

I. Background

The 2017 Transit Development Plan suggested restructuring the CAT routes in order to address prioritized needs and meet performance goals. The restructured system aimed at improving directness of travel, on time performance, expanding evening service, increasing ridership and frequency of service. The fiscally constrained plan proposed the following operational changes:

- Allow adequate time to complete routes
- Lower average speeds
- Establish a second, centralized transfer hub
- Establish peak and off-peak services
- Increase evening buses from 1 to 3
- Increase peak buses from 8 to 10
- Connect 42nd St developments with UND Campus
- Provide 15 minute peak service between UND and downtown
- Establish cross town routes

Public input for the proposed system changes was gathered in April 2018 through paper and online surveys, open houses, and focused meetings. City Council voted in June 2018 to approve the system changes to go in to effect July 16, 2018. Since going in to effect, the new system performance has been monitored, and thorough feedback has been gathered from users and Bus Operators.

II. System Performance

On Time Performance

The majority of routes are performing well in regards to on time performance, reduced speeds, and adequate time to complete the route. The graph below shows the average speed required to complete each route on time.

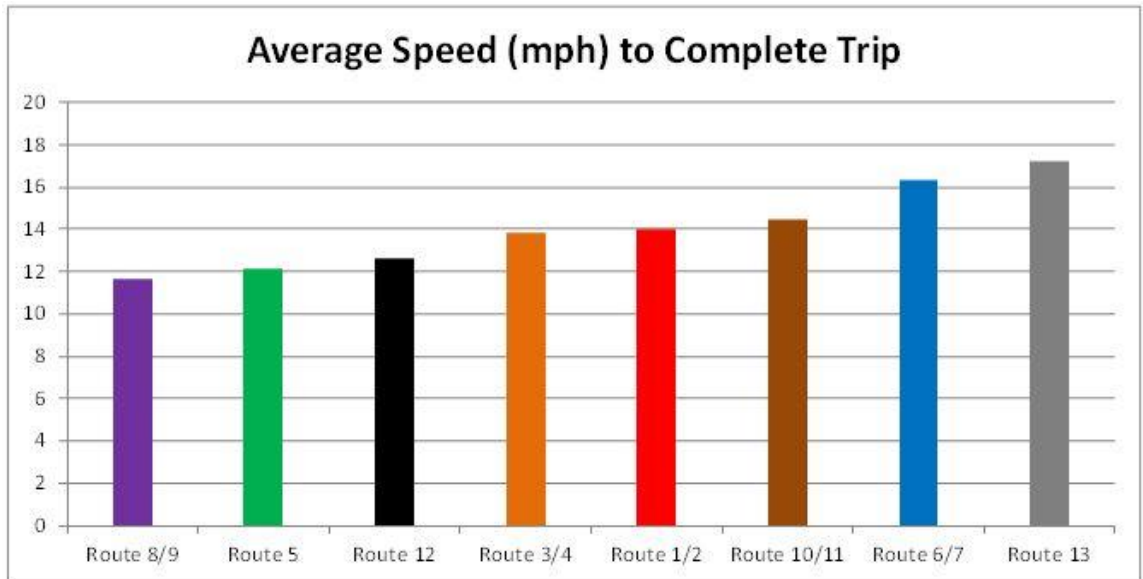


Figure 1

The following route pairings need improvement to ensure buses are operating at a safe speed, getting passengers to their transfers and destinations on time, and allowing Bus Operators to take scheduled breaks:

Route 10/11: This route pairing is allowed 55 minutes to travel 13.3 miles. This requires an average speed of 14.5 miles per hour. Bus Operators have provided feedback that the route is difficult to complete on time, and passengers are missing transfers as a result. This route pairing travels through two school zones and the Altru South campus.

Route 1/2: This route pairing is allowed 55 minutes to travel 12.8 miles. This requires an average speed of 14.0 miles per hour. This route pairing travels through four school zones and crosses two railroad tracks. Bus Operators have provided feedback that the route is difficult to complete on time.

Route 6/7: This route pairing is allowed 55 minutes to travel 15.0 miles. This requires an average speed of 16.4 miles per hour. Bus Operators have provided feedback that the route is difficult to complete on time, and

passengers are missing transfers as a result. Several passenger surveys also noted the poor on time performance of Route 6/7. This route pairing travels through one school zone, a Hugo's parking lot, and the Columbia Mall parking lot.

Route 13: This route travels on stretches of Gateway Drive, Washington St, and Columbia Rd at a higher rate of speed. Although this route performs well in terms of on time performance, options to lower the average speed will be evaluated.

Route 8/9: Although this route pairing performs well in terms of on time performance, passengers have requested timetable adjustments to better align with UND work and class schedules.

Directness of Travel

Based on passenger feedback, the following connections require improvement:

- **Downtown to Walmart on 32nd Avenue South**
Currently passengers may take **Route 7** to Midtown and connect with **Route 10/11** to go to Walmart on 32nd Avenue South. The total trip time is 20 minutes. However, a missed transfer would result in an additional 30 minute wait. A direct or improved route is desired.
- **Downtown to Choice Health & Fitness**
Currently passengers may take **Route 7** to Midtown and connect with **Route 10/11** to go to Choice Health & Fitness. The total trip time is 15 minutes. However, a missed transfer would result in an additional 60 minute wait. A direct or improved route is desired.
- **UND campus area to Walmart on 32nd Avenue South**
Currently passengers have three options:
 1. Board **Route 1** at Hamline & University and connect to **Route 10** at Midtown. The total trip time is 42 minutes.

2. Board **Route 5** at several stops along University Ave, connect with **Route 7** at the Metro Transit Center, and connect with **Route 10** at Midtown. The total trip time is 38 minutes. However, a missed transfer would result in an additional 30 minute wait.
3. Board **Route 9** at several stops along University Ave and walk to Walmart from the Columbia Mall.

A direct or improved route from the UND campus area to Walmart on 32nd Avenue South is desired.

- **UND campus area to Choice Health & Fitness**

Currently passengers have two options:

1. Board **Route 1** at Hamline & University and connect to **Route 10** at Midtown. The total trip time is 32 minutes.
2. Board **Route 5** at several stops along University Ave, connect with **Route 7** at the Metro Transit Center, and connect with **Route 10** at Midtown. The total trip time is 38 minutes. However, a missed transfer would result in an additional 60 minute wait.

A direct or improved route from the UND campus area to Choice Health & Fitness is desired.

- **Midtown and South Grand Forks to Altru Main Campus**

All options from Midtown and South Grand Forks to Altru Main Campus involve traveling north to either UND or Downtown before arriving at Altru. Direct or improved routing is desired.

Frequency

The current system operates on 60 minute frequencies, meaning there is the option to board a particular route once per hour. Currently 30 minute frequency is achieved on three route pairings during peak morning and afternoon hours only. 30 minute frequency is desired on all routes. This would allow for shorter wait times and more travel time options. Improved frequency on **Route 3** has been requested to alleviate congestion and improve comfort inside the buses as well.

Service Area

CAT has received several requests to reinstate service to the former North 39th Street bus stop, which is located between 6th Ave and 13th Avenue north of UND campus. Surveys were mailed to homes in the surrounding neighborhood. Of 80 completed surveys, 11 people indicated they have used CAT in the past year. 6 indicated they have used CAT “regularly” or “multiple times per week.”

Ridership

Bus ridership declined 23% between 2013 and 2017. Bus ridership has continued to decline since the new system went in to effect in July 2018.

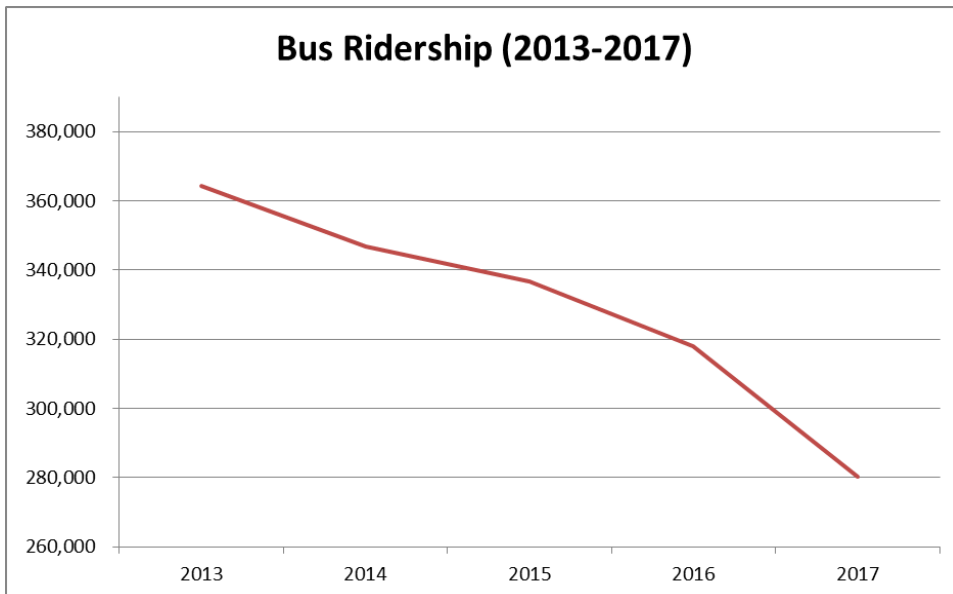


Figure 2

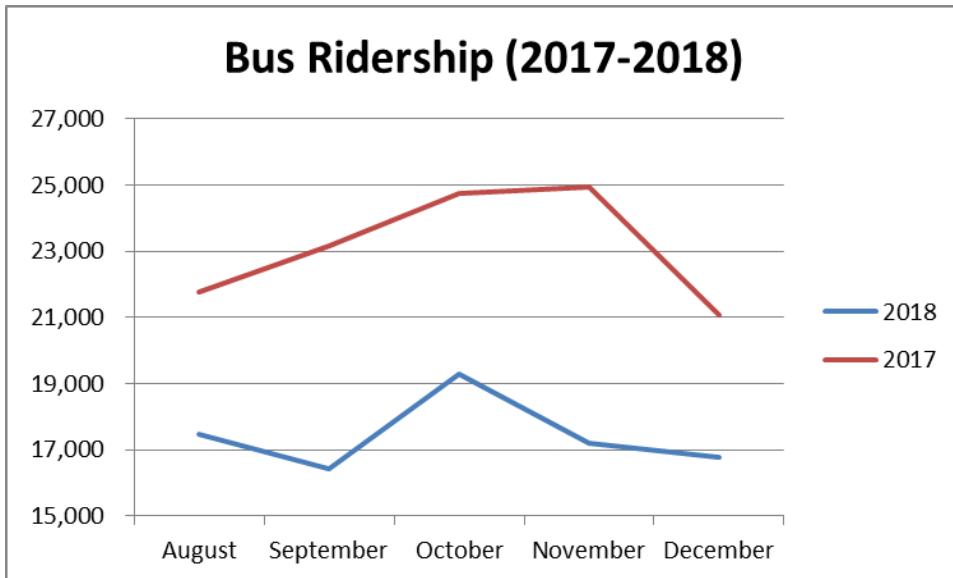


Figure 3

Routes that are performing best are those that operate regular daytime service Monday through Saturday. Routes that are performing worst are those that operate only during peak times or after 6:00 pm.

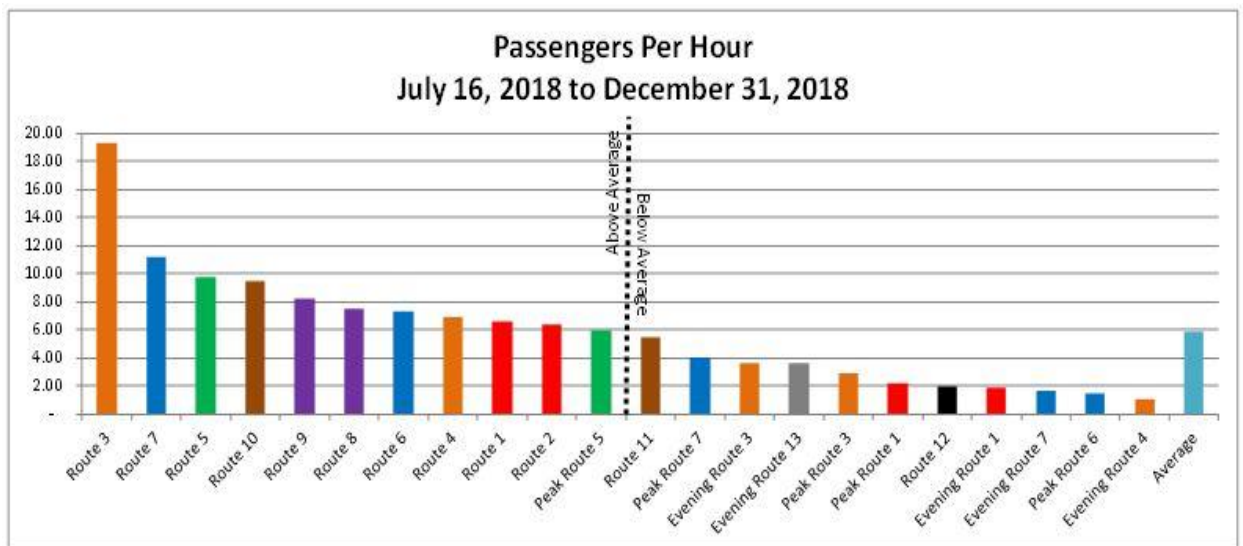


Figure 4

Ridership is not supporting the majority of peak routes. Ridership is not supporting expanded evening service. Ridership data also shows the absence of a “peak” and “off peak” trend. The system assumes ridership

spikes when there is most demand between 7 and 9 am and 4 and 6 pm. However, the most ridership actually occurs between 2 and 4 pm, and there is not a dramatic peak or dip throughout the day. Weekday ridership is not in line with service levels throughout the day.

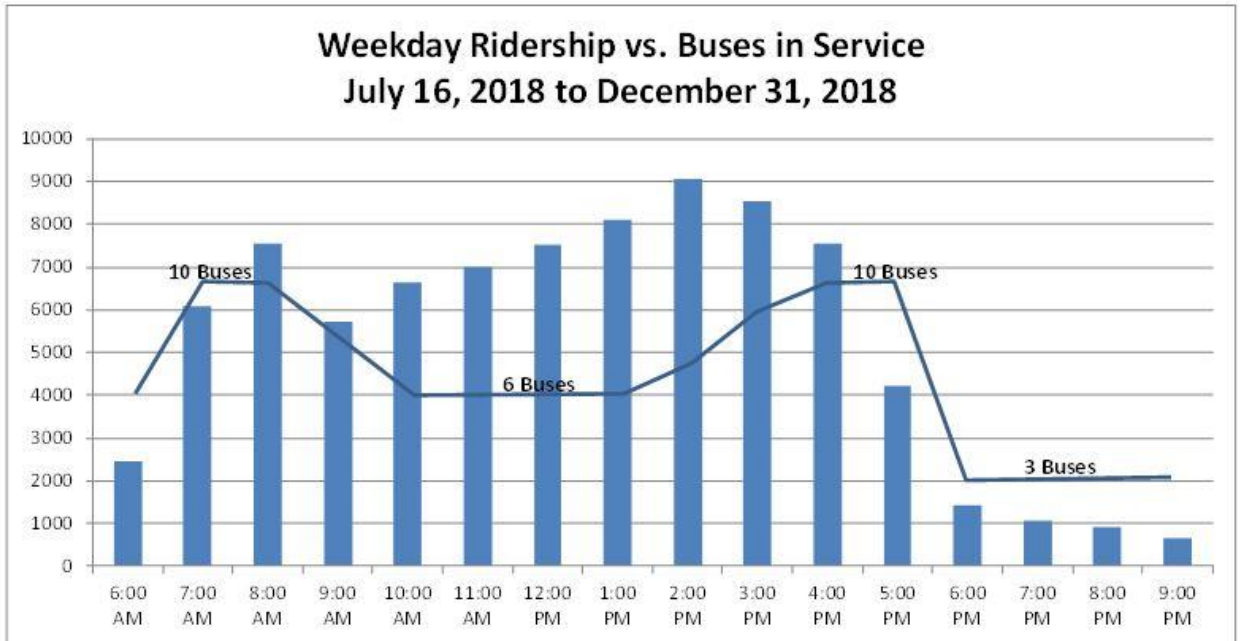


Figure 5

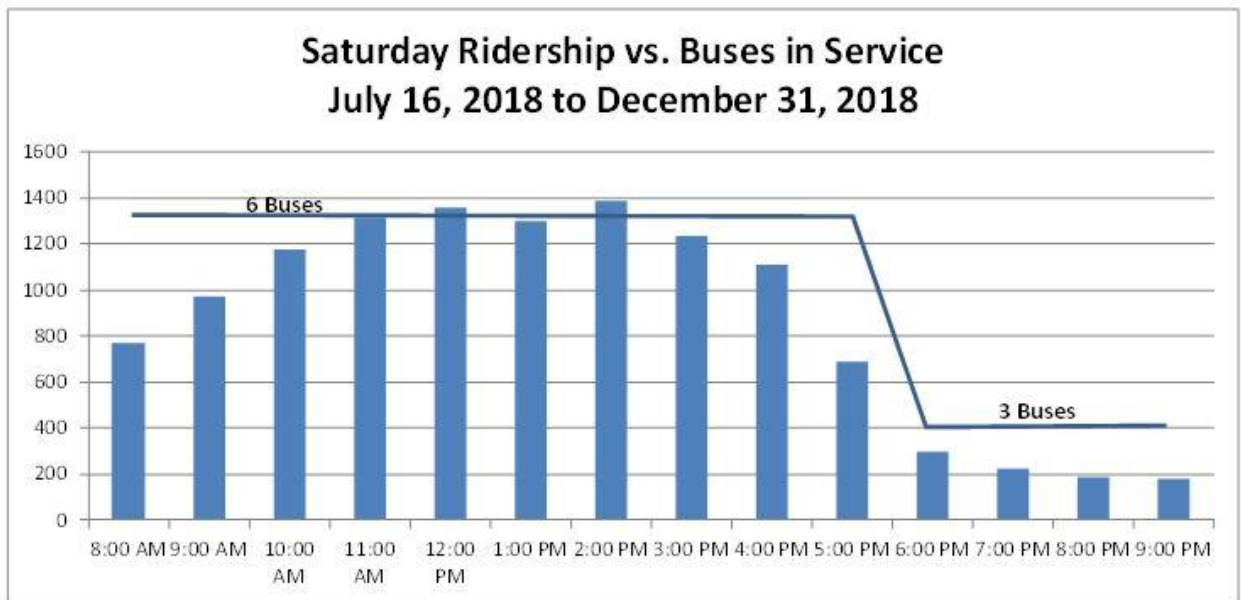


Figure 6

III. Recommendations

Staff recommends route changes to achieve the following:

1. Lower average speeds required to complete Routes 1/2, 7, 10/11 and 13
2. Adjust timetables to align Route 8/9 with UND class schedules
3. Improve noted connections
4. Better serve North 39th Street area
5. Reallocate peak and evening services to improve daytime service
6. Establish 30 minute frequency on Route 3

Proposed route changes will be available for public review beginning February 11, 2019. CAT will hold public meetings, gather feedback, and seek City Council approval in March 2019.

IV. Cost Sharing

The Cities of Grand Forks and East Grand Forks are direct recipients of Federal Transit Administration (FTA) funding for public transportation services. Each City is allocated FTA funds through a formula grant. FTA funds cover up to 50% of operating expenses. The remaining 50% is derived from local property taxes, state aid, and other non-Federal revenue sources. This share of the expense is called "local match." The City of Grand Forks is responsible for planning, oversight, and providing the local match for services that operate in Grand Forks (i.e. Routes 1, 2, 3, 5, 7, 8, 9, 10, 11 and 13). The City of East Grand Forks is responsible for planning, oversight, and providing the local match for services that operate in East Grand Forks (i.e. Routes 4, 6 and 12).

V. Other Feedback

In the process of collecting feedback on the route changes, CAT received several comments and suggestions on items not related to routes and schedules. Feedback on buses, bus stops, technology, and more will be compiled and responded to in February 2019.

VI. Public Comments

The following are comments received from CAT users when asked to provide feedback on the impact of the route changes. Comments are organized by topic/theme.

Change back

- Go back to the old routes.
- Go back to old bus system.
- Go back to the old ways.
- Put routes back to before July 2018.
- Change routes. Routes are not good and make no sense now.
- I dislike the new routes
- Change the routes back to the old routes. Inconvenient to figure out which bus goes where.
- Change back to old routes so I can get to work on time this winter.
- I would like the old bus routes.
- Back to the other bus schedule.
- Change back to July.
- Go back to the old routes.
- Bring back old routes.
- Back to the past. Bring back the old routes and do away with Midtown.
- Go back to the old system before this.
- Go back to the old routes before change on July 15, 2018.
- The new routes are not an improvement, and did they really need to be changed to begin with? I've actually avoided taking City Buses since the new routes began this past summer.
- Change back routes.
- The routes are messed up what are peak times.
- Have you considered explaining to your riders why the routes needed to be changed?

- I liked the schedule before the change. The new routes don't get me to where I went to in the past.
- Do old routes.
- Bring back the old routes.
- Back to the traditional routes
- I liked the old system better in my opinion.

General Positive Feedback

- The scheduled routes are all very punctual.
- The routes are fine for me.
- It's perfect. It gets me to where I need to go.
- I love the routes and schedules.
- Clean friendly and helpful. Thank you.
- Doing a good job. 1-2 really good.
- Drivers are very polite, hold awesome convos, really great greetings.
- Also, Alex is an awesome bus driver. Always friendly and helpful to everyone.
- Good for college students for the most part. Have not ridden that long. Good enough for me.
- Usually very nice to be able to depend on CAT always reliable very very nice.
- The driver Alex M is very polite and helpful.
- Routes are wonderful.
- I think that any route or schedule is fine.
- I think it's great.
- CAT has been doing a good job overall for getting to destinations on time and keeping safety first on the buses.
- The people that drive the routes are awesome!
- Nice clean bus drives by my house. Some nice clean bus drivers.
- I like the way drivers inform/call other drivers about passengers making a transfer. Excellent! Very trustworthy, very kind, very gentlemen/women, polite, generous drivers. Travel on Sundays and Holidays. There are times I

want to shop in the mall and Supermarkets and (something) places, they they also travel at night at least up to 9 pm in my area in 36th/Cherry St Landeco Ln. I would like to give commendation to the following bus drivers Friday November 3, 2019 Saturday on going to Alerus Center to vote. They are excellent, give exact directions, give you time to ask, as if they are family members. I also like the lady who (something) on the phone between 1-2 pm about how to go to 36th & Cherry St. 1 – Randy – Route 10 at 11:39 Cherry/36th – very nice, very good; 2 – AARM – Route 8-9 going to Alerus – very generous gentleman; 3 – Lee – Route 10-11 going back to 36th/Cherry – very helpful in giving directions and answering all my questions on how to go to my place. All the drivers at CAT are highly qualified, very professional, very dependable, very trustworthy, I hope they get paid very well. Love light gratitude to all.

- They're pretty good.

On time performance

- Punctuality. The routes are inconvenient and make no sense. They cause a lot of mayhem and confusion to passengers and drivers alike. It increases tardiness in departure and arrival. Used to have bus on my street and now there is none. Used to be able to get on at Development Homes now there is none. Not convenient for people with no car or have issues with walking far.
- Some could be on time. Route 3 is usually off 10-12 minutes
- Having route 5 wait about 5 minutes longer at MTC at 4:30. It's difficult getting back to my apartment when I get off work. I take Route 7 peak at 4 pm by the library to get to the MTC and often route 5 is gone by then. This forces me to take a bus to campus and walking the rest of the way. If route 5 could stay at MTC longer
- Be more on time. Route 7 is usually late affecting transfers.
- Some connections don't connect on time. Too early, too late.
- Punctuality. Mall bus has never been on time.
- Bus 7 is late getting to midtown.

- Don't think Route 6/7 or 3/4 should be going from EGF to midtown. It is rarely on time.
- Making it to my destination is late and unable to pay my bills and go shopping when the weather is bad the transport and service is bad or worse.
- On time more.
- On time
- Thanks to the new routes I walk now because bus does not get me there on time! On time performance!
- On time performance. Route 8/9 is on time only at the time points, Memorial Union and Odegard. It is consistently late 5-10 minutes at my stop (24th/34th & Primrose).
- Route 10 bus is always running 10-15 minutes late in the PM
- The morning Route 10 needs to start earlier by 5 minutes. We are barely able to make transfers and are late 4/5 days a week, running 5+ minutes late.
- 8/9 is rarely on time, at least 3-5 minutes late every day.

Transfers & Wait Times

- Bring back original 10 11 routes. It now takes me 2 – 2 ½ hours on a route that used to take 1 – 1 ½ hours and I didn't need to transfer. I'm disabled and it's a pain when moving supplies.
- Takes too long to get to Walmart south on this route. Wait too long at Midtown!
- Transfer times are not convenient/too long. Service from UND to Columbia Mall and shopping on 32nd is not convenient. It is difficult to get to the south side. Adjust transfer times.
- I don't like waiting at the Columbia Mall to transfer from route 8-9 to 6-7 to get downtown then getting on route 3-4 to go east Grand Forks before going to Hospital. It takes an hour to get to hospital.
- I wish I didn't have to switch 3 buses every time.

- Wait times too long for transfer. Old schedule was much easier to follow and make connections.
- My number 10-11 in the morning, I always wait 20-30 minutes at Columbia Mall. It is dark and cold. Nowhere safe to wait at times.
- It's very complicated having to switch buses. And time consuming. The cold is going to be even worse. Need to improve the bus stops!
- I currently have to take multiple buses and get off at the Mall to get to Sam's Club. Otherwise I can take even more buses with iffy transfer to avoid walking to/from the mall. These new routes are not convenient at all, especially for long term riders who have based their life on the bus routes.
- The time to get from one point to another with less transfers.
- Less waiting time.
- At one time GF had the best service in the state. Routes changed, it made everything too long to wait.
- The new routes don't work well for me. Especially 3, which used to get me to Hugo's at 17th or Altru and back downtown more efficiently. I've had some long waits and I'm reconsidering my reliance on the transit system.
- The new routes are not much of an improvement for me as I live in EGF and often have to wait 20-30 minutes for a transfer after riding Route 1 to the MTC. Preferred the old route, just my two cents.
- Connections bad. Some cannot even get transfers. Not waste so much of my time to get to Columbia Mall and Grand Cities Mall. Don't need to waste all the time. Other connections were much more efficient.
- I have talked with many people who have a lot of trouble getting to their jobs on time or getting a bus after work without waiting too long or having to walk too far. Others like me have to wait too long for the bus to go home from a trip. I have had to skip the bus sometimes and beg for rides from people. If I have a doctor appointment that is short notice I have to wait too long for a bus to go back to work.
- I think Route 1 should get to the MTC before :220 and Route 3 should wait until :05 to leave the MTC.

- With my work and all my students, nobody gets to where they have to be sooner – fewer transfers with this new route system compared to before the change.
- The transfer take one hour waiting or 30 minutes I hope there will be more routes and shorter waits. My bus 36th & Cherry and before in Landeco takes an hour to wait.
- Need more time downtown. I don't have time to even refill my card.

Frequency

- I would like #3 to go every half hour to the hospital.
- More frequent buses and night buses
- Times and bus routes. Most time they are on time, but the hour in between the schedules does not work well for me.
- It causes stress trying to figure out how to get to where I need to go and where to catch the bus initially. The fact that they're only once an hour is confusing and time consuming for passengers.
- Buses run on half hour
- Schedules and routes. The new routes are confusing. I liked the half hour schedule much better.
- Half hour service on Route 3 all day and Saturdays.
- More buses frequently.
- Go every half hour. Either I'm to work an hour early or jogging to the time clock.
- South side of Grand Forks has not been improved. 32nd Ave Walmart needs 1 or 2 more buses.
- More routes in the south.
- There could be more (buses) though.
- A second bus to EGF or stopping there more frequently.
- I hope there will be two routes every thirty minutes or less.

Travel time

- Quicker times to get to my destination. Since the changes it takes more time for me to get to work.
- More buses
- have more buses arrive at Community High School
- Timing takes working it out with the bus schedules and sometimes getting to a different bus stop.
- Routes too long. What used to take an hour now takes an hour and a half. What used to take an hour and a half now takes two hours.
- If I work until 8 pm, Route 13 takes me 1 ½ to get home.

UND to South End

- Better service from UND to south side/Columbia Mall that covers all of 32nd Ave shopping. Saturday service longer. Better night service from UND to south side.
- To/from Columbia Mall area to UND.
- Better night time service from UND to south side.
- It is nearly impossible to take 8/9 bus and get shopping done at 32nd Ave. 8/9 used to stop at 32nd Walmart but for some reason that stop was eliminated. Now I have to transfer and walk a lot more to go shopping.

Route 8/9

- The 8-9 route has too many railroad crossings. The figure 8 near Community School and Odegard Hall could be redesigned.
- Please bring back the old route 8/9! The new route 8/9 is not convenient at all! Bus gets to campus after the hour, this makes it difficult for people who have to be at UND by 8 am. Route 8/9 leaves out the majority of shopping at Columbia and 32nd Ave S. Why?
- I love CAT buses. Drivers are super friendly. I usually take route 8 and 9 on Friday and night bus back to UND. Both drivers on these two buses are super super friendly!

- Makes no sense the way bus goes now! Why does it stop at Odegard twice! 8/9 not in sync with UND class schedule anymore. Bus sits still too long, like long waiting time points at Odegard and Memorial Union. Bring back Walmart stop at 32nd Ave S for Route 8/9. Only one bus stops there now and it's impossible to find good transfer points and times.
- New Route 8/9 is not an improvement. Route is full of double backing and left turns. The same people as before ride this bus with just one person getting on at the Garden View stop before Alerus. New route is very inconvenient and punishes people who rely on it as main transportation. There was nothing wrong with the old 8/9 route. You should have left it the way it was.

Expanded Coverage

- There should be a bus that goes down Cottonwood or that goes straight from the MTC to Cherry and Campbell Drive without transferring.
- If Route 1 was a little bit closer to my school.
- I hope CAT will have a stop at Landeco/36th because during icy snow days it is very hard to walk in the road. There are places that CAT needs to (something) like the post office or 5555 South Washington where I usually vote.
- Make a route down S 4th or S 5th St. Put a bus stop sign by Central High School downtown. When you took away the 1-2 route down by S 5th St it makes it harder for me to get to the station when winter comes it will be worse. 5-6 block walk against wind/snow/rain. I strongly dislike the 5-6 block walk. I have bad knees and back. To the station and home at the end of the day.
- Would like to have a bus going to University.

N 39th St

- Would like the North 39th route back

- It would improve if the bus would go down on Stanford Road and 39th Street. I just can't see why route 9 can't go down Stanford Road and 39th Street because Route 9 has a lot of time on the bus stop at UND.
- Having a stop for route 5 by the apartments on N 39th street.
- I used to be able to get on the bus at 6:40 am on N 39th St shelter at work by 7:20 am. Now I have not had it easy since these routes were changed. Go back to old route. I now have to ride my bike to work.
- Stop by the apartments on N 39th street would help.
- Would like the bus to come down 39th St N again. Thanks.

Industrial Park

- Route to Industrial Park. Bus running down Demers.
- What about a bus to the Industrial Park. I know many who will ride it.

Expanded days and hours

- Sunday services. Still adjusting from the old routes.
- Provide Sunday service. Why hasn't this been introduced decades ago?
- Earlier times on Saturdays.
- Earlier routes to get to work at 7 am.
- Night service ends too early. Extending by an hour would be good.
- Have bus run on Sundays for awhile
- Early hours and later hours. My job requires that I have earlier times to work and often I stay late and at the end of the day they cut bus routes.
- Would like a bus on Saturdays to the point in EGF.
- Bus running on Sundays
- Sunday buses would be helpful
- I hope there will be routes Sundays and Holidays.
- Wish it ran Sundays. 4 miles to work. Sunday buses, Route 10, 11 stay running at least a couple hours later.

Bus Stops

- I live off University on N 20th. There is a shelter bus not one for the opposite side. Could one be put there?
- Bus stops need to be clearly marked. Most stops do not have a bus stop sign.
- More stops near Midtown.
- Bus stop at Gateway Walmart is not safe. All stops need to be clearly marked so drivers know where to stop.
- More lighting at bus shelters. The one on 13th by Hugo's on Columbia has no lighting and many others. The route that goes to East Grand Forks needs a smaller bus or something. Very few people get on maybe 1 or 2 every other time. I am in my 60's and it's not safe at night in bus shelters with no lighting.
- Need the bus to stop in front of Lagrave.
- A shelter on 2nd Ave NE in East Grand Forks.
- It would be better if 13 stopped at Home of Economy instead of Gateway and 20th. No shelter, uneven ground, snow banks in winter, no sidewalk. Please consider that I'm older, have arthritis and asthma!
- Please let people get off the bus or on at places along the route. As long as there is no hazard and the bus is along the curb lane.
- Bus stops too tiny on Washington St.
- Not enough shelters.
- It is too cold in the winter to wait at Midtown.
- Doesn't get me close enough to my school, Community High. Need to walk from Wilkerson, also a ways to walk in the winter to Mark Stanford Education Center.
- I really liked when there was a stop at the Ryan House. With groceries it was much easier on my back.
- Clean the shelters.
- and cleaner bus shelters.
- More accessible bus routes. No accessible sidewalks.
- Need bus stop signs on all stops.

- Bus stops need signs – all of them

Buses

- Clean buses.
- Make all buses disabled friendly.
- clean buses
- It could be cleaner.
- Cleaner buses
- Get buses with wider aisles and more knee room in the seats. Tell people with walkers to fold them in half. If you have one wheelchair and one or two walkers, that takes up the whole front of the bus.
- The new buses have bad seating arrangements. So many walkers and wheelchairs take up the front. People with strollers have trouble squeezing into the smaller seating in the middle. If there are too many walkers they block the aisle. Sometimes the new buses are so crowded I have to go way to the back with my bags and I'm a senior citizen. The narrow aisles with walkers make it even harder.
- New seats.
- Some buses need the seats cleaned.

Mobile App

- CAT really should have a real time app like Transloc for accurate bus location information. It is critical during winter months. It would be better spent money than TVs on buses.
- Wish to see CAT app on phone to have real time bus update.
- If CAT has GPS systems, there are many smart phone apps that riders can use to see where buses actually are and not have to wait in freezing weather for a late or detoured bus. I think this would be much more helpful than televisions.
- Maybe improve the app that tracks the route real time.
- A system or app letting passengers know when the bus arrives or leaves because I've missed the bus because it was late and I came back to my

house or it comes early and I'm not outside on time and they rarely wait at the stop until its scheduled time. I'm just grateful for the transportation because I don't have a car and it's about to be dead of winter.

- Provide online real time bus tracking.
- Bus tracking app to be able to follow bus live.

Fares

- Reloadable durable ride cards like a prepaid debit card.
- Also should have cards for 90 or 180 day passes.
- Maybe be able to pay for the bus pass by phone.
- Please lower the cost and
- Please do not raise fares.
- Fares – monthly cards

Miscellaneous Feedback

- Better night buses
- Less swearing.
- Winter driving. It used to go right next to my house, but now I don't know when to leave.
- Change the morning route back and keep the afternoon bus the same. Some of the new bus drivers are having problems with communication with the passengers, they have bad attitudes, when you ask them to call for the next bus!
- Some drivers speed and I feel unsafe. We need more times with back at old night route.
- Improve helping the invalid. Trustworthy and integrity not to mention dedicated.
- When you are disabled and broke it's about all you can afford. But you don't want to end up in hospital trying to use it.
- Meet appropriated destination and more friendly and cooperation with customers during bad weather. Be alert with CAT and be safe during bad

weather season respecting the community on the bus and their children is important.

- Open to talk
- More people riding the City Bus. Get bus 12 & 13 back on the route. Thank you!
- Marketing. The new website isn't up. No Google Maps integration.
- Show different colors on the schedule when the same bus is a different route going to a different spot.
- Rename the routes with two numbers separated by a forward slash because it's confusing and just give the routes 1 number or give them totally different numbers.
- Establish an express bus that would stop in front of Cabelas, MTC, Midtown, Walmart, Columbia Mall and Target and nothing in between. This bus could run 2 times in each direction in the morning and afternoon, Mon-Fri.
- I hope you have a regular bus route going to Winnipeg Canada border and also regularly going to Minnesota.
- Maybe wifi on buses would be nice