

Memorandum

Date: 6/23/2016
To: Teri Kouba, Grand Forks – East Grand Forks MPO
From: Bethany Brandt-Sargent
RE: Route Reconnaissance Observations



Remarks

On April 28th, 2016, members of the study team spent the day interacting with Cities Area Transit riders and drivers to begin identifying preliminary system issues. The following issues were discussed or observed:

- » No specific issues were noted or observed on Routes 1/2 or 8/9.
- » Route 3
 - Changes recommended from the last TDP have been helpful for drivers and resulted in better on-time performance.
 - Lack of traffic control at 4th Avenue South and DeMers Avenue is difficult for drivers to find a gap, especially during peak travel times.
 - Drivers would prefer a far-side stop at Cherry Street and 8th Avenue.
 - Each driver enforces carry-on limits differently.
- » Route 4
 - Automatic announcements were not consistent.
 - No shelter at the Hamline Street and University Avenue stop but one is desired.
 - Riders do not like the stop locations from Washington Street to Columbia Road. They would prefer if they aligned so they could see the bus from shelters, but the changes have fixed on-time performance.
 - Signal priority was not effective at Columbia Road and University Avenue.
- » Route 5
 - Left turn is difficult at 5th Street and DeMers Avenue.
 - Drivers often fall behind because signal priority is not effective but catch up between major intersections.
 - People who use this route for shopping do not have any place to store bags and carry-on limits seemed not to be enforced.
- » Route 6
 - Generally this route is efficient, but at periods when class gets out pedestrians and bicyclist congests University Avenue.
- » Route 10
 - Riders prefer the Hugo's stop on this route because it drops off and picks up at the door.
 - Northland College is a big destination with language classes for New Americans. In the past, have had to leave people either at the MTC or Northland College because not enough space on the bus.

- When interlining, drivers do not always remember to switch the route number displayed on the bus.
- » Route 11
 - Passenger reported the driver missed the stop previously and she had to walk to the MTC.
 - Drivers not using layover procedures. Driver reported that he would rather run late than early as to not miss riders.
- » Route 12
 - Driver announced the stop but did not use the radio so it was difficult to hear.
 - Young kids use this route and Route 13 for Choice Health & Fitness.
 - Ran nearly five minutes behind schedule until reached the South Middle stop.
- » Route 13
 - Driver said this route often runs behind schedule during the winter.
 - Unclear stop and boarding procedures at the Columbia Mall. Bus did not stop, despite team member waiting at the designated stop.