

Route 18 Stop Consolidation

Engagement Summary

July 2025

Background

Route 18 is a local bus route providing service from Bloomington through downtown Minneapolis primarily along Nicollet Avenue. Changes proposed to the route include the consolidation of stops to improve on time performance and schedule reliability. Unlike routes selected for the Better Bus Route program, no ADA stop improvements or changes to the routing are included in the scope of this project.

Proposed changes include:

- Consolidating bus stops for up to quarter-mile spacing ([see map](#) for specific bus stop locations)
- 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

Purpose and goal

The purpose of this public engagement effort is to seek feedback on proposed stop changes to Route 18. Among the items for consideration:

- 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
- In-person outreach on the route to talk to customers and operators about the proposed changes and survey
- Social media posts



Communications

Survey

Date	Activity
5/16	Website posted with information about the project and link to survey
5/21	Rider Alert message sent to 284 subscribers
5/21	Email to 2,065 registered Go-To card holders
5/28	Bus stop signage posted with survey information in English, Spanish and Somali

Respondents

Over the course of four weeks, we received 191 survey responses and 7 emailed comments. About 70% of survey respondents provided additional written comments about the proposed changes.

Out of 191 surveys collected, 180 responded to the question about disability status. Approximately 51% of those who responded indicated having a disability or impairment. 78% of survey respondents report riding Metro Transit at least a few times a week, including 52% who are daily riders. The demographics of customers surveyed were self-identified as follows:

Race/Ethnicity	Percent
American Indian or Alaska Native	6.08%
Asian or Asian American	5.52%
Black, African, African American	11.05%
Hispanic, Latinx, Latino	7.73%
Native Hawaiian or Pacific Islander	0.55%
White	78.45%
Other race, ethnicity, or origin	3.87%

Age	Percent
Under 18	1.08%
18-24	7.57%
25-34	33.51%
35-44	21.08%
45-54	14.05%
55-64	14.59%
65-74	7.03%
75-84	1.08%
Did not answer	3.1%

Summary and analysis

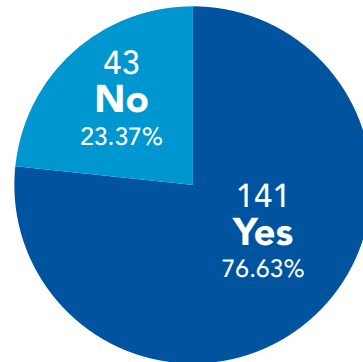
The survey asked one question: If your stop is removed, are you able to use the next closest stop? Specific to the stop changes being proposed, we received 135 written comments about 20 different bus stops.

How we are using what we heard

Transit planners used this feedback to examine the proposed stop locations prior to finalizing their recommendations. Final changes to Route 18 stops will go into effect Aug. 16, 2025. Based on public engagement feedback we will retain the following stops that had previously been proposed for elimination:

- 35th Street (34th Street stops removed instead)
- 43rd Street
- 56th Street (57th Street stops removed instead)
- 58th Street
- 62nd Street

If your stop is removed, are you able to use the next closest stop?



Appendix A: Sample quotes from survey responses

Stop spacing changes

- 22nd is my stop, but I can go to Franklin or 24th, and it would be worth it if the bus moves faster.
- I have mobility limitations that make it more difficult for me to use my next closest stop. This is especially true in the winter. Please retain the stops in both directions at 56th street.
- I'm mostly concerned about the long-term impact because those who live a block or two away from the #18 and not right on Nicollet Avenue might have a harder time getting to the stops and back home. I'm fortunate to live on a busy cross street, however if other bus lines are doing better with consolidation (like the B and D lines) then the #18 should be fine. I'm mostly excited if it improves transit times!
- I love this- route 18 is such a hassle- the busses get to be so late that they come at the same time as the bus after it so two busses show up and one is 15 min late.

Pedestrian safety

- Having a bus stop at 43 and Nicollet is good as it SLOWS DOWN TRAFFIC when the bus comes to the intersection. This is a historically dangerous intersection, and I think this bus stop gets lots of usage which would be harder to use at a further stop.
- 57th street does not have a controlled crosswalk and it is unsafe to cross the street to use the bus stops. It makes more sense to remove 57th and keep 58th because 58th is a stop light intersection that allows for people to safely cross the road. Nicollet is so hard to cross, please do not make a choice to makes getting to the bus harder and less safe.