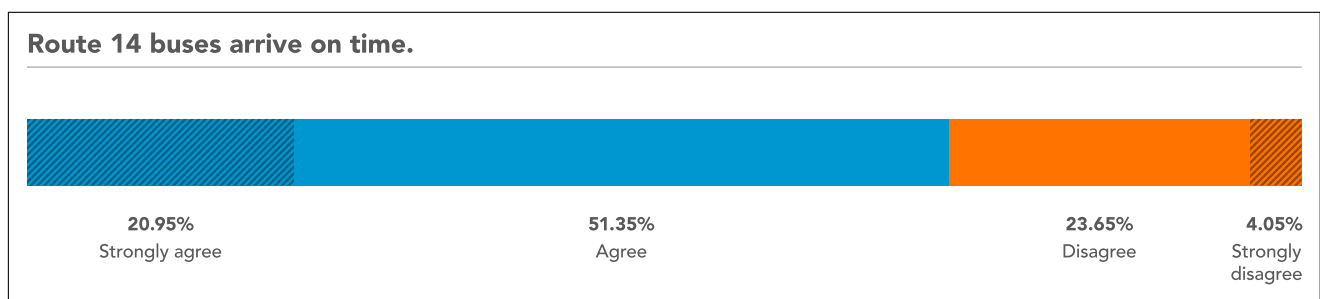
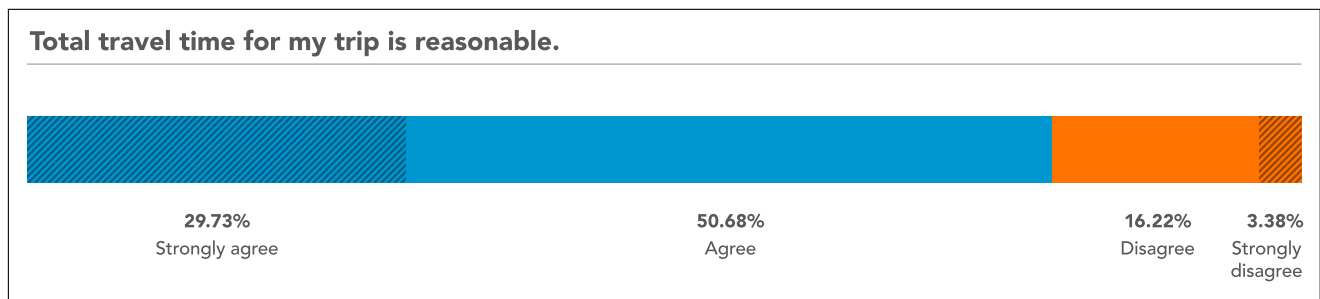
Overall, customers were generally happy with the performance of Route 14. More than 72% thought it was reliable and fast enough to meet their needs. However, several customers viewed the frequency of the route as deficient.

Specific to the changes being proposed through the Better Bus Route project, we received 31 written comments about 12 different bus stops. The stops with the most mentions were in downtown Minneapolis along 6th Street.

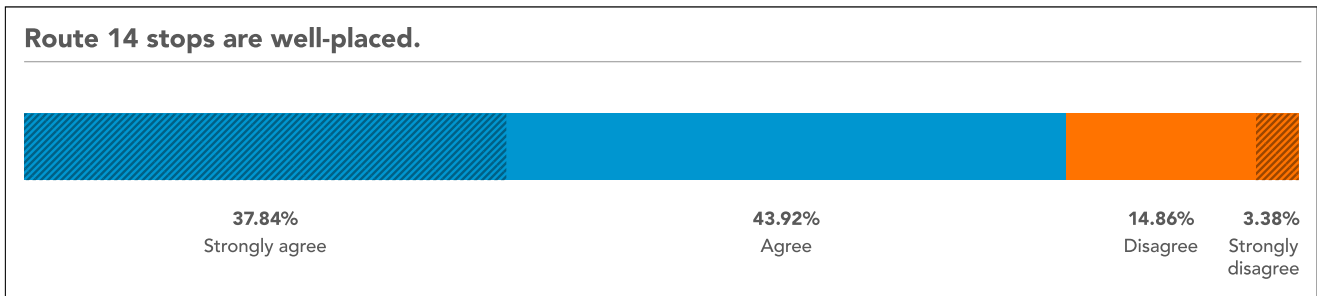
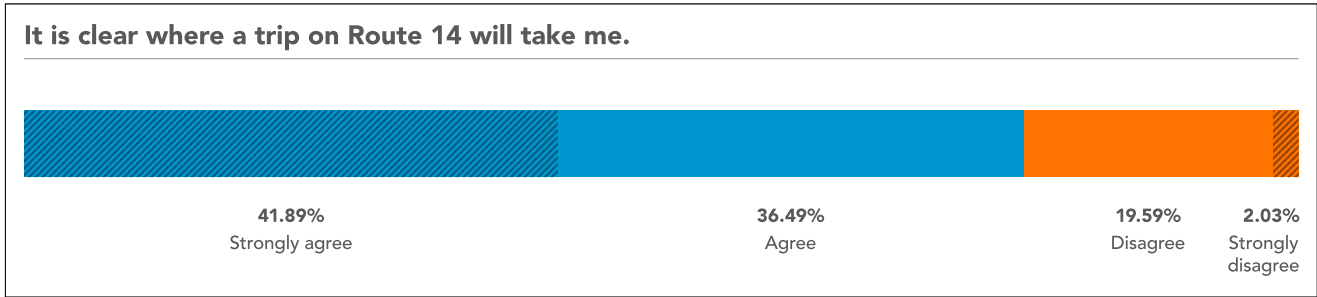
Finally, we also received many comments about other aspects of Route 14 including requests for greater frequency and connections to other routes. While these may not be specifically addressed through the Better Bus Route project, they can help inform future decision-making on Route 14 and other local bus service.

## Survey Data

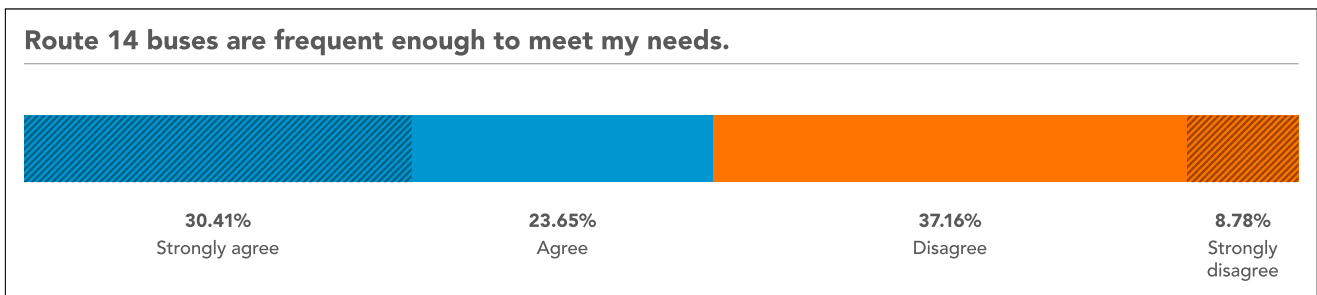
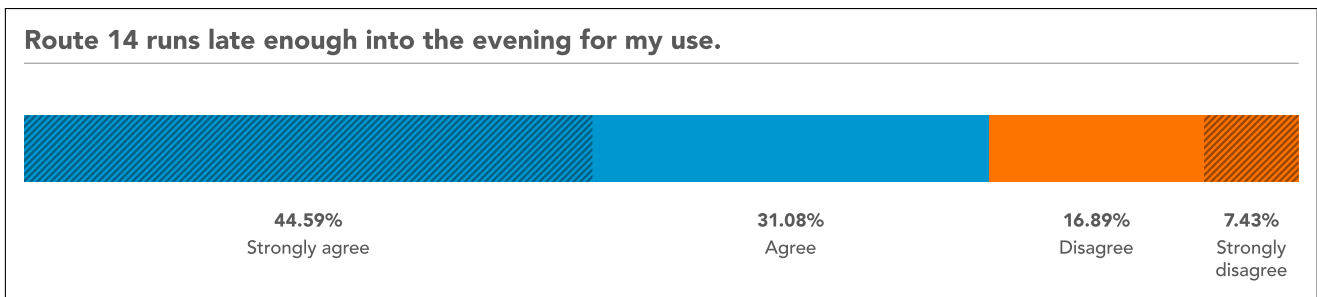
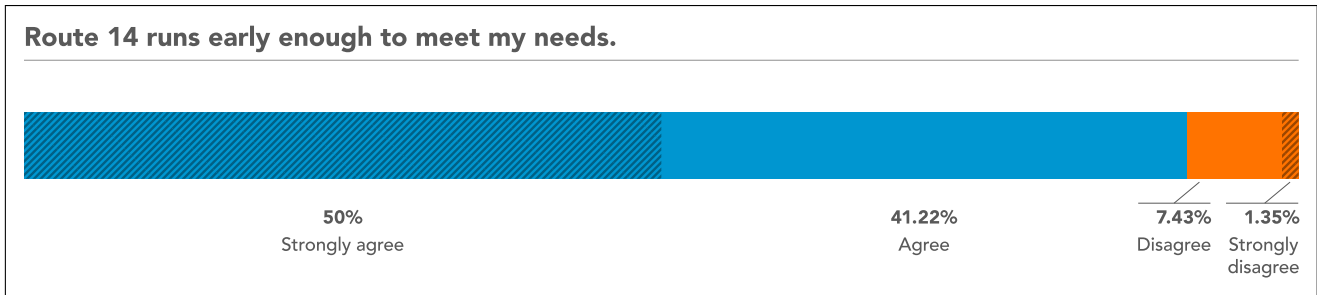
Respondents had a favorable view of Route 14 service, with 80% agreeing that the total travel time was reasonable, and 72% answering that Route 14 buses arrive on time.



Respondents also reported positive responses on clarity of route (78% agree or strongly agree) and placement of stops (81% agree or strongly agree).



While most respondents indicated that Route 14 operates early enough and late enough for their needs, over 45 percent said Route 14 does not operate with enough frequency.



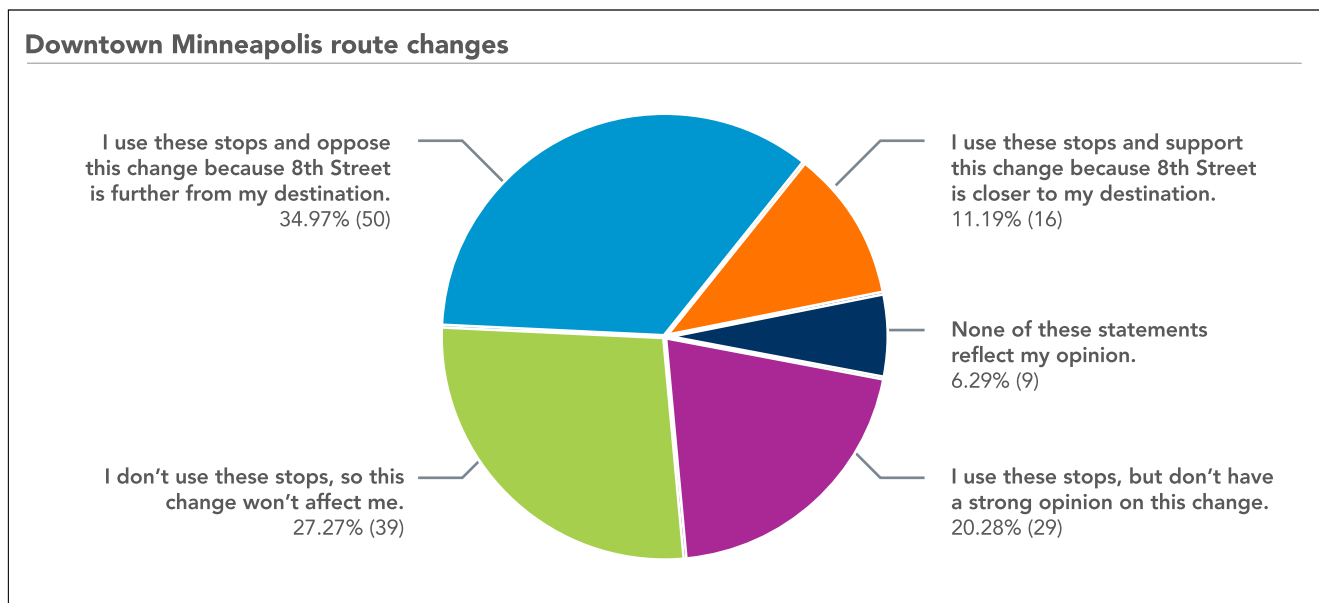
## Customer priorities

55% of respondents told us they prefer a shorter walk or roll to a stop over a faster trip. There was also a preference for a bus that is more likely to be on time (56%) over a shorter walk or roll to a bus stop (43%).

Most respondents (62%) would be willing to walk or roll at least five additional minutes to a new bus stop if their current stop were removed. For reference, walking one long block (1/8 mile) takes about 2.5 minutes at a casual pace.

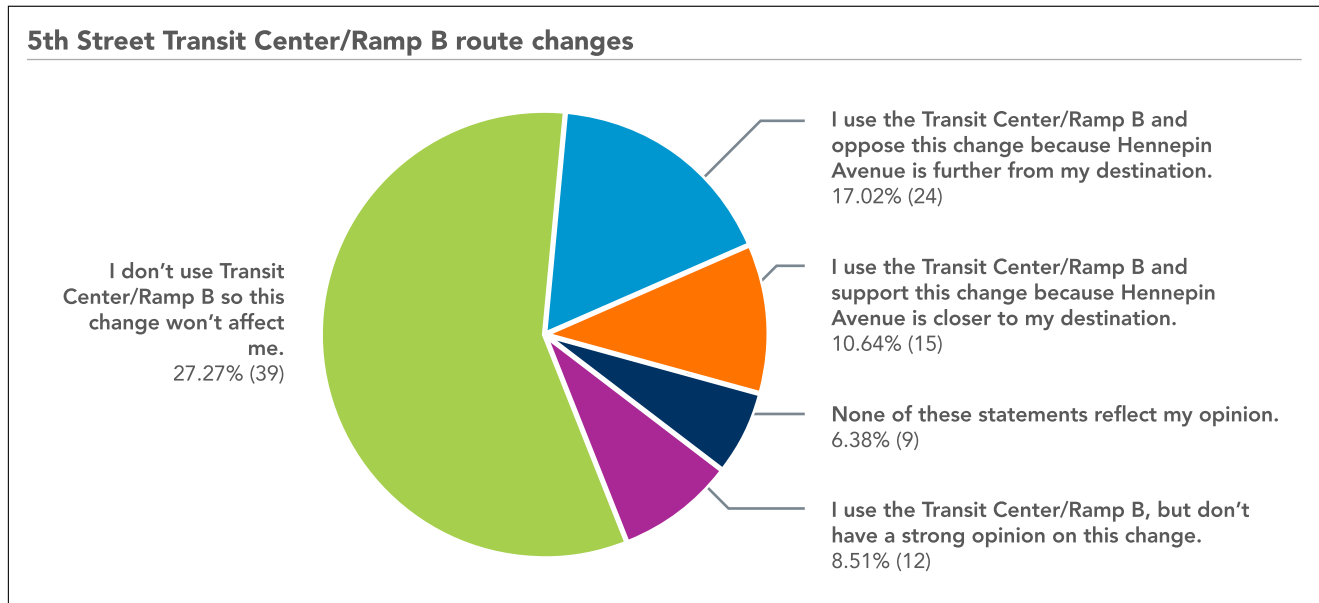
## Downtown routing

As part of the goal to simplify routing downtown, we proposed to relocate southbound trips from 6th to 8th Street through downtown. About half of respondents either don't use these stops or didn't have a strong opinion of the change, but at least 35% that do use downtown stops opposed the move to 8th Street. Only 11% responded that they use the stops downtown and were in favor of the move to 8th Street.



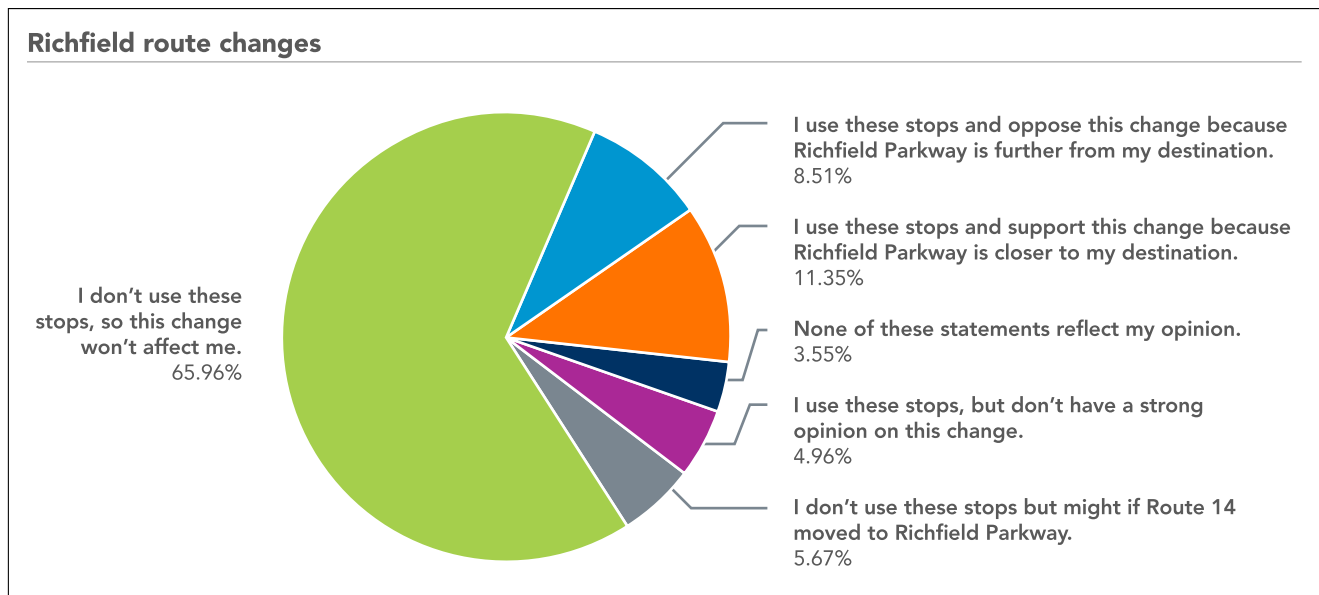
## 5th Street Transit Center/Ramp B

Over half of survey respondents do not use the 5th Street Transit Center/Ramp B. Of those that do, responses were mixed:



## Richfield Parkway

A small portion of respondents use the stops along Bloomington Avenue in Richfield and commented on the proposed move to Richfield Parkway. For those that use the stops in this area there was a slight preference for moving the route to Richfield Parkway.



## How we are using what we heard

Transit planners are using this feedback to examine the proposed stop locations prior to finalizing their recommendations. Once finalized, Route 14 changes will go into effect in mid-August.

Based on public engagement feedback we will retain the following stops that had previously been proposed for elimination:

- Downtown routing on 6th Street
- Bloomington Ave. & 25th Street
- Bloomington Ave. & 47th Street
- Several stops along the future Route 48

# Appendix A: Sample quotes from survey responses

## Stop spacing changes

- Taking away the stop on 25th and Bloomington is a bad idea. A lot of people utilize it because it is closer to our homes rather than the stop on 24th and Bloomington. As well as it makes it safer for us. Please don't take it away, I promise you it is a very convenient stop for us in the neighborhood. Late at night getting off work and having that stop makes it better to get home quicker and safer. Early mornings as well, the bus stop helps us get on the bus quicker.
- I would be for removing even more stops between Robbinsdale and Downtown Minneapolis to reduce transit time. I would ride more from Robbinsdale to Minneapolis if that were true.
- I would like the southbound stop on 6th Street at HCMC to be retained. I use this stop when connecting from the Green Line. It is the most convenient, and I have the best connections.

## Frequency requests

- Service frequency on Broadway / North Memorial is not good enough especially at night. These changes are much needed.
- Love the increased frequency - this change will make the bus so much more practical for my family.
- Increased trip frequency is a big positive. Reducing the routes with letter suffixes is good for clarity - giving the alternate a different number entirely seems like a good reform.

## Other sample comments

- I love the idea of simplifying the route. I live near the 39th/40th street stop and if I am going north always walk to the 38th street stop because the lettering gets confusing there. I also have been on the bus talking to someone who was planning on going further south than the 38th street stop, but they were on the wrong bus to get there, unknowingly.
- I am very strongly in favor of these changes. I will personally be losing the stop directly in front of my home but will gladly walk the extra block for a faster, more predictable trip.
- I frequently ride route 14 between 5 and 6 a.m. Especially on weekends I believe it's important to preserve individuals' ability to transfer onto the 14 from buses traveling down Nicollet Mall, such as the 10 and 17. As long as re-routing to 8th street preserves the ability to make timely transfers to the 14, especially at lower frequency hours, I would be excited to see this change!