

West Suburban Service Changes Public Comment Summary

We have received 147 comments from 108 individuals. The number in parentheses after each bulleted issue/concern indicates the number of times such issue/concern was identified. If there is no number in parentheses after an issue/concern that means it was only identified once.

If a comment applied to more than one route, it was counted toward each route referenced. For example, if a customer sent us an email with comments about Routes X, Y and Z it counted it as three separate comments (one per route) from one individual. All of the emails in a conversation string are considered one comment. If a customer contacted us in multiple ways (i.e. email, voice mail, comment card) each comment was recorded per format.

TOPIC	EMAIL	COMMENT CARD	CUSTOMER FEEDBACK	VOICE MAIL	TWITTER	PUBLIC HEARING	TOTAL
Route 9				1		4	5
Route 615				5		1	6
Route 664	16	2	2	1	1	7	29
Route 665	5	2		1		7	15
Route 667	18	1	2	3		5	29
Route 670	25	3				10	38
Route 671	15	1				1	17
Other (Routes 12, 17, 604, Target)		1				4	5
LRT						1	1
Bus Route on 494						1	1
Midday						1	1
	79	10	4	11	1	42	147

Route 9

- Extend the route to Ridgedale to offer more frequent service to the mall.
- Improve frequency to match Route 17.
- Extend 11 p.m. trip to Greenbrier.
- Supports new trips in case they miss the last Route 663 trip.

Route 615

- Support the additional service (2)
- Would like longer span on weekday (2)
- Add Sunday service (2)
- Would like bus stop closer to high school.
- Would like longer span on Saturday
- Improve Saturday service to hourly

Route 664

- Keep 6:07 a.m. trip
- Keep 8:30 a.m. trip (3)
- Keep 3:40 p.m. trip (2)
- Keep 4:07 p.m. trip
- Keep 5:40 p.m. trip (3)
 - Would like a trip closer to 5:35 p.m. at 7th & Marq-5:47 p.m. is too late.
 - Please don't shift times earlier. She rides trips after 5 p.m. and shifting earlier would be almost impossible. Instead of eliminating earlier WB trips, shift them later to 5-6 p.m.
- Reroute 664 so that it serves Hopkins Park & Ride. 11th Ave riders could transfer to Route 670 for a faster trip to downtown than staying on Route 664 to Hwy. 100 will offer (3).
- Overcrowding concerns
 - The bus will be full before it gets to 11th Ave.
 - Reducing the number of trips would increase the number of times there are standees and the number of bikes competing for rack space.
 - She rides trips arriving downtown at 7:45 a.m. or 8:15 a.m. and these trips are already completely full.
- Don't consolidate five trips into three.
- Keep service on Co Rd 101 near Hwy. 62 (2).
- Continue service near Hwy. 7 & 101 arriving downtown after 8 a.m.
- Extend Route 664 to cover all of Market Area II near Opus.
- Please add more Route 12 service to make up for the 664 reductions.
- Stagger trip times with Route 670 to accommodate existing ridership patterns.
- Adding service doesn't cost a peak bus and would address Title VI concerns.
- Increased travel time as compared to 665 is too much-skip Mainstreet. These changes will not improve the trip to work.

- Wants earlier AM and later PM trips.

Route 665

- Overcrowding concerns
 - Hopkins Park & Ride will be overcrowded if Smetana-area riders drive instead.
 - Rides 7:18 a.m. and 4:25 p.m. trips and is concerned about overcrowding, especially if an artic is not used. Essentially combining two bus loads into one. Doesn't want Hopkins Park & Ride service to be shifted to Route 664.
 - 4-14 standees on the 7:18 a.m. trip last week
- Keep the route as is-eliminating the route reduces flexibility for customers who can use either the 664 or 665 (2).
- Would like additional trips along 11th Ave.
- Adding extra travel time to Opus will reduce ridership.
- Keep service from Hopkins Park and Ride departing after 7:30 a.m.
- Keep 8:30 a.m. trip
- Report says that Route 664 will be 4-10 min. longer, but her observations are that it will be closer to ten minutes, which is too much. She prefers to park at an official park and ride than behind the Hopkins Cinema.
- These changes will not improve the trip to work.
- Wants earlier AM and later PM trips.

Route 667

- Concerned about overcrowded buses if everyone has to ride the 667B instead (5).
- East of Texas Ave.
- Keep AM times and PM service between 3-7 p.m.
- West of Texas Ave.:
 - Rides 6:57 a.m. trip from Porter & Hutchins. Boards at Decatur & Minnetonka. Isn't able to walk six blocks to Texas Ave.
 - Keep service at Minnetonka Blvd. & Independence for 8:30 a.m.-5 p.m.
 - Would like service added from Minnetonka Blvd & Independence for 7 a.m.-3:30 p.m.
 - Would like midday service on Minnetonka Blvd between Hwy. 169 & Co. Rd. 73.
- Please keep the 5:35 a.m. trip (2).
- Needs to be downtown in time to catch Route 94D to arrive in St. Paul by 6:45 a.m. Boards along Minnetonka west of 169.
- Keep 9 a.m. work start trip (4).

- The proposed 671 times don't match the 667E schedule span. We should add more 667E trips between 8-9 a.m., not less.
- Keep 10 a.m. work start trip (2).
- Add service earlier than 3:40 p.m. west of Texas.
- Keep the 5:30 p.m. express trip (8).
 - Need to add a PM trip between 5:15 and 5:45 p.m.
- Add 6 p.m. work end trip
- Keep Route 667E-Route 17 takes too long (2).
- Favors 667B alternative since it provides more service.
- Stagger times with 671.
- Keep the 667E.

Route 670

- Retain at least some service on Hwy 7 west of Co. Rd. 73 (12).
- Do not add travel time (11).
 - Don't add 20 min. travel time for Hwy. 7 residents (3)
 - Reroute via Hwy. 100 on Route 667 adds 10-20 min. of travel time for Hopkins residents (2)
 - Concerned about extra travel time for riders living west of 101
- Do not change the route (10).
- Keep service arriving downtown before 7 a.m.
 - Boards on Excelsior Blvd between 101 & Shady Oak
 - Boards Mainstreet and 17th
- Keep trip arriving downtown approx 7:30 a.m. (2).
- Wants service near Hwy. 7 & 101 arriving downtown after 8 a.m.
- Keep trips departing downtown approx. 5:15 p.m. or 5:45 p.m. Offer service after 5:30 p.m. (2).
- Will need artics if Route 665 is eliminated to accommodate Hopkins Park & Riders (3) /concerned about overcrowding.
- If the 670 is scheduled at Hopkins Park & Ride five minutes after Route 664, then 11th Ave. residents could transfer to a faster route (2).
- Have Route 670 continue on Excelsior Blvd. to Hwy 100 instead of 169. Takes four min. longer but would provide earlier and later trip times. Then Route 664 could stay the same and have no impact on St. Louis Park & Hopkins riders. Stagger 664 and 670 trip times at 5th & Excelsior.
- Stagger trip times with Route 664 to accommodate existing ridership patterns.
- Continue serving Mainstreet & 20th Ave.
- These changes will not improve the trip to work.
- Wants earlier AM and later PM trips.

Route 671

- Adds too much time to an already long trip (5).
- If this replaces 667E offer trip arriving downtown before 6:30 a.m.
- Boards along Minnetonka between Hwy. 101 and I-494 and needs to be downtown by 7 a.m. to transfer.
- Add 5:30 p.m. work quit trip (6).
- Keep times as is and would like to see additional service.
- Prefers the 671 over 667 because it is much faster.
- “Against the change” /will cause an inconvenience.
- Plymouth Park & Ride:
 - Will need to add more PM service on Route 672 to Plymouth Rd Park and Ride If 671 is eliminated (2)
 - Keep express service on Plymouth Rd. Rides 6:47 a.m. trip from Plymouth Rd. and 5:05 p.m. trip from downtown
- Plymouth Rd. Park & Ride will be overcrowded if local service on Plymouth Rd. is cut and people have to drive instead.
- Change downtown routing to travel via 2nd Ave. turn left on 1st St.
- The route will need artics if it also serves St. Louis Park.
- Stagger times with 667.
- Boards 667E at Shady Oak & Minnetonka and rides trip arriving downtown by 8 a.m. and departing at 4:35 p.m.

Other

- Off-peak service:
 - Midday service on Minnetonka Blvd between Hwy. 169 & Co. Rd. 73
 - Add evening and weekend service on Route 604 along Louisiana Ave.
 - Wants more off-peak service west of 11th Ave.
 - Wants more midday service in Minnetonka
- Add a Park & Ride at Hwy 7. & Williston (4), Glen Lake area (2), Hwy. 7 & Hopkins Crossroad, near Hwy. 7 & 101 to replace old K-Mart.
- Bus stops:
 - Have Marq2 buses stop every third block to eliminate some stops and congestion and speed up service
 - Reduce the number of bus stops on Minnetonka Blvd. between 101 & Baker to speed up service
 - Restore the bus stops on Portland Ave. at 6th St. & 7th St.
- How will SWLRT impact these routes (2).
- We should better promote the benefits and value of commuting by bus.

- Offer a non-expiring emergency voucher program for unexpected midday trips home.
- Concerns about how the proposed changes were presented to riders.
- Would like more data about the routes available online.
- Why wasn't Route 568 included? It is also served by Route 12, just like the routes in this study.
- The true purpose of this project is finding a way to eliminate Transit Link and replace with a demonstration Route 614. To pay for it changes are being forced on the express routes in the area.
- How will service on Hwy. 100 be impacted when the Minnetonka Ave. bridge is rebuilt?
- Extend Route 17 to Ridgedale, Minnetonka Blvd. & Baker Rd.
- Would like a bus to Eagan or Bloomington via 494.
- Wants direct service to Target North Campus via Hwy. 169.
- Proposed changes are unacceptable for Hopkins & Minnetonka-too many people impacted.
- Keep service from Hopkins departing after 7:30 a.m.
- Would like to see these changes tied in with Route 12.