

Transportation Operations Monthly Report for April 2015

a) Operational Report

04/06/2015 – 6:15 AM Southbound bus broke down as it was approaching Big Lake. As a result the connection with the train was missed and the passengers were transported to Minneapolis.

04/17/2015 – 3:55 PM Southbound bus broke down. Bus was switched out at the St. Cloud Park and Ride Lot. There was no service interruption.

04/29/2015 – 7:10 AM and 7:20 AM Northbound runs were delayed due to a delay in the Northstar train caused by track issues. The 7:10 AM bus waited until 7:20 AM to depart and the 7:20 AM bus waited for the train to arrive before departing. The 7:20 AM bus was delayed approximately one and a half hours.

04/30/2015 – 7:10 AM Northbound bus broke down in Big Lake. The passengers were transferred to the 7:20 AM Northbound bus.

b) Complaints and Commendations

04/03/15 – Complaint

Issue

Via Email:

Hello,

I have been riding the NorthStar link for 3-1/2 years and have a few suggestions / complaints. Please take these under consideration.

Here are a few common and more frequent complaints from us whom ride every day.

The inconsistency, and dare I say arrogance, among some drivers is really raising our level of frustration. It has gotten so bad that some of us commuters are actually driving to Big Lake when we know that a certain driver or drivers are scheduled. Let me explain our feelings.

We are professional people who expect professionalism.

By the time we get back to Big Lake in the evening most of us have had a 12 hour day of dealing with pressing matters all day and to have the driving just sit there and watch the clock until we hit the scheduled leaving time is maddening. There are very, very, few occasions when people other than the train passengers ride the NorthStar.

Some of the drivers drive under the speed limit all the way to St Cloud. I have attached a photo showing the speed we were traveling at 55mph. This is maddening and frustrating. If the drivers has a schedule to stay on, then they should wait in at the Park and Ride after we get off.

Some of the drivers are real jerky and seem to have a hard time with highway driving in general. They press and release the accelerator all the way home. They also seem to have a hard time getting on the highway in a timely manner. I would even say they seem to have a lack of focus.

(we feel that Kirk and Jabon were some of the best drivers.)

Best Wishes.

Paul Schwinghammer

Paul.schwinghammer@yahoo.com

04/17/15 – Complaint

Issue

Brian reported he thought the bus was unsafe to the driver and he responded there's nothing I can do about it. He also reported driver was unwilling to give his name and the customer service phone # and even threw his pen when he asked to use it. Please review the tape. This customer got on the bus at the transit center and off at SCSU because he believed this bus was unsafe.

Northstar Link Monthly Ridership Report

April 2015

Ridership Summary

Inbound (Southbound) Passengers

By Origin	2691
Transit Center	521
SCSU	552
Park/Ride Lot	1445
St Cloud - Becker	108
Becker - Big Lake	65

Outbound (Northbound) Passengers

By Destination	2416
Park/Ride Lot	1230
SCSU	540
Transit Center	505
Big Lake - Becker	56
Becker - St Cloud	85

Fare Box Report

Cash Fares	2937
VA Service Connected	348
Free	172
10 Ride Used	1399
10 Ride Reverse/Weekend Used	9
31 Day Pass Used	173
Return Ticket Used	22
Return Rev/Weekend Ticket Used	0
Total Rides	5060

Fare Collected

Media Sold	Quantity	Price	Total
10 Ride	135	\$17.00	\$2,295.00
31 Day	4	\$70.00	\$280.00

Total			\$2,575.00
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Money Collected

Cash Full Price	2498	\$2.00	\$4,996.00
Becker Fare	315	\$1.00	\$315.00
Midday Fare	109	\$5.50	\$599.50
Midday Station to Station	15	\$3.25	\$48.75
Return Ticket Used	22	\$2.00	\$44.00

Media Sold			\$2,575.00
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Total			\$8,578.25
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