



Kimley»Horn



## APPENDIX A PUBLIC INPUT



# Memorandum

**Date:** 6/23/2016  
**To:** Teri Kouba, Grand Forks – East Grand Forks MPO  
**RE:** Public Input Meeting Summary #1



## Remarks

On June 8<sup>th</sup> and 9<sup>th</sup>, 2016 the first series of public input meetings for was held in Grand Forks, North Dakota and East Grand Forks, Minnesota. The series consisted of three stakeholder meetings held at Grand Forks City Hall on June 8<sup>th</sup> and three open house style public input meetings held on June 9<sup>th</sup> at various locations in the metro area, including

- » Hugo's in East Grand Forks from 10:00 A.M. to 2:00 P.M.
- » Metro Transit Center in Grand Forks from 10:00 A.M. to 2:00 P.M.
- » Grand Cities Mall in Grand Forks from 4:00 P.M. to 7:00 P.M.

## *Focus Groups*

The Grand Forks-East Grand Forks MPO contacted stakeholders directly to invite them to one of the three focus groups, one of which was directed specifically towards human service providers. Each focus group included a short presentation on the existing conditions, discussion on system needs and an activity to connect desired origins and destinations.

Despite lower than expected turn out, a variety of system issues and needs were developed and are summarized below. Further, the primary barriers outlined with in the current ***Coordinated Human Service Public Transit Plan*** (2012) were validated as still being relevant to the public transit system in Grand Forks-East Grand Forks.

Key system needs identified in general through the focus group process were as follows:

- » Information Gap regarding available services;
- » Need for additional marketing and information materials to targeted populations;
- » Access to Jobs within the Industrial Park west of I-29;
- » Recognize transit as an option for community sustainability initiatives;

## **Focus Group 1: Human Service Providers**

Only a representative from the Senior Center attended the first focus group. The following issues were discussed:

- » Seniors previously rode the fixed route transit before the system switched to designated stops, which are too far from where people live or do not have amenities that allow seniors to wait comfortably.
- » Seniors do not like that they have to call ahead of time and are worried about cancelling too often.
- » Seniors would prefer to ride the fixed route service and will typically use whichever fare type is the best deal.
- » Seniors occasionally comment that they need earlier or weekend service.
- » Senior Center staff was not aware of one call/one click program.
- » Major gap in service for rural seniors needing to get to medical appointments multiple days a week.
- » The Senior Center has requested new brochures but none have been delivered, so they have been making copies. Brochures do not have dates so it is impossible to tell how current the maps being used.
- » Senior Center, Altru campuses, Walmart, pharmacy and beauty salons are important destinations.
- » New senior housing in southern Grand Forks is not well served.
- » Seniors would benefit from transit informational sessions.

### **Focus Group 2: General Users**

Representatives from the Veterans Affairs Clinic and the Center for Independent Living attended this focus group. The following issues were discussed:

- » Veterans generally and homeless veterans specifically need to get to the VA clinic but the closest stops are Target, Walmart and Columbia Mall which are either too far away or require crossing busy streets, including 32<sup>nd</sup> Avenue. The clinic desires a stop nearer their location.
- » The Center for Independent Living reported that their users find paratransit is inconvenient but didn't know that all buses are accessible.
- » Lack of information and how to use the fixed route system prevent many from using it.
- » Information on how to voice complaints or needs is not readily available.
- » Many clients of the Center for Independent Living would benefit from better evening and weekend service.
- » As more riders with mobility devices switch to the fixed route service, on-time performance issues would likely increase.
- » Center for Independent Living tries to use one-call/one-click but the service is inconsistent because there are not enough providers.

### **Focus Group 3: General Users**

Representatives from Cities Area Transit, the Economic Development Corporation and the Grand Forks Sustainability Office attended this focus group. The following issues were discussed:

- » Some paratransit riders did not know the fixed route buses are totally accessible.
- » Industrial park would benefit from service but indirectness is a barrier. Cities Area Transit has worked with companies in the past but their interest has not been maintained. The Chamber of Commerce and the Economic Development Corporation is working on developing park and ride locations because businesses in the industrial park have run out of parking space.

- Many employees of the Industrial Park businesses do not have a license (approximately 40 percent).
- » The City of Grand Forks is interested in encouraging employees to use the bus, but indirectness is a barrier.
- » Convenient service would be a benefit to the 42<sup>nd</sup> Street corridor that attracts many visitors. The Alerus Center and neighboring hotels like transit because it adds a selling point for special events.
- » The hub and spoke system as currently designed is outdated.
- » Private suppliers of transit, like the Grove apartment complex are providing service. Grand Forks City Council denied their request to add transit to their location and existing transit routes are not direct enough to be useful for the residents.
- » Given budget cuts, the University of North Dakota may be interested in contracting out their transit system and should consider what the relationship may look like.

### ***Open Houses***

Throughout the day, the study team engaged members of the general public and current riders on the issue of transit in the Grand Forks – East Grand Forks metro area. Specific issues discussed included:

- » Need for Sunday bus service, potentially similar to how current night service operates
- » More robust evening service in terms of coverage area and hours of operation; potentially looking at expanding the hours of operation of more popular day routes (E.g. 3, 5, 10, etc.)
- » Better service on routes which are currently working well (E.g. 3, 4, 5, and 6)
- » Improve connections north to south on west end of town, specifically along 42<sup>nd</sup> and Columbia Road
- » Evaluate transit access and circulation along 32<sup>nd</sup> Avenue South, area seems ineffectively served given the large amount of employment and retail
- » Drivers need training for different types of mobility devices
- » Desire for service to Parkwood Place and North Dakota Eye Clinic
- » General theme identified the need to ensure adequate shelter distribution, specifically at high boarding locations; specific shelter requested at Walmart on Gateway Drive
- » Getting to the City Halls is difficult
- » Service to the industrial park was identified as a need
- » Identified need for a second hub or transfer station that might serve to support a more efficient route pattern
- » Explore options for park and ride locations
- » Route Shout is a good service but does not include the Night Bus
- » Perceived safety issues and troublesome passengers
- » Drivers sometimes do not stop at the timed stop, hold until scheduled time or call ahead for transfers
- » Route 8/9 is confusing

### ***Route Desire Lines***

Each of the Focus Group meetings and the Open Houses provided participants an opportunity to illustratively denote *transportation desire lines*. Participants were given yarn to represent a limited number of bus headway and asked to “connect” major destinations they consider important.



In general, existing riders who completed the exercise tended to select and highlight those corridors which currently provide needed transit services they current used. For those non-riders and stakeholders who participated in the exercise, a more global view was taken. Non-riders tended to make connections along corridors such as Gateway Drive and 42<sup>nd</sup> Street which are currently served by transit.

An extrapolation of these outputs will be factored into the Issues Identification process currently underway.

### ***Survey***

As part of the outreach efforts for this plan, a survey was developed which included questions for both current riders and non-users to understand the needs and perceptions of the system. The survey was distributed through various channels, including but not limited to:

- » Grand Forks – East Grand Forks Metropolitan Planning Organization’s website.
- » Cities Area Transit’s website.
- » Grand Forks – East Grand Forks Transit Development Plan’s Facebook page.
- » On-board during the route reconnaissance event. Additional surveys were left at the MTC.
- » At the Focus Groups and Open House events.

At the time of this writing, 74 responses were received via the on-line version of the survey and 62 responses were received via the paper copy version of the survey.

GF/EGF METROPOLITAN  
PLANNING ORG  
PO BOX 5200  
GRAND FORKS, ND 58206-5200

TRANSIT DEVELOPMENT  
PLAN OPEN HOUSE

DATE OF INVOICE  
AND AFFIDAVIT  
WEDNESDAY, JUNE 1 2016

STATE OF MINNESOTA  
County of Polk

## Affidavit of Publication

1) Rollin Bergman, being duly sworn on oath says that he is the Publisher of the newspaper known as the EXPONENT, and has full knowledge of the facts stated in this Affidavit, which is made pursuant to Minnesota Statutes §331A.07.

2) The newspaper has complied with all of the requirements to constitute a qualified newspaper under Minnesota law, including those requirements found in Minnesota Statutes §331A.02.

3) The dates of the month and the year and day of the week upon which the public notice attached/copied to this document was published in the newspaper are as follows: **JUNE 1, 2016.**

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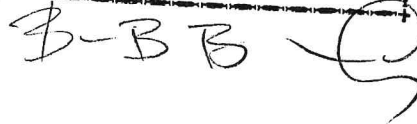
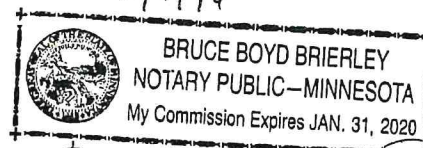


Rollin Bergman

Rollin Bergman  
Publisher

Subscribed and sworn to me this 1st day of June, 2016.

Notary Public:



### PUBLIC INPUT NEEDED

#### Transit Development Plan Open House

The Grand Forks-East Grand Forks MPO is updating its Transit Development Plan. The Plan will create transportation options that allow for increased mobility, while enhancing the integration and connectivity of the transportation system, across and between transportation modes.

The goal of the plan is to link the future transit system with recently completed and ongoing land use and economic development initiatives occurring both in Grand Forks and East Grand Forks. The public is encouraged to attend these Open Houses to provide input and feedback on needed transit services in the Grand Forks/East Grand Forks Metropolitan area.

#### Transit Development Plan Public Open House June 9, 2016

Hugo's East Grand Forks  
306 14<sup>th</sup> St NE  
10:00 AM to 2:00 PM

Metro Transit Center  
10:00 AM to 4:00 PM

Grand Cities Mall  
1726 S Washington St  
4:00 PM to 7:00 PM

#### Rider/Community Survey

A survey has been developed to gain rider and community input to inform the planning process. To provide input, please visit:

<https://www.surveymonkey.com/r/CitiesAreaTransit>

For more information regarding the Transit Development Plan and the Survey, please contact:

Teri Kouba, GF-EGF MPO - [teri.kouba@theforksmpo.org](mailto:teri.kouba@theforksmpo.org)

Or visit:

<http://www.theforksmpo.org/Pages/TransitDevPlanUpdate.html>

The GF-EGFMPO will make every reasonable accommodation to provide an accessible meeting facility for all persons. Appropriate provisions for the hearing and visually challenged or persons with limited English Proficiency (LEP) will be made if the meeting is held on a date which is not the meeting date, if

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M.P.O. M.P.O. M.P.O.  
Grand Forks - East Grand Forks  
Metropolitan Planning Organization

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teri.kouba@theforksmmpo.org  
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The GF-EGFMPO will make every reasonable accommodation to provide an accessible meeting facility for all persons. Appropriate provisions for the hearing and visually challenged or persons with limited English Proficiency (LEP) will be made if the meeting conductors are notified 5 days prior to the meeting date, if possible. To request language interpretation, an auxiliary aid or service (i.e., sign language interpreter, accessible parking, or materials in alternative format) contact Earl Haugen of GF-EGFMPO at 701-746-2660. TTY users may use Relay North Dakota 711 or 1-800-366-6888. Materials can be provided in alternative formats: large print, Braille, cassette tape, or on computer disk for people with disabilities or with LEP by Earl Haugen of GF-EGFMPO at 701-746-2660. TTY users may use Relay North Dakota 711 or 1-800-366-6888.



**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ		
Meeting Location City Hall, 255 N. 4th Street, Grand Forks, ND	Meeting Type Focus Groups	Meeting Date 6/8/2016
Project Number		PCN
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) <i>Joyce Austin</i>		Title/Representing <i>GF Senior Center</i>	
Address			
City	State	Zip code	Email

Name (Please print) <i>Paula Ous</i>		Title/Representing <i>Options Resource Center for <sup>Independent</sup> Living</i>	
Address <i>318 3rd St NW</i>			
City <i>East Grand Forks</i>	State <i>MN</i>	Zip code <i>56721</i>	Email <i>paula@myoptions-in fo</i>

Name (Please print) <i>Paula Lundgren</i>		Title/Representing <i>VA Clinic (GF) Social Worker</i>	
Address <i>3221 32nd Ave Suite 700</i>			
City <i>GF</i>	State <i>ND</i>	Zip code <i>58201</i>	Email <i>paule.lundgren@va.gov</i>

Name (Please print) <i>Brandon Baumbach</i>		Title/Representing <i>Grand Forks EDC</i>	
Address <i>10 N. 4th St</i>			
City <i>GF</i>	State <i>ND</i>	Zip code <i>58203</i>	Email <i>brandonb@grandforks.org</i>

Name (Please print) <i>Debra Flyhoft</i>		Title/Representing <i>Sust. Coord</i>	
Address <i>P.O. Box 5200</i>			
City <i>GF</i>	State <i>ND</i>	Zip code <i>58203</i>	Email <i>dflyhoft@grandforks.gov.com</i>

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ		
Meeting Location Grand Cities Mall, 1726 S Washington Street, Grand Forks	Meeting Type Public Input Meeting	Meeting Date 6/9/2016
Project Number	PCN	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) STEPHANIE BRUCKSON		Title/Representing PLAUNER / GF CITY	
Address			
City	State	Zip code	Email

Name (Please print) Mariah Yos		Title/Representing City Admin Intern.	
Address			
City	State	Zip code	Email

Name (Please print) JEAN BRASETH		Title/Representing GF PUBLIC LIBRARY	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
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Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

		Division/District/Consultant GF-EGF MPO/ KLJ
Meeting Location Hugo's 224 14th Street NE, East Grand Forks, MN	Meeting Type Public Input Meeting	Meeting Date 6/9/2016
Project Number		PCN
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) <i>Lynn Iverson</i>		Title/Representing	
Address			
City <i>EAST GRAND FORKS</i>	State	Zip code	Email

Name (Please print) <i>Frank Harlow</i>		Title/Representing	
Address <i>St. Anne's</i>			
City	State	Zip code	Email

Name (Please print) <i>Barry Wilfert</i>		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
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City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email



**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Meeting Location <i>Micro Transit Center</i> City Hall / 600 DeMers Avenue, East Grand Forks		Division/District/Consultant GF-EGF MPO/ KLJ	Meeting Type <i>open House</i> <del>Focus Groups</del>	Meeting Date <del>6/8/2016</del> <i>6/9/2016</i>
Project Number			PCN	
Project Description Grand Forks - East Grand Forks Transit Development Plan				

Name (Please print) <i>Mary Weaver</i>		Title/Representing <i>Rider</i>		
Address <i>509 Cleary</i>				
City <i>Grand Forks</i>	State <i>ND</i>	Zip code	Email	

Name (Please print) <i>Rider -</i>		Title/Representing		
Address				
City	State	Zip code	Email	

Name (Please print) <i>Rider -</i>		Title/Representing		
Address				
City	State	Zip code	Email	

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Address				
City	State	Zip code	Email	

Name (Please print) <i>Rider -</i>		Title/Representing		
Address				
City	State	Zip code	Email	

Call June 7 2:20 PM



\* More ~~available~~ DAR / Bus  
on a Sunday

Increased based on

More affordable choices on  
Sunday

Training for DAR drivers  
↳ show everyone once  
on different types of  
mobility devices

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## City Area Transit

1. Would like City Bus to go to Parkwood Place + to N.D. Eye Clinic.
2. Would like bus shelter at New Walmart

3.

City Hall to MTC is difficult

Frank Harlow 775-1021

St. Anne's



## COMMENTS



# GRAND FORKS TRANSIT DEVELOPMENT PLAN

Additional space for comments if needed.

—THIS SPACE  
OFFICE USE  
ONLY—

Route Shout: Night bus not on.  
Trying to time when to get to the  
stop is difficult. Can it show  
where the bus is

Security: It is getting scary ~~there~~  
on the bus

Timed stops they are not stopping.

Driver doesn't call ahead for a transfer  
and bus is missed.

Bus leaves early from designated  
time at the stop



# Memorandum

**Date:** 2/10/2017  
**To:** Teri Kouba, Grand Forks – East Grand Forks MPO  
**RE:** Public Input Meeting Summary # 2



## Remarks

On December 8<sup>th</sup>, 2016 the second series of public input meetings for the Grand Forks Transit Development Plan Update was held in Grand Forks, North Dakota. The series consisted of two stakeholder meetings held at Grand Forks City Hall, one meeting for drivers only and two open-house style public input meetings held at two locations in the metro area:

- » UND Memorial Union from 10:00 A.M. to 2:00 P.M.
- » Metro Transit Center in Grand Forks from 10:00 A.M. to 2:00 P.M.

## *Focus Groups*

The Grand Forks-East Grand Forks MPO contacted stakeholders directly to invite them to one of the two focus groups, one of which was directed specifically towards human service providers. Each focus group included a short presentation on the existing system and proposed route alternatives.

What had originally been planned to encompass two days had to be combined into the second day due to inclement weather. It is likely that continuing inclement weather and difficult winter driving conditions on the second day lowered turnout. However, a variety of service issues and destination needs were developed and are summarized below.

Key system needs identified in general through the focus group process were as follows:

- » Need for announced bus stops;
- » Better training for disabled users;
- » Potential park-n-ride service at Altru and Grand Cities Mall;
- » Bring service to Industrial Park;
- » Provide Sunday Service;
- » Consider family passes;
- » Evaluate 45 minute headways;
- » Convert to 30' low floor buses;
- » Focus on increasing headways

## **Focus Group 1: Economic Generators**

Representatives from Grand Forks Planning, economic development, the chamber of commerce and social services attended the first focus group. Their concerns were as follows:

- » Potential park-n-ride service at Altru and Grand Cities Mall;
- » Bring service to Industrial Park;
- » Provide Sunday Service;
- » Evaluate 45 minute headways;
- » Convert to 30' low floor buses;
- » Focus on increasing headways

### **Focus Group 2: Human Service Providers**

Only one person attended this group, representing Community Options, an employment agency for disabled people.

- » Need for announced bus stops;
- » Better training for disabled users;
- » Consider family passes;
- » Evaluate 42<sup>nd</sup> St and Demers train conflicts

### **Focus Group 3: Drivers Only**

Two CAT drivers attended this focus group. The following issues were discussed:

- » Proposed route alternatives overall seem good;
- » Evaluate 42<sup>nd</sup> St and Demers train conflicts

### ***Open Houses***

Throughout the day, the study team engaged members of the general public and current riders on the issue of transit in the Grand Forks – East Grand Forks metro area. Specific issues discussed included:

- » Desired destinations:
  - » Industrial park;
  - » Airport;
  - » Train station;
  - » Simplot;
- » Better service to Garden View Dr/42<sup>nd</sup> St area;
- » Snow removal at stops and MTC;
- » More ways to purchase passes;
- » Better mobile app
- » Provide Sunday service



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GRAND FORKS/EGF MPO

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Page 1 of 1

## PUBLIC INPUT NEEDED

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The Grand Forks-East Grand Forks MPO is half way through the update to its Transit Development Plan (TDP). The Plan will create transportation options that allow for increased mobility, while enhancing the integration and connectivity of the transportation system, across and between transportation modes.

This phase of the public input process is focused on gathering input into proposed new route structure and improved route alignments. The proposed route structure looks to:

- Strengthen existing ridership patterns
- Streamlines and modifies several segments of the current route structure
- Better utilize existing resources to provide improved connections.

### Transit Development Plan Public Open House

**December 7th, 2016**  
**UND Memorial Union- Main Floor**  
**10:00 AM to 2:00 PM**

**Metro Transit Center**  
**10:00 AM to 2:00 PM**

**December 8th, 2016**  
**Grand Forks City Hall- Council Chambers**  
255 N 4th St  
**4:30 PM to 6:30 PM**

Members of the public are encouraged to provide input and feedback on needed transit services. Comments will be accepted until Dec. 23, 2016. Send the comment to Teri Kouba by email or mail at 600 DeMers Ave., East Grand Forks, MN 56721

For more information regarding the Transit Development Plan, please contact:

Teri Kouba, GF-EGF MPO  
-teri.kouba@theforksmmpo.org  
Or visit:  
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GF/EGF METROPOLITAN  
PLANNING ORG  
PO BOX 5200  
GRAND FORKS, ND 58206-5200

TRANSIT DEVELOPMENT  
PLAN OPEN HOUSE

DATE OF INVOICE  
AND AFFIDAVIT  
WEDNESDAY, NOVEMBER 30, 2016

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STATE OF MINNESOTA  
County of Polk

Affidavit of Publication

1) Rollin Bergman, being duly sworn on oath says that he is the Publisher of the newspaper known as the EXPONENT, and has full knowledge of the facts stated in this Affidavit, which is made pursuant to Minnesota Statutes §331A.07.

2) The newspaper has complied with all of the requirements to constitute a qualified newspaper under Minnesota law, including those requirements found in Minnesota Statutes §331A.02.

3) The dates of the month and the year and day of the week upon which public notice attached/copied to this document was published in the newspaper are as follows: **November 30, 2016.**

4) The publisher's lowest classified rate paid by commercial users for comparable space, as determined pursuant to § 331A.06, is as follows: \$10.60/column inch

5) Pursuant to Minnesota Statutes §580.033 relating to the publication of mortgage foreclosure notices: The newspaper's known office of issue is located in Polk County. The newspaper complies with the conditions described in §580.033, subd. 1, clause (1) or (2). If the newspaper's known office of issue is located in a county adjoining the county where the mortgaged premises or some part of the mortgaged premises described in the notice are located, a substantial portion of the newspaper's circulation is in that latter county.

FURTHER YOUR AFFIANT SAITH NOT.

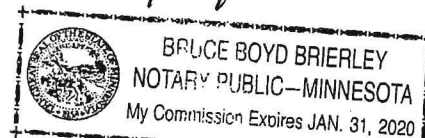
BY: Rollin Bergman

Rollin Bergman

TITLE: Publisher

Subscribed and sworn to me this 30th day of November, 2016.

Notary Public:



B-B B

**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ
---

Meeting Location Metro Transit Center (MTC), Grand Forks, ND	Meeting Type Open House	Meeting Date 12/7/2016
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) Don		Title/Representing Bus Rider	
Address			
City	State	Zip code	Email

Name (Please print) Bus Driver		Title/Representing CAT	
Address			
City	State	Zip code	Email

Name (Please print) Dispatcher		Title/Representing CAT	
Address			
City	State	Zip code	Email

Name (Please print) Bus Rider		Title/Representing Public	
Address			
City	State	Zip code	Email

Name (Please print) Dale		Title/Representing Rider	
Address			
City	State	Zip code	Email

Name (Please print) Bus Rider		Title/Representing Public	
Address			
City	State	Zip code	Email

Name (Please print) Thomas		Title/Representing Bus Rider / Public	
Address			
City	State	Zip code	Email



**SIGN-IN SHEET**

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Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) <i>Nick Sellen</i>		Title/Representing <i>UMD</i>	
Address <i>Student Newspaper</i>			
City	State	Zip code	Email

Name (Please print) <i>Bus Rider</i>		Title/Representing <i>Public</i>	
Address			
City	State	Zip code	Email

Name (Please print) <i>Bus Rider</i>		Title/Representing <i>Public</i>	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ
---

Meeting Location Univ. of North Dakota - Mem. Union, Grand Forks, ND	Meeting Type Open House	Meeting Date 12/7/2016
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) Lauren Wilson		Title/Representing	
Address 3750 Garden View Dr apt 302			
City Grand Forks	State ND	Zip code 58201	Email l.wilson@und.edu

Name (Please print) Adam Krainski		Title/Representing	
Address 4274 University Ave #109			
City Grand Forks	State ND	Zip code 58203	Email krainski.adam@gmail.com

Name (Please print) Ilana Faust Leibowitz		Title/Representing	
Address 1324 University Ave Apt #2			
City GF	State ND	Zip code 58203	Email Ilana - 5@yahoo.com

Name (Please print) Jed Hanson		Title/Representing	
Address 4228 University Ave Apt 116			
City GF	State ND	Zip code 58203	Email jed.r.hanson@und.edu

Name (Please print) SIBY PLATHOTTAM		Title/Representing	
Address 520 TUALANE DRIVE			
City GRAND FORKS	State ND	Zip code	Email siby.plathattam@und.edu

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ		
Meeting Location City Hall, Grand Forks, ND	Meeting Type Focus Groups	Meeting Date 12/8/2016
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) Teri Kouba		Title/Representing Senior Planner / GF-EGF MPO	
Address			
City	State	Zip code	Email teri.kouba@theforksmpo.org

Name (Please print) Scot Hooper		Title/Representing DIRECTOR GRAND FORKS COUNTY SOCIAL SERVICES	
Address			
City	State	Zip code	Email scot.hooper@gf-county.org

Name (Please print) STEPHANIE ERICKSON		Title/Representing PLANNER / GF CITY PLANNING	
Address			
City GF	State ND	Zip code	Email serickson@grandforksgov.com

Name (Please print) Brandon Baumbach		Title/Representing Business Development / GF Region EDC	
Address			
City GF	State ND	Zip code	Email brandonb@grandforks.org

Name (Please print) Barry Wilfahrt		Title/Representing CEO / The Chamber GF/EGF	
Address			
City Grand Forks	State ND	Zip code	Email barry@gochamber.org

Name (Please print) Kayla Hochstetler		Title/Representing Social Services Case Coordinator / VCHC	
Address 212 S 4th St Ste 301			
City Grand Forks	State ND	Zip code 58201	Email Kayla.hochstetler@valleychc.org

Name (Please print) Zac Bernier		Title/Representing Community Options	
Address 2300 Library Circle			
City GF	State ND	Zip code 58201	Email zacharyb@coresinc.org



**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ
---

Meeting Location City Hall, Grand Forks, ND	Meeting Type Open House	Meeting Date 12/8/2016
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) Dave		Title/Representing CAT	
Address			
City	State	Zip code	Email

Name (Please print) Driver		Title/Representing CAT	
Address			
City	State	Zip code	Email

Name (Please print) Earl Hygen		Title/Representing Forks mpo	
Address			
City	State	Zip code	Email

Name (Please print) Ken Korba		Title/Representing Forks MPO	
Address			
City	State	Zip code	Email

Name (Please print) Wade Klue		Title/Representing KLJ	
Address			
City	State	Zip code	Email

Name (Please print) David Witzna		Title/Representing KLJ	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email



COMMENTS



GRAND FORKS TRANSIT DEVELOPMENT PLAN

Please use the space below to provide comments regarding the Grand Forks Transit Development Plan.

PLEASE PRINT Name: Blake C.  
Address: Grand Forks, ND

-THIS SPACE  
OFFICE USE  
ONLY-

I feel that (it would be kind & great! IF...

A) Students rode for free w/ student ID

B) Buses ran later - like, until 10pm at least!

C) You played music on the bus!

D) You ran on Sundays or at least,  
more often on Saturdays

Thank you! Merry Christmas!

Blake

You're doing a Great Job!

Please leave comments with meeting conductors or mail comments by December 23, 2016 to:  
Teri Kouba  
600 DeMers Avenue  
East Grand Forks, ND 56721  
218-399-3372  
teri.kouba@theforksmo.com  
Note "Grand Forks TDP" in the e-mail subject heading



## COMMENTS

# GRAND FORKS TRANSIT DEVELOPMENT PLAN

Additional space for comments if needed.

-THIS SPACE  
OFFICE USE  
ONLY-

For years Route 3 had a tight unmanageable schedule. More people riding and transferring within the same time schedule. Only a few years ago was it finally modified and became a successful, manageable route with 30 min service contributing to this. Now it looks like this route would be piggy backed with another route in East Grand Forks. Adding more real estate to the route appears not to strengthen the riders pattern but to weaken it on the west side with less frequency. Bridge traffic is heavy many times a day and making a left turn downtown to the MTC is difficult at best. Traffic in Grand Forks is currently saturated.

Maybe an alternative would be an East Side bus travelling to the hospital, Kmart then Washington back to the East Side, or pairing it with a more manageable time frame like the proposed Route 1, thereby expediting better transfers downtown.

## Wade Kline

---

**From:** Rood, Alison <ARood@grandforksgov.com>  
**Sent:** Thursday, December 22, 2016 2:41 PM  
**To:** teri.kouba@theforksmmpo.org; Wade Kline  
**Subject:** Public Comments

Teri and Wade,

I met with a gentleman today by the name of Mike Hoepfner. He is legally blind and has ridden Route 2 for many years. He asked that I write up his comments and forward them to you for inclusion in the TDP.

The stop closest to Mike's house is at N 25<sup>th</sup> Street and 9<sup>th</sup> Ave. The proposed route concepts involve eliminating service to that stop. Mike suggests modifying the northern end of the proposed route 1 as follows: From N 20<sup>th</sup> St, turn west on 10<sup>th</sup> Ave, turn south on N 25<sup>th</sup> St, and head east on 6<sup>th</sup> Ave. This would allow him to continue to ride as well as better serving West School and Valley Middle School. Mike said that since the route is no longer going to UND, there should be enough time to serve N 25<sup>th</sup> St.

Mike wanted me to explain that he is concerned about his safety if he needs to walk to N 20<sup>th</sup> St in order to ride. He said it is especially hazardous in the winter when the snow is piled up at intersections. The CAT service works very well for Mike and he respectfully asks that you consider his feedback.

Thanks!

Ali Rood, Mobility Manager  
City of Grand Forks  
Cities Area Transit  
arood@grandforksgov.com  
Office: 701-757-1503

## Wade Kline

---

**From:** Teri Kouba <teri.kouba@theforksmpo.org>  
**Sent:** Friday, December 09, 2016 3:37 PM  
**To:** Wade Kline  
**Subject:** Comment From Mary Weaver

Wade,

Here is a comment from Mary Weaver on the proposed new routes.

The changing of Route 3 to a 60 minute headway would not work for those who are use to the 30 minute headway they currently get. The Transit Center works great for pulsing buses in and out. She feels that it is too long to wait for the next bus.

Thank you,  
Teri Kouba  
Senior Planner  
GF-EGF MPO  
M-W-F: 218-399-3372  
T-Th: 701-746-2656

May 16, 2016

MPO Public Transportation Committee  
255 North 4<sup>th</sup> Street  
Grand Forks, ND 58206

Dear members of the MPO Public Transportation Committee,

During the course of the past two years the Chamber/EDC Workforce Development Committee discovered transportation is a significant barrier for people to participate in the labor force. Based on our conversations with employers and various employee groups, we respectfully forward the following recommendations based on this input.

1. **There is a need for public transportation to serve the industrial park.** With several thousand people working in this part of the city, it is obvious a public transportation option needs to be a priority during your planning process. A pilot program was tried in 2007 with service to the industrial park; however, it failed because of the need (in most cases) to travel to the central hub downtown to make a transfer to another bus. This led to 60 to 90-minute commutes to and from work. This is an unacceptable commute time in our market.
2. **Consider adding a second hub or transfer station.** This may be a way to reduce commute times and improve overall efficiency of public transportation in GF/EGF.
3. **Consider park and ride options/locations.** Both Hope Church with its Grand Cities Mall location and Altru Health Systems main campus expressed an interest in potentially being a park and ride location. Again, this could add efficiency to the overall public transportation system, help serve underserved populations and also encourage people to drive to a central point and then take public transportation. It could also help reduce parking congestion in various parts of the community.

Thanks in advance for your consideration of our public transportation input.

Sincerely,



Barry Wilfahrt, President & CEO  
The Chamber GF/EGF  
Co-Chair Workforce Development Committee



Keith Lund  
Greater Grand Forks EDC  
Co-Chair Workforce Development Committee





# Memorandum

**Date:** 5/1/2017  
**To:** Teri Kouba, Grand Forks – East Grand Forks MPO  
**From:** Wade Kline  
**RE:** Public Input Meeting Summary #3



## Remarks

On April 20<sup>th</sup>, 2017, the third series of public input meetings was held in Grand Forks, North Dakota and East Grand Forks, Minnesota. This series consisted of two open house style public input meetings in which the Draft Transit Development Plan was presented for review and comment. Meetings were held as follows:

- » Metro Transit Center in Grand Forks from 10:00 A.M. to 2:00 P.M.
- » Grand Forks City Hall from 4:30 P.M. to 6:30 P.M.

## *Open Houses*

Throughout the day, the study team engaged members of the general public and current riders on the issue of transit in the Grand Forks – East Grand Forks metro area. Specific issues discussed included:

- » Concerns that there is not funding to support Sunday bus service
- » Service to the Industrial Park missing as part of fundable strategy, this should be a priority
- » Concerns with proposed routing in relation to Development Homes main facility on South Columbia Road
- » Need for large print route maps
- » Need for adjusted fare structure which is less confusing
- » Concerns about proposed night route alignments and potential gap between UND and Downtown
- » Support for new route combinations related to Route 3 and 5
- » Uncertainty about possible impacts of merging Route 4 and 6; loss of service north of University through UND Campus

## *Written Comments*

Written comments were received during the public comments period. Many of the written comments followed those themes presented at the Public Open Houses. Specific written comments are attached as part of this summary.

Client:

GRAND FORKS/EGF MPO

Account # 127088 Ad # 2469916

Phone: (701) 746-2660

Fax:

Address: PO BOX 5200

GRAND FORKS, ND 58206-5200

Sales Rep.:

0105 Sean McCracken

Phone: (888) 857-1920

Fax:

Email: smccracken@classifiedsfcc.com

Class.: 0020 PUBLIC NOTICE

Requested By:

Start Date: 04/07/2017

End Date: 04/13/2017

Nb. of Inserts: 8

Dimensions: 2 col. x 77.00 7 PT LINES

Publications: Grand Forks Herald

grandforksherald.com

Total Price: \$225.20

Paid Amount: \$0.00

Balance: \$225.20

Page 1 of 1

## PUBLIC INPUT NEEDED

### Transit Development Plan Open House

The Grand Forks-East Grand Forks Metropolitan Planning Organization (MPO) and Cities Area Transit (CAT) have prepared a Draft Transit Development Plan (TDP). The TDP is a five-year planning document which provides guidance and leadership into the capital and operational framework for Cities Area Transit (CAT).

This phase of the public input process is focused on gathering input into the full Draft TDP. The objective of the proposed plan is to:

- Provide improve connections between community destinations.
- Provide better understanding of CAT system
- Provide a layout of goals and performance measures for CAT system.
- Provide fiscally constrained plan for the next 5 years.

#### Transit Development Plan Public Open House

April 20th, 2017  
Metro Transit Center  
10:00 AM to 2:00 PM

April 20th, 2017  
Grand Forks City Hall- Council  
Chambers  
255 N 4th St  
4:30 PM to 6:30 PM

Members of the public are encouraged to provide input and feedback on the Draft TDP. Comments will be accepted until May 12, 2017. Send the comment to Teri Kouba by email or mail at 600 DeMers Ave., East Grand Forks, MN 56721

For more information regarding the Transit Development Plan, please contact:

Teri Kouba, GF-EGF MPO –  
teri.kouba@theforksmo.org

Or visit:

<https://theforksmo.wordpress.com/the-forks-mpo/transit-development-plan-update/>

The GF-EGFMPO will make every reasonable accommodation to provide an accessible meeting facility for all persons. Appropriate provisions for the hearing and visually challenged or persons with limited English Proficiency (LEP) will be made if the meeting conductors are notified 5 days prior to the meeting date, if possible. To request language interpretation, an auxiliary aid or service (i.e., sign language interpreter, accessible parking, or materials in alternative format) contact Earl Haugen of GF-EGFMPO at 701-746- 2660. TTY users may use Relay North Dakota 711 or 1-800-366-6888. . Materials can be provided in alternative formats: large print, Braille, cassette tape, or on computer disk for people with disabilities or with LEP by Earl Haugen of GF-EGFMPO at 701-746- 2660. TTY users may use Relay North Dakota 711 or 1-800-366-6888.

son  
year  
back  
ired  
was

Don Overbo 7-5, 7-5  
3 - Justin Marciniak/Nik Wawrzy-  
niak (EGF) over Eric Cai/Connor  
Filip: 7-5, 4-6, 7-5  
Perham 4  
Senior High 3

Ben Kern (EGF)  
Lost to Logan Scott (Foley) 6-0,  
6-2  
Lost to Bryen Lunak(MHD) 4-6,  
6-1, 10-8  
Defeated Ashton Clark (Park  
Rapids) 6-0, 6-02

Gus Falls) 6-2, 7-6, (7-0)  
Lost to Luke Estwick-Owen  
Bartell (Foley) 6-1, 7-5  
Lost to Michael Overbo-Landon  
6-3, 6-4

deposit or check or amount of Bidder's Bond to be forfeit  
the event that the successful bidder shall fail to enter i  
him in accordance with the terms of his bid. Bids shall  
Name of Bidder: "Bid on Filter Rehabilitation" to be op  
2017.

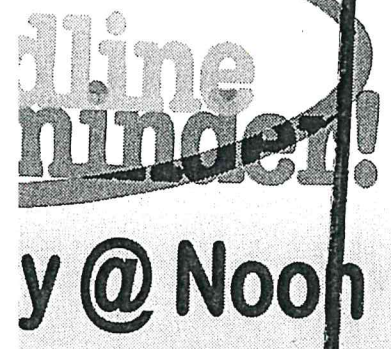
"A contractor responding to this solicitation documen  
signed statement under oath by an owner or officer verify  
of the minimum criteria in Minnesota Statutes, section  
(Form C-452)

"The term 'responsible contractor' as used in this soli  
contractor as defined in Minnesota Statutes, section 16C  
"Any prime contractor or subcontractor that does not r  
Statutes, section 16C.285, subdivision 3 or fails to verify t  
is not a responsible contractor and is not eligible to be awar  
tract for the project or to perform work on the project."

"A false statement under oath verifying compliance v  
criteria shall render the prime contractor or subcontractor t  
ment ineligible to be awarded a construction contract on th  
in termination of a contract awarded to a prime contractor c  
mits a false statement."

"A prime contractor shall submit to the city copies of th  
compliance from all subcontractors of any tier pursuant to M  
16C.285, subdivision 3, clause 7."

The Water, Light, Power and Building Commission r  
all bids for a period of 60 days after the date fixed for the o  
ject any bid, or bids, or all bids and to waive any irregulariti  
draw his bid within 60 days after the actual date of the ope



adoption of Polk County  
ng Ordinance Amendments  
375.51, notice of the adoption of amend-  
ning Ordinance is hereby given. The Polk  
sioners approved Resolution 2017-21,  
Zoning Ordinance on Tuesday, April 4,  
om at the Polk County Government Cen-

Polk County Zoning Ordinance amend-  
: Updated definitions to go along with  
Enforcement: Added Joint Per-  
adjustment: Updated section to reflect

regulations: Updated sign ordinance lan-  
t rulings from the U.S. Supreme Court.  
nning pools.

gricultural District: Several updates in-  
yard chickens, amended ordinance lan-  
imming pool language, added compost  
o State Rules, amended campground re-  
guage for rental storage buildings, and  
rooting ranges.

ict: Minor amendments including: pro-  
amended sign language, updated swim-  
d compost facility language.

District: Minor updates including: pro-  
and amended sign ordinance language.  
istrict: Minor updates including: pro-  
amended sign language.

istrict: Minor additions to Allowed Use  
sting and campgrounds.

Wind Energy Management: Amended  
'able Energy and Tower Management".  
nts plus the addition of Solar Energy

opted ordinance amendments and the  
e may be viewed during regular busi-  
nmental Services, 320 Ingalls Ave.,  
Polk County Taxpayer Service Center.  
ial on the Polk County Website:

nil 12, 2017)

**PUBLIC INPUT NEEDED**

**Transit Development Plan Open House**

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- Provide better understanding of CAT system
- Provide a layout of goals and performance measures for CAT system.
- Provide fiscally constrained plan for the next 5 years.

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**April 20<sup>th</sup>, 2017**  
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**4:30 PM to 6:30 PM**

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For more information regarding the Transit Development Plan, please contact:

Teri Kouba, GF-EGF MPO – [teri.kouba@theforksmmpo.org](mailto:teri.kouba@theforksmmpo.org)  
Or visit:  
<https://theforksmmpo.wordpress.com/the-forks-mpo/transit-development-plan-update/>

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By Order of the  
Water, Light, Power and Building Commission  
600 DeMers Avenue  
PO Box 322  
East Grand Forks, MN 56721  
(April 12 & 19, 2017)

**WATER, LIGHT, POWER AND BUILDING COM  
CITY OF EAST GRAND FORKS, MIN  
PROCEEDINGS FROM MARCH 10**

Minutes of the regular meeting of the Water, Light  
Commission of the City of East Grand Forks, Minneso  
at 5:00 P.M.

Present: Quirk (remotely), Grinde, Loven, Tweten  
It was moved by Commissioner Tweten seconded by  
that the minutes of the previous meeting of March 2, 20  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Tweten seconded by  
to authorize the Secretary to issue payment of the recomn  
in the amount of \$1,186,843.45.  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Quirk seconded by  
to approve designating Keith Mykleseth as MMUA Deleg  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Tweten seconded by  
to authorize upgrades to the Load Management System  
amount of \$77,549.84 and begin the data collecting pro  
load management.  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Quirk seconded by  
to award the bid for the 2017 Cable Materials to four  
met by Todd Forster, WSN engineer, for a total of \$1  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Quirk seconded by  
to award the bid for the 2017 Water Main Project to RJ Za  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

It was moved by Commissioner Quirk seconded by  
at 4:40 pm to adjourn to the next regular meeting on Apri  
Voting Aye: Quirk, Grinde, Loven, Tweten  
Voting Nay: none

Lori Maloney  
Secretary  
(April 12, 2017)



**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ/Kimley-Horn
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Meeting Location Metro Transit Center (MTC), Grand Forks, ND	Meeting Type Open House	Meeting Date 4/20/2017
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) LARRY LANGSTON		Title/Representing CONCERNED PASSENGER	
Address 416 DIVISION AVE			
City GRAND FORKS	State ND	Zip code 58204	Email razorbackredneck83@yahoo.com

Name (Please print) Keith (Bus Rider)		Title/Representing - Rider	
Address 39th / Standard			
City GF	State	Zip code	Email

Name (Please print) Anthony Thompson		Title/Representing Passenger	
Address			
City EGF	State MN	Zip code	Email 218.230.3125

Name (Please print) Chris Duchscher		Title/Representing Rider	
Address			
City GRAND FORKS	State ND	Zip code	Email

Name (Please print) KANDACE CHORRHE		Title/Representing	
Address			
City GRAND FORKS	State ND	Zip code	Email

Name (Please print) William Holweger		Title/Representing	
Address 1117 4th Ave. NW			
City	State	Zip code	Email

Name (Please print) Bus Rider		Title/Representing	
Address Grand Forks			
City	State	Zip code	Email



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Meeting Location Metro Transit Center (MTC), Grand Forks, ND	Meeting Type Open House	Meeting Date 4/20/2017
Project Number N/A	PCN N/A	
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) <b>JAMES PETERS</b>	Title/Representing		
Address			
City <b>GF</b>	State <b>ND</b>	Zip code	Email

Name (Please print)	Title/Representing		
Address			
City	State	Zip code	Email

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**SIGN-IN SHEET**

North Dakota Department of Transportation, Civil Rights Division  
 SFN 59531 (Rev. 03-2012)

Division/District/Consultant GF-EGF MPO/ KLJ/Kimley-Horn
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Meeting Location City Hall, Grand Forks, ND	Meeting Type Open House	Meeting Date 4/20/2017
Project Number N/A		PCN N/A
Project Description Grand Forks - East Grand Forks Transit Development Plan		

Name (Please print) Nancy A. Wiloth		Title/Representing	
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Name (Please print) Nancy W. Wich		Title/Representing DHF - CFEC	
Address 3800 S. Col. Rd			
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Name (Please print) BJ		Title/Representing Academy of Health Sciences.org	
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City	State	Zip code	Email

Name (Please print) G. Ryan E.		Title/Representing CITYBUS	
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City GRF	State ND	Zip code 58201	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name (Please print)		Title/Representing	
Address			
City	State	Zip code	Email

Name	Comment	Responder	Response
Helen Mattson	I work at Sam's club and I have a lot of friends that work Sam's and Walmart that depends on the city bus...Why can't we get the bus to run on Sunday's for all the business's on 32nd Ave?? Ever business is now open on Sundays. Not like 30 years ago. And a lot of people depend on the bus to get back and forth.. This city is not a Monday - Saturday city.	Teri Kouba	Helen, Thank you for your comment. You make a valid point about the jobs people need to get to on Sundays. We continue to work on finding funding for expanding bus service and hope for continued community support for transit in the future.
Amelia Indvik	Good Afternoon Teri, I wanted to send out an e-mail to show my support in keeping the bus stop here at Development Homes, Inc. Many of the individuals we support rely on that route and stop to come to work in the morning, leave in the afternoon and to go to and from important meetings that are held here at the DHI office. Not only do the individuals rely on this stop but it also gives them the independence they deserve. With removing this stop you would be hindering the independence of those who seek affordable transportation options to get themselves where they need to go independently. This in reutrnr will require those individuals to rely on others to transport them where they need to go. It is my hope that you can come to a decision that does not include removing this stop from the route. Thank you for your time.	KLJ	As the TDP route concepts move towards implementation, additional consideration should be given to specific routing related to Development Homes, Inc. This should include some one-on-one outreach between CAT and DHI regarding fixed routes needs and issues related to Dial-a-Ride.
Jessica Irwin	I am emailing in regards to possibly discontinuing the route to/from DHI and how that will cause issues for a consumer that I serve that attends the DHI day program. My consumer has challenges with his vision so it would not be safe to only go as far as Dairy Queen or Wal-mart. Also, independence has been gained in using public transportation to pick up or drop off at locations where my consumer has not had to walk a long distance or cross streets. If this route is discontinued, then my consumer will no longer be able to be a rider and that will potentially cause financial issues to use other means. Thank you.	KLJ	As the TDP route concepts move towards implementation, additional consideration should be given to specific routing related to Development Homes, Inc. This should include some one-on-one outreach between CAT and DHI regarding fixed routes needs and issues related to Dial-a-Ride.

Name	Comment	Responder	Response
Jack Mathis	<p>I work with Development Homes, Inc. as a Resident Manager and want to share my thoughts and or concerns on the changes proposed. I work with individuals on the autism spectrum who I assist in transitioning into their own apartment in the community and part of this transition is learning to take the bus to the locations that they are needing to go. I would like to implore you to rethink these changes and consider the impact that it would have on the individual's ability to learn to be a productive member of the community. I understand that the rider use from the DHI stop is not huge but I know it has the potential to grow. One of the concerns is that consumers who have a physical or visual disability or higher supervision needs would not be able to walk from the DQ or Walmart to DHI. This will place a greater burden on the already stressed Dial-a-ride system as some of the current bus riders would need to find an alternative form of transportation. I am asking MPO to review and consider these comments and their impact. DHI is not far off 36th Ave. to come to 3880 S. Columbia Rd.</p>	KLJ	<p>As the TDP route concepts move towards implementation, additional consideration should be given to specific routing related to Development Homes, Inc. This should include some one-on-one outreach between CAT and DHI regarding fixed routes needs and issues related to Dial-a-Ride.</p>
Nancy Ulrich Cott	<p>I work with Development Homes, Inc. as a Service Coordinator and want to share my thoughts and or concerns on the changes proposed. DHI has a day support and employment program with consumers that use public transportation to attend. Usage is higher at the end of the day. There is also a 6 apartment town-home supporting individuals on the Autism Spectrum on the campus areas of DHI that uses the bus every day plus Saturdays. I understand that the rider use from the DHI stop is not huge but I know it has the potential to grow. One of the concerns is that consumers who have a physical or visual disability or higher supervision needs would not be able to walk from the DQ or Walmart to DHI. This will place a greater burden on the already stressed Dial-a-ride system as some of the current bus riders would need to find an alternative form of transportation. I am asking MPO to review and consider these comments and their impact. DHI is not far off 36th Ave. to come to 3880 S. Columbia Rd.</p>	KLJ	<p>As the TDP route concepts move towards implementation, additional consideration should be given to specific routing related to Development Homes, Inc. This should include some one-on-one outreach between CAT and DHI regarding fixed routes needs and issues related to Dial-a-Ride.</p>
Peggy	<p>Hi Teri, My name is Peggy and I live on 5th Ave SE in East Grand Forks and take the bus for necessity's as banking, groceries, getting to social services as I do not drive due to health issues. It would be a real struggle for me to walk on Bygland road as I see that will be the new bus route on the point. Hoping that could be changed as I need to take the bus for transportation. Are there any meetings for the public to go to? To express needs. Thank-you, Peggy.</p>	Teri Kouba	<p>Peggy, Thank you for your input. One of the appendices will have how we answered the input we received. It may also be more clearly answered as the implementation details are being planned.</p>



Comment	Response
Few problems with the proposed routes. The only problem is during the evening. No night bus goes near Altru South Campus. There will be some people who will complain about it.	Night Service in the Cost Constrained and Cost + is aimed at addressing existing demand points. As this areas grows, justification for evening service would be considered.
Concern about lack of direct evening route between downtown and UND. Is a timed transfer possible at Altru in proposed concept?	Time transfer would be possible at Altru with night buses, providing a connection from UND to Downtown. This would be possible given the timing assumptions for Evening 6 and Evening 3. Framework for Cost Constrained and Cost + evening routes allow for flexibility in final route alignments.
Need the service to extend to Washington St. Pawn Shop	South Washington currently served, and new routes continue service along South Washington. Current pawn shop is served.
I like the new 3 & 5 routes, it's more convenient for more stops	Noted.
Need industrial park service	Considered, however not able to put in constrained plan.
Concern over the smoothness of the route on Cherry Street	Outside of the scope of the TDP. Comments forwarded to MPO for transmittal to local officials.
Why the route change near 36th & Columbia where there are development homes, training center and townhomes (4pm everyday and on Saturdays)	and improving route connectivity. Additional evaluation will occur regarding service to DHI following completion of TDP.
Large maps available for people who need it	Noted. Comment forward to MPO and CAT.
Complaint: someone has been trying to contact a supervisor for 2 weeks	Outside of the scope of the TDP. Comments forwarded to MPO for transmittal to local officials.
getting people to stops that have missed their buses	Unclear on how to respond.
Drivers asking people in wheelchairs/walkers where they are going (if they have to transfer)	Unclear on how to respond.
Drivers should use tie downs already on wheelchairs	Noted. Comments forwarded to MPO and CAT.
better fare deviations (31 pass for seniors, disabled...)	Noted. Comment forwarded to MPO and CAT.
Takes up to 3 weeks for DAR qualification. Is there a temporary use until the qualification is finished	Unclear on answer. Question/Comment forwarded to CAT and MPO.
UND Bus is not available to wheelchairs	Noted.
Schedules: not listing all stops on the route schedule, they should be	Noted. Comment forwarded to MPO and CAT.

# Memorandum

**Date:** 6/23/2016  
**To:** Teri Kouba, Grand Forks – East Grand Forks MPO  
**RE:** Survey Results



## Remarks

As part of the outreach efforts for this plan, a survey was developed which included questions for both current riders and non-users to understand the needs and perceptions of the system. The survey was distributed beginning April 25<sup>th</sup>, 2016 through various channels, including but not limited to:

- » Grand Forks – East Grand Forks Metropolitan Planning Organization’s website.
- » Cities Area Transit’s website.
- » Grand Forks – East Grand Forks Transit Development Plan’s Facebook page.
- » On-board during the route reconnaissance event. Additional surveys were left at the MTC.
- » At the Focus Groups and Open House events.

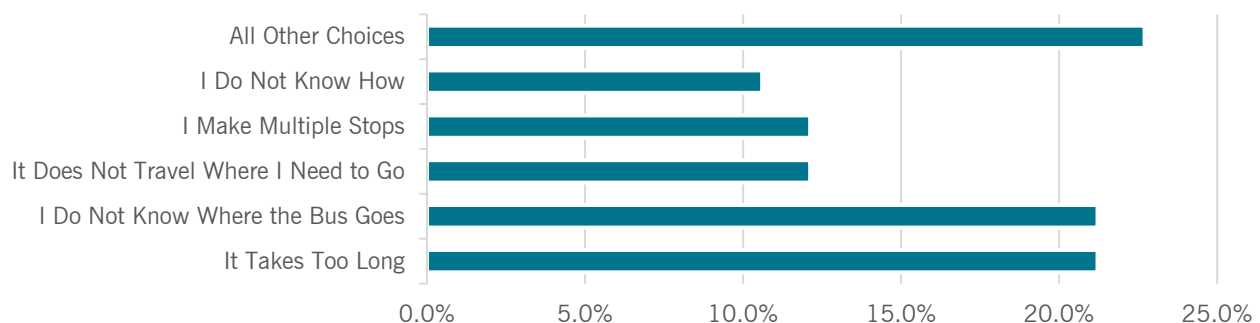
At the time of this writing, 77 responses were received via the on-line version of the survey and 62 responses were received via the paper copy version of the survey.

## **Non-User Responses**

Thirty-seven non-users responded to the on-line survey. The results presented below are representative of this subsample.

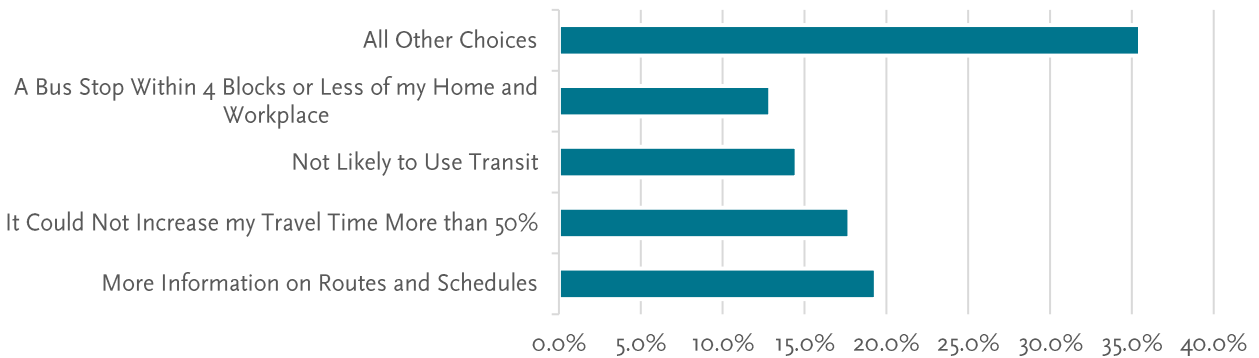
When asked why non-users do not ride Cities Area Transit, the two most significant single issues were that it takes too long and they do not know where the bus goes. All other choices include does not operate late enough, unsafe, not reliable, does not operate early enough, it costs too much. Other answers specified by the respondents include I have my own car (three responses), “not sure how with toddler”, and “heard many negative things about using Dial-a-Ride.”

*Figure 1: What are the most important reasons you do not use the bus?*



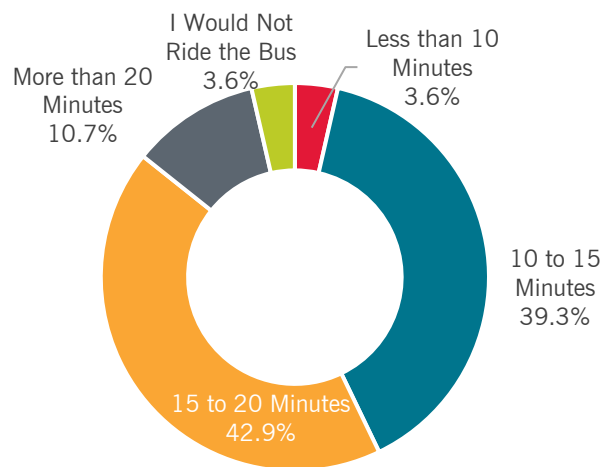
Non-users were asked what would lead them to try transit. The most common responses was more information on routes and schedules and it could not increase travel time more than fifty percent. All other choices includes, more frequent service, later evening service, Sunday service, higher gas prices, earlier Saturday service, guaranteed ride home program. Answers specified by respondents include “Absolutely no other choice.”

Figure 2: What would lead you to try transit?



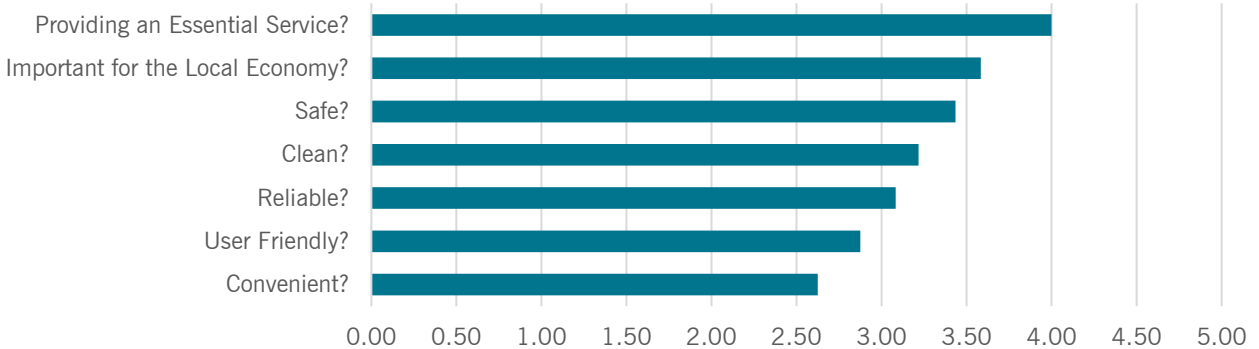
For most non-users, a reasonable time for a bus trip ranges from ten to twenty minutes.

Figure 3: What would be a reasonable time for a bus trip?



Non-users were also asked about their perceptions of Cities Area Transit. On average, non-users believed Cities Area Transit is reliable, clean, safe, important for the local economy and an essential service (represented by an average score of 3.0 or greater), but they do not perceive Cities Area Transit as convenient or user friendly.

Figure 4: Do You Think Cities Area Transit Service Is



### User Responses

Of the 102 Cities Area Transit user responses received, more than fifty percent have been riding Cities Area Transit for more than five years and 68 percent use it most days a week or daily.

Figure 6: How long have you been riding Cities Area Transit?

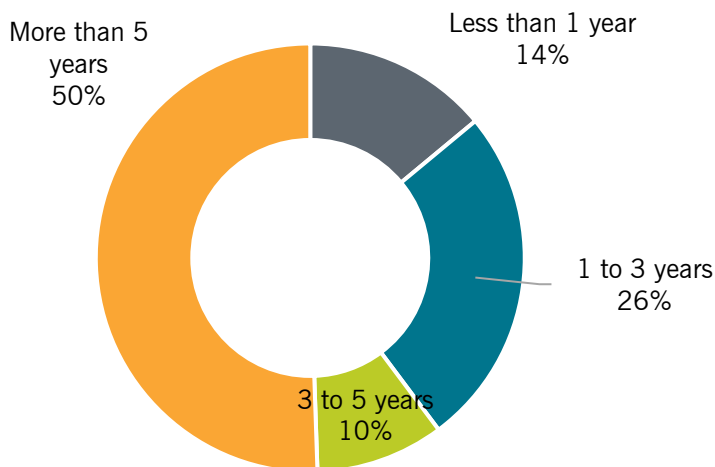


Figure 5: On average, how often do you use Cities Area Transit?

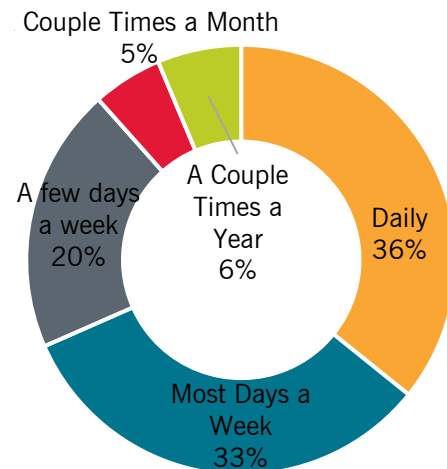
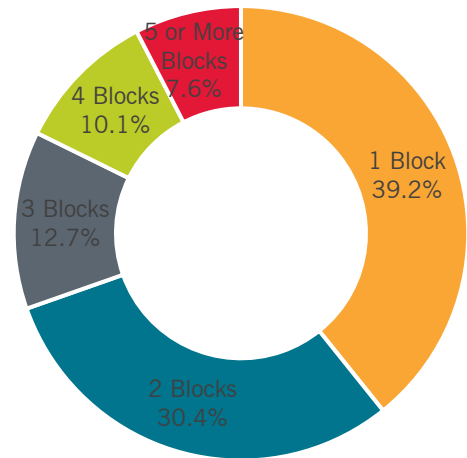


Figure 7: How far do you typically travel to get to the bus stop?



Nearly 70 percent of CAT users reported they typically walk two blocks or less to get to the bus stop.



Users responded they most typically only require one transfer to reach their destination and most trips are 30 minutes or less. Users also indicated they typically ride between 6 A.M. to 6 P.M., with just 13.1 percent riding after 6 P.M.

Figure 9: How many transfers do you typically make on a one-way trip?

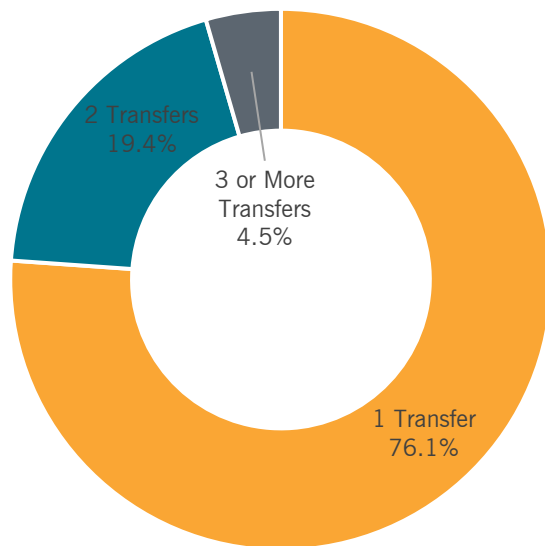
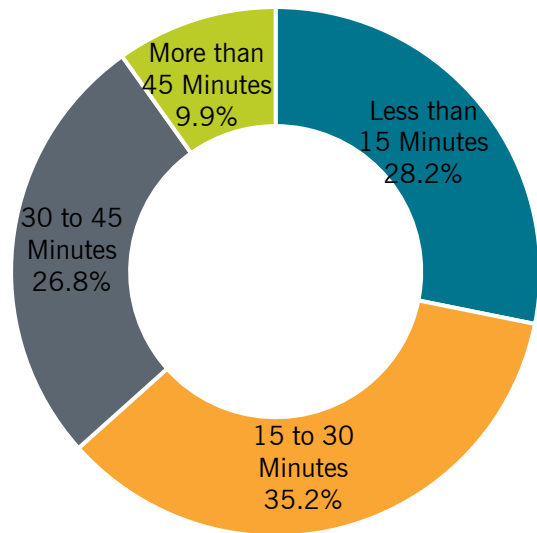


Figure 8: On average, how long is your total trip?

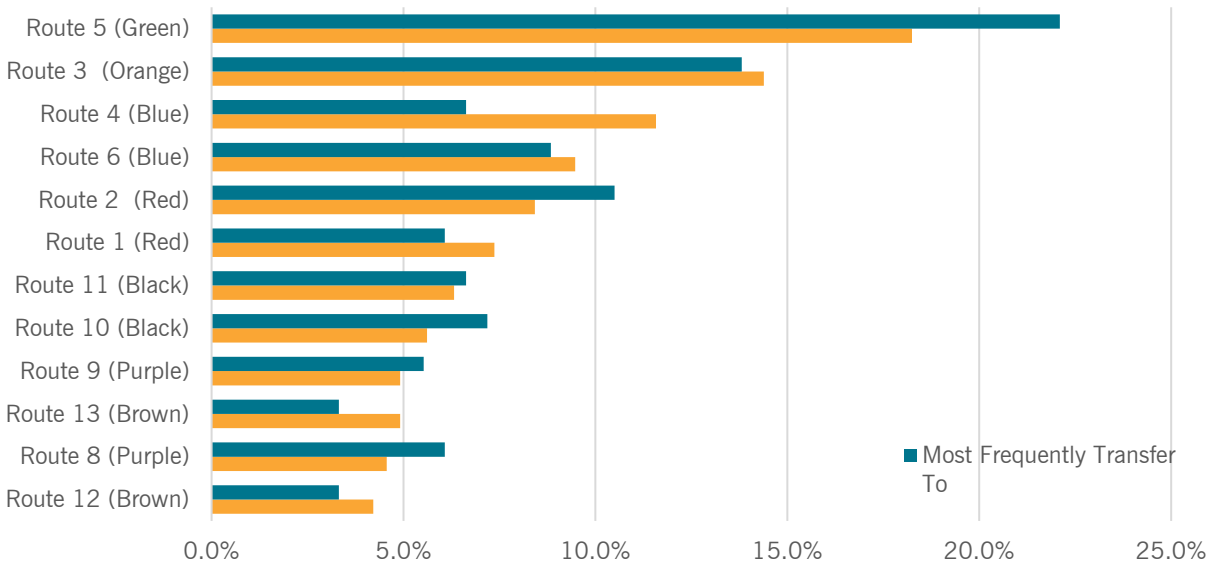
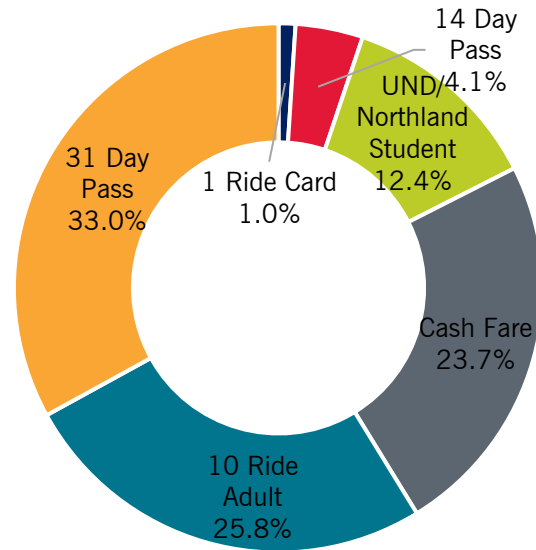
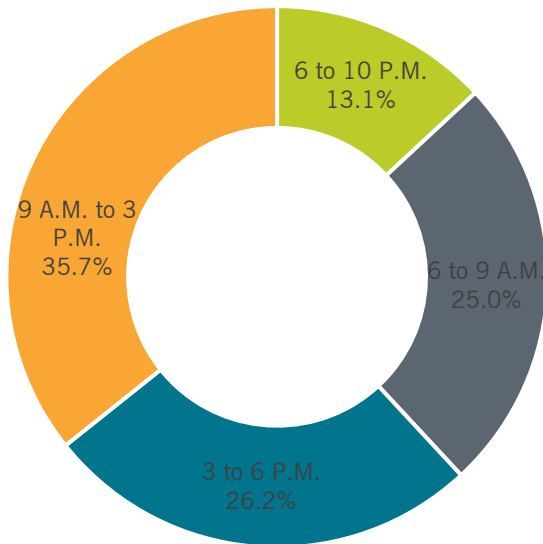


Most users responded using Route 3 (14.4 percent) and Route 5 (18.2 percent) most frequently, followed by Route 4 (11.6 percent) and Route 6 (9.5 percent). Respondents also cited they most frequently transfer to Route 5 (22.1 percent), Route 3 (13.8 percent) and Route 2 (10.5 percent).

Figure 12: Which routes do you most frequently use (orange) and transfer to (blue)?

Figure 10: What times of day do you typically ride the bus?

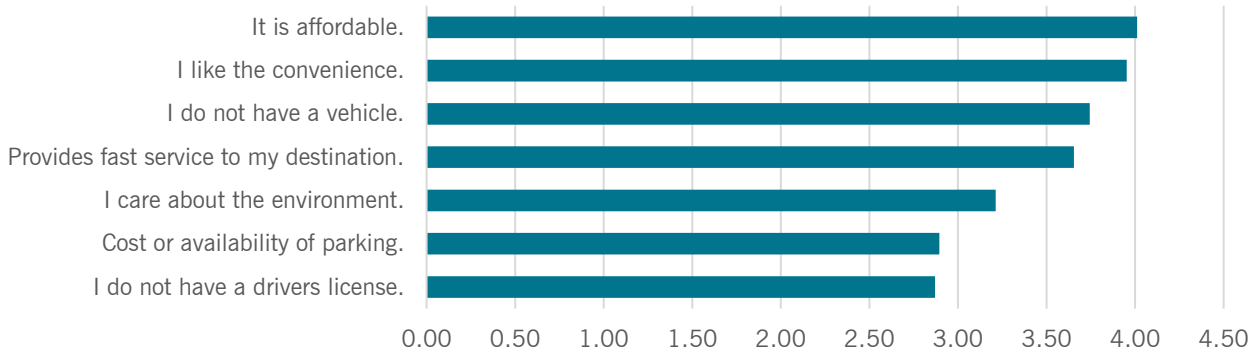
Figure 11: How do you typically pay for your trip?



Users were asked the most important reasons they use transit. On average, users cited affordability, convenience, not owning a vehicle, convenience and fast service as the most important reasons.

Other reasons cited include “like meeting new people”; “I hate driving especially in this area”; “I taxi’d home after bar close and want a cheaper alternative to get back to my vehicle”; “not driving under the influence.”

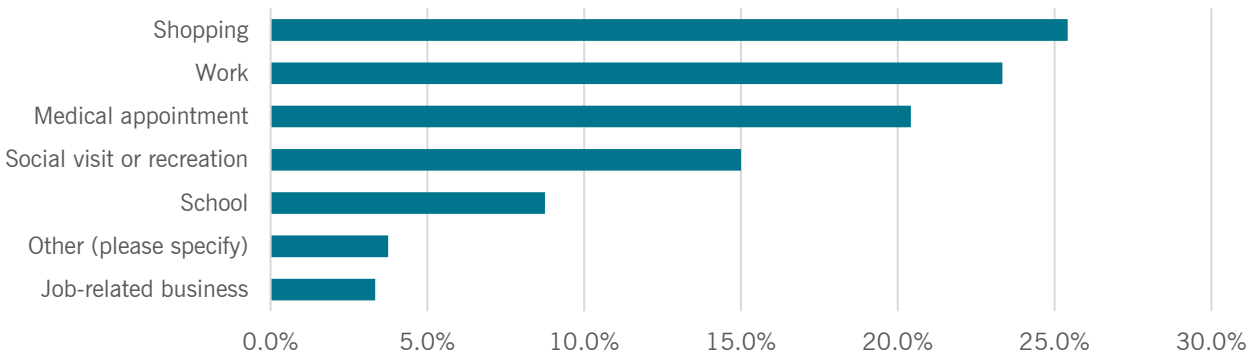
Figure 13: What are the most important reasons you use transit?



The primary purposes existing CAT users take transit include shopping (25.4 percent), work (23.3 percent) and medical appoint (20.4 percent). Other reasons included

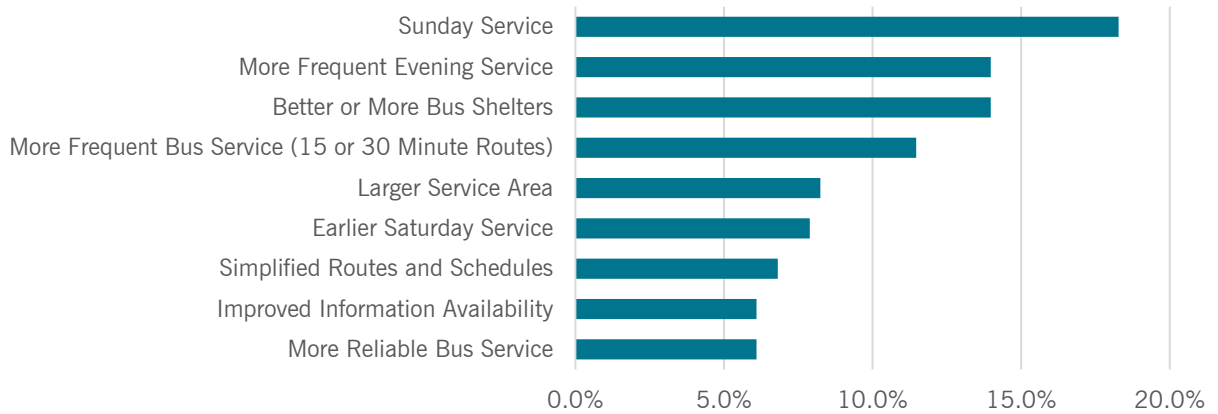
- » Everything
- » To get a haircut
- » Church on Wednesday night
- » UND
- » Go to NEHS
- » Library
- » Not driving under the influence

Figure 14: For what purposes do you ride CAT?



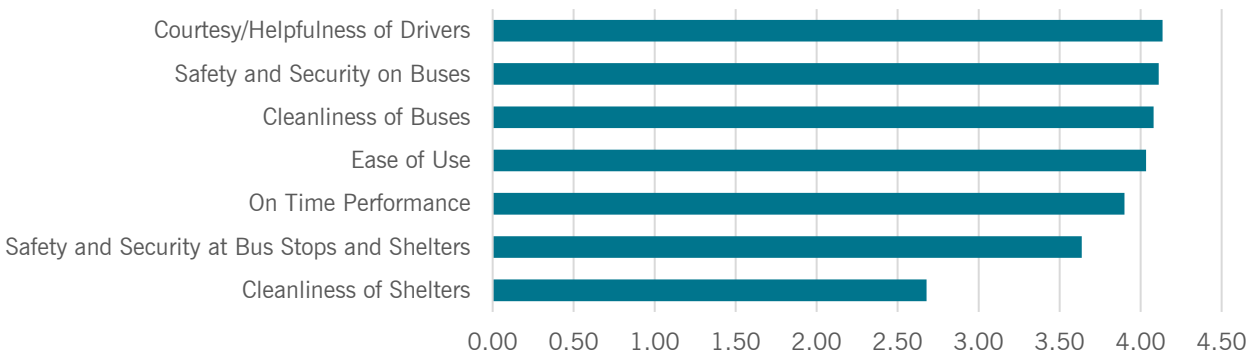
CAT users were asked to select the most important improvements that could be made to the service. Sunday service, more frequent evening service, better or more bus shelters and more frequent bus service were the most commonly selected improvements.

Figure 15: What are the most important improvements CAT could make?



Users were asked to rank characteristics from very poor to excellent. On average users found on time performance, courtesy and helpfulness of drivers, safety and security, cleanliness of buses and ease of use to be very good. They only found cleanliness of shelters to be somewhat poor.

Figure 16: Please rank the following characteristics of CAT.



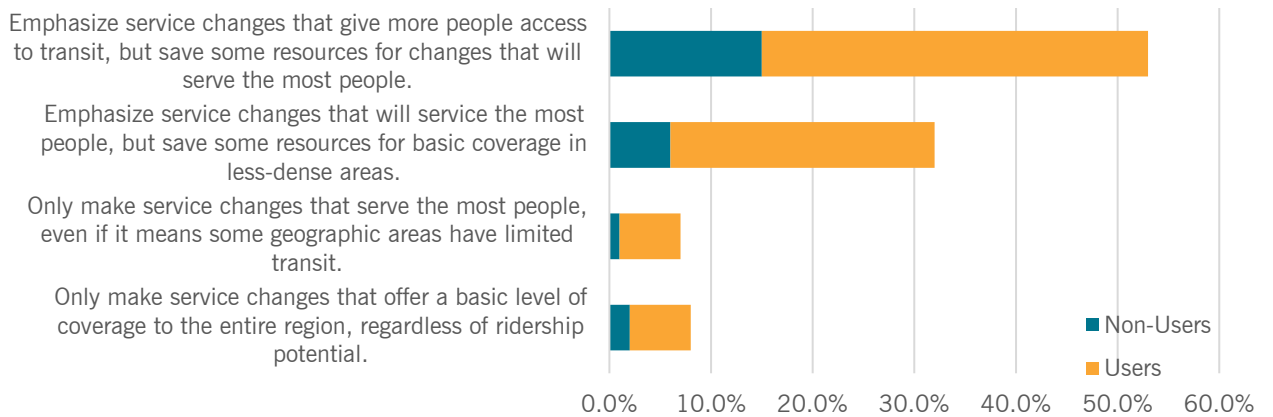
### Demographic and Preference Questions

Five questions were asked to both current users and non-users of the Cities Area Transit system.

Survey respondents were asked to select a service approach; 53 percent preferred to emphasize service changes that give more people access to transit, but save more resources for changes that will serve the most people.

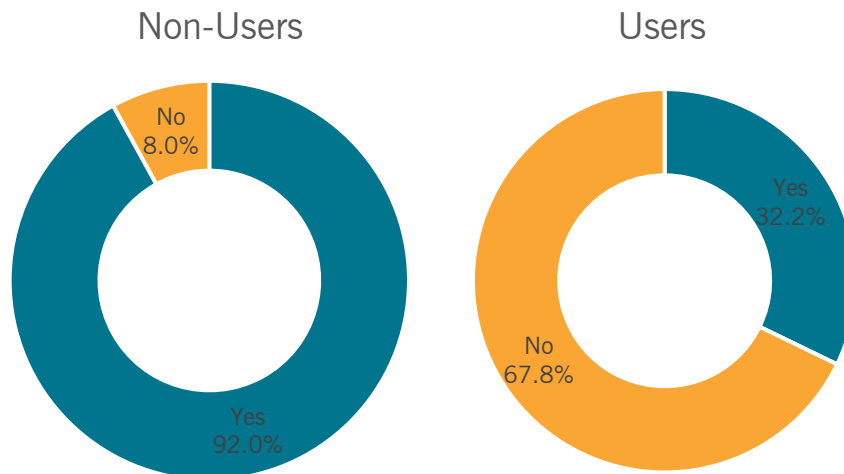


Figure 17: Select the service approach you most agree with.



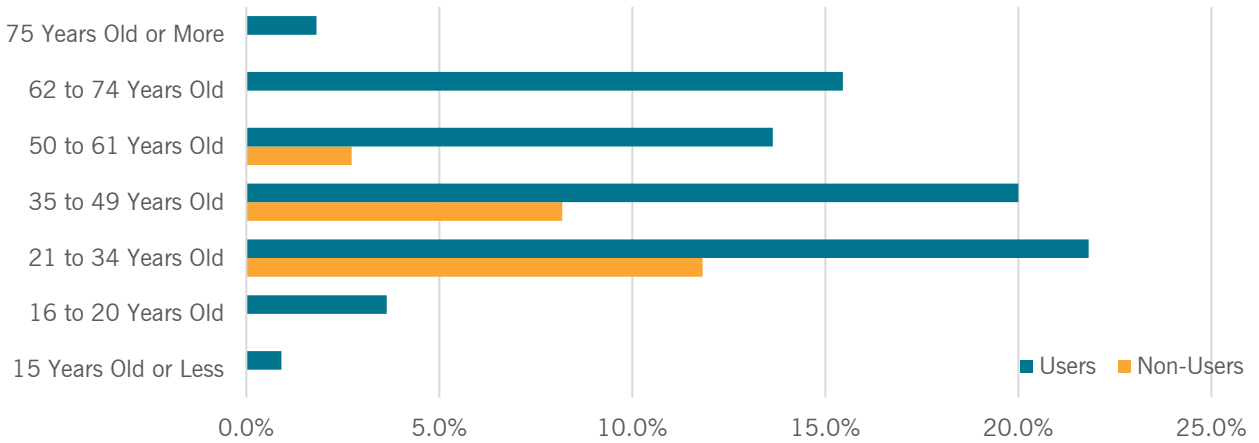
Respondents were also asked if they had access to a vehicle at most times. For non-users, a vehicle was available most times for 90 percent of respondents. However, that number falls to just 32 percent of users.

Figure 18: Vehicle Availability for Non-Users and Users



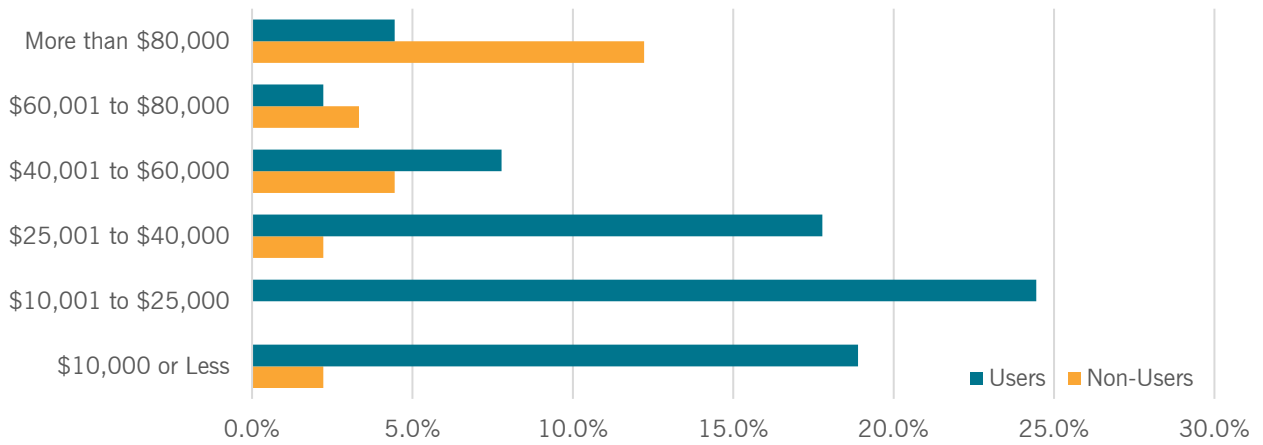
The remaining demographic questions were optional for survey respondents. Of total survey respondents, 61.8 percent fell between the ages of 21 to 49 years old, with 52.0 percent of non-users and 28.2 percent of users between 21 and 34.

Figure 19: What is your age?



For non-users, fifty percent of respondents reported their annual household income to be greater than \$80,000, while 57.4 percent of current users have an annual household income of \$25,000 or less.

Figure 20: What is your household income?



Just 8.2 percent of survey respondents (3.5 percent of non-users and 4.7 percent of users) live in East Grand Forks.

Figure 21: What is your zip code? (Combined into Cities)

