

MINUTES**PLYMOUTH ADVISORY COMMITTEE ON TRANSIT**
September 24, 2003

PRESENT Patty Doten, Bill Magratten, Mary Paprocki, Gary Horner and Hein Van Laarhoven

OTHERS PRESENT Councilmember Karl Neset
Jim Baldwin, Laidlaw Transit Services, Inc.
Jeff Wostrel, Metro Transit
Pat Qvale, Transit Administrator
George Bentley, Transit Consultant
Patty Hillstrom, Committee Secretary

1. APPROVAL OF AGENDA

The agenda for the September 24, 2003 PACT meeting was approved with one change. Agenda Item No. 5 was changed to a brief update, since the financial materials are not currently available.

2. APPROVAL OF MINUTES FOR THE AUGUST 27, 2003 PACT MEETING

A motion was made by Mary Paprocki, seconded by Bill Magratten approving the minutes for the August 27, 2003, PACT meeting as written. The motion passed unanimously.

3. PRESENTATION OF 2003 PLYMOUTH METROLINK SERVICE MONITORING REPORT BY LEAH GOLDSTEIN MOSES OF THE IMPROVE GROUP

Qvale updated the committee by explaining that the Improve Group was hired by Plymouth Metrolink to complete service monitoring which included Dial-A-Ride and the fixed route services.

Goldstein Moses reviewed the 2003 Plymouth Metrolink Service Monitoring Report (draft) with PACT and concluded that the overall impression of Plymouth Metrolink's service in 2003 is positive.

A motion was made by Mary Paprocki, seconded by Patty Doten to accept the 2003 Plymouth Metrolink Service Monitoring Report and forward it to the City Council. The motion passed unanimously.

The final report will be provided to PACT when it is completed.

4. PRESENTATION OF 2003 PLYMOUTH METROLINK CUSTOMER SURVEY

Bentley distributed the draft survey stating that none of the numbers are dramatically different from last year. He reported that the survey indicates that 97.6% of the riders are very satisfied or somewhat

satisfied with the facilities and that 98.4% of the riders are satisfied or somewhat satisfied with customer communications. Bentley said the survey was very positive and that the providers (Metro Transit and Laidlaw Transit Services, Inc.) had very nice scores on their report cards.

Bentley asked PACT to review the survey, with discussion following at the October meeting.

5. APPROVAL OF THE USE OF 2003 NTD FUNDS FOR CONSTRUCTION OF RELOCATED PARK & RIDE LOT AT FOUR SEASONS MALL

Qvale reported that the Four Seasons Park & Ride is Plymouth Metrolink's most successful lot, resulting in a shortage of parking spaces. Additional spaces will be rented from the shopping mall as a short term fix to the problem. Qvale said signage will be placed directing traffic to the new parking area and the lot will be striped and swept. These improvements will cost \$1,500.

Qvale said the long term solution to the problem will involve moving the Park & Ride to a strip of land along Co. Rd. 9 and Lancaster Lane. A plan and cost estimate prepared by LSA Design, Inc. will be provided for PACT at the October meeting. Regional transit dollars will be sought to fund this project.

Qvale reported that the improvements to the Park & Ride at Co. Rd. 73/Hwy. 55 will be bid with other City projects in the spring. She distributed a drawing of the new illuminated signage that will be placed at the site this year.

6. RIDERSHIP INFORMATION AND REVIEW OF RIDERSHIP STATISTICS FOR AUGUST, 2003

Bentley reported that numbers went down for August, but it is still the best August yet for ridership. He said Plymouth Metrolink is among the very few transit systems in the region that is experiencing a ridership increase. He felt this was because there were no service reductions due to budget cuts.

7. IDENTIFICATION OF AREAS OF CONCERN AND/OR RECOMMENDATIONS

Gary Horner's Comments

- Horner noted that since school started, that there is a lot more traffic at Lancaster Lane and 36th Avenue making it difficult for the buses to pull out onto 36th Avenue. He asked if traffic signals would be a possibility.

Bentley stated that this has been in issue for the past fifteen years. He said MnDOT will not allow traffic signals at that location because it is too close to the Hwy. 169 ramps and the residents did not want buses through their neighborhoods, if rerouted.

Patty's Doten's Comments

- Doten reported that she participated in service monitoring by volunteering to be a ghost rider on

Dial-A-Rider. She said the service was good except for one driver who talked on his cell phone for the duration of her trip.

Baldwin has already spoken to the driver about cell phone use while driving the bus.

8. TRANSIT CONSULTANT'S REPORT

Bentley provided the following updates for PACT:

- The complaint log was reviewed with PACT.
- The smart card implementation process will begin testing in the region in October and is scheduled to go live on January 1, 2004.

The next PACT meeting will be held on [October 22, 2003](#) at 7:00 p.m. in the Medicine Lake Room (763-509-5057) on the upper level of the Plymouth City Hall.

Respectfully, Patty Hillstrom, Committee Secretary