NetworkNOW Update

Engagement and Customer Feedback

NOVEMBER 2026



Summary

Metro Transit released the draft 2026 Update to the current Network Now framework on Aug. 25, 2026. Public comments were solicited and received for a 41-day period through Oct. 4, 2026.

This section summarizes engagement activities, efforts to reach diverse populations, and public feedback received on the Network Now 2026 Update. The feedback confirmed stakeholder priorities and concerns and informed final changes to the Network Now plan.

Overview

Metro Transit received 459 comments from community members during the Network Now 2026 Update. Comments were received via electronic comment form, paper comment form, email, in-person verbal comments, phone calls, statements at Metro Transit-hosted events as well as community events, and onboard intercept conversations on buses and at transit centers. Overall, Metro Transit accepted comments in a variety of ways to make it as easy and convenient as possible for members of the public to provide feedback. Regardless of how comments were submitted, all comments were considered equally.

Strategies to reach customers and community

Opportunities to connect

Community meetings

Metro Transit staff hosted three in-person community meetings in the communities of Hopkins, Minneapolis, and Golden Valley. These locations were chosen because of the substantive impact of changes to transit in these areas. All meetings employed the same format, which included an introduction and welcome, a presentation, and ample time for discussion and questions. At each meeting, staff gave a presentation on the 2026 Update and attendees asked questions, submitted comments, and had conversations with Metro Transit staff. All meeting locations were accessible by transit and refreshments were provided. A virtual meeting was also held to ensure accessibility and convenience. Following the virtual meeting, the video recording of the meeting was posted to the Network Now webpage.

Internal communication

Information on the Network Now 2026 Update was shared via a Lunch & Learn presentation, employee newsletters, as well as in Service Advisory Team (SAT) meetings with staff from garages and Street Operations. Paper copies of the materials were also provided at Metro Transit garages, and 2026 Update information was also posted on Metro Transit monitors in garage facilities.

Onboard intercept conversations

Metro Transit staff spent approximately 81 hours engaging directly with customers on buses and at transit centers. Staff had conversations with or distributed materials to an estimated 530 customers, asking customers to complete the comment form when able. Customer verbal comments were captured to the extent possible. Staff completed intercept engagement at key transit centers as well as onboard the 11 current bus routes with proposed changes over the service region.

Further outreach

Rider alerts, interior cards, and newsletter: Electronic rider alerts were posted at metrotransit.org and sent to subscribers signed up to receive rider alerts. Overall, Metro Transit used the organization's advertising space and other primary tools to extend as wide a reach as possible to riders to ensure access to information about the Network Now 2026 Update. Outreach used all of Metro Transit's digital channels including Network Now, Connect, Riders Club, and social media.

Partner outreach: Staff reached out to partner organizations, neighborhood groups, and cities (listed below) to ask that they share Network Now 2026 Update information to their networks. More than 20 direct points of contract were made.

- City coordination: City of Minneapolis, City of St. Louis Park, City of Hopkins, City of Minnetonka, City of Edina, City of Robbinsdale, City of Crystal, City of Golden Valley, City of Plymouth
- Community neighborhood organizations: Minneapolis Bryn Mawr, Harrison, Kenwood, Cedar-Isles-Dean, West Maka Ska

Translated materials: The comment form and the project handout document were translated into Spanish and Somali, which are the common languages within the Metro Transit service areas with proposed changes. Handout documents were made available on metrotransit.org.



Key findings

Overall, respondents liked the direction of the 2026 Update. Respondents generally appreciated improvements that will make service more frequent, direct, and better connected to the extended METRO Green Line. At the same time, many people – especially those who depend on transit for work, school, medical appointments, shopping, and other daily needs – were concerned that proposed route changes could reduce their access to essential destinations.

Key themes

1. **Service frequency and hours**
   One of the recurring themes is the support for more frequent, consistent service throughout the day, in the evenings, on weekends, and during early morning and overnight hours.

   Riders emphasize that infrequent service (e.g., every 60 minutes) creates long waits, makes transfers more difficult, and discourages them from using transit. Route 38 is a prominent example, with many requesting 15- to 20-minute service.

2. **Route connections and transfer reliability**
   Riders value new connections to the extended Green Line and better east-west travel options, but stress that transfers must be convenient, reliable, and well timed. Requests include bus connections to the Green Line at West 21st Street Station, better coordination between connecting routes, and fewer situations where a missed or delayed bus adds 30 or more minutes to a trip.

3. **Preserving existing service and access**
   Multiple Route 38 riders oppose eliminating or reducing service they currently use on 11th Avenue in Hopkins. Proposed changes to Route 38 raise concerns for these riders about lost neighborhood connections, longer trips, additional transfers, and reduced access to jobs, schools, shopping, and health care. Several requests were also received to retain Route 755 and the existing single daily trip on Route 25L. Additionally, several residents on Greenbrier Road requested that service remain on Greenbrier Road versus moving to Hopkins Crossroad.

4. **Equitable access and transit dependence**
   Comments highlight the importance of dependable service for people who cannot drive, people with disabilities, residents with lower incomes, students, older adults, and shift workers. Riders worry that reduced frequency, removed stops, longer walks, or additional transfers could make transit impractical or force them to rely on cars or rideshare services.

5. **Neighborhood coverage and regional connections**
   In general, riders request better north-south connections, crosstown service, and links between Minneapolis neighborhoods and suburban employment centers. Specific concerns include south Hopkins, St. Louis Park, Minnetonka, Plymouth, north and northwest suburbs, and neighborhoods that could lose direct access under the proposed changes.

6. **Support for proposed service improvements**
   Many commenters express strong support for increased Route 38 frequency, the Route 36 extension to West End, the Route 46 connection to the extended Green Line, and improvements to Routes 705, 617, and the addition of new Route 757. Riders appreciate simpler routes, more consistent schedules, weekend service, and better connections to destinations they currently struggle to reach.

7. **Reliability, safety, and the rider experience**
   Some riders describe late or missed buses, inconsistent travel times, unreliable transfers, and concerns about safety at stops and on buses or trains. Requests include improved schedule adherence, better communication when buses are delayed, safe and accessible stops, shelters and seating, cleanliness, visible staff, and fare enforcement.

Routes receiving high numbers of comments

Route or Topic	Key Themes in comments
Route 38	Strong support for increased 20-minute frequency and extending all trips to Highland Park. Requests for consistent evening service and retaining access to south Hopkins and Opus. Route 38 received 144 comments.
Route 615	Concern about reduced frequency and span, especially in south Hopkins. Riders want early-morning and evening service, reliable transfers, and continued access to jobs, shopping, and neighborhoods. Others support simplifying the route. Route 615 received 49 comments.
Routes 705 and 757	Support for expanded coverage, improved frequency, weekend service, and connections to the extended Green Line. Questions about transfer coordination, stop locations, delays, and the new Route 757's University of Minnesota extension. Route 705 received 76 comments and Route 757 received 54 comments.
Route 25L	Concerns about discontinued or reduced service. Riders emphasize the importance of neighborhood access, school connections, and direct trips. Requests for a bus connection to connect Minneapolis neighborhoods directly to the West 21st Street Station.
Other: Route 2	Comments requesting Route 2 on Franklin Avenue to extend to the extended Green Line were also received noting the importance of direct trips and fewer transfers.



Onboard and transit center intercept overview

Staff conducted onboard intercept conversations throughout the comment period, and some riders completed paper comment forms. This onboard engagement is critical and provides staff members opportunities to verbally connect with riders who may otherwise not engage. These riders can provide key insight to items of importance for Metro Transit customers.

Intercept comments received via in person conversations and via the paper comment form show support for:

- The 2026 Update overall
- Better connections to the extended Green Line
- Increased frequency and longer operating hours
- Reliable transfers and shorter total travel times
- Transit access for people and neighborhoods that depend on it
- Access to jobs, schools, healthcare and everyday destinations
- Safety, security, accessibility, and the rider experience

Sample comments (transcribed by staff as closely as possible to what was said):

"Glad to see the direct route to the U of M, though it will still involve a transfer for me, 705 to 757. Previously I transferred 755 to the light rail to get to the U. I like the new schedule of these routes as well. Thanks for working on this!"

"Nice to have new Sunday service on 716 today. Today I rode 716 to Aldi and Target and downtown via Robbinsdale and Rt 14. The change to Sat/Sun routing to match WK will not negatively impact my travel, it may help. This route is low frequency so changes that make this easier to use are good. I only ride Route 705 on occasion."

"I sometimes work very early, anytime between 4:30 - 7 AM. My boyfriend works downtown until 11 PM some nights. The lack of service negatively affects shift workers like us."

"Straightening out gets me where I need to go faster. Sometimes I ride 755 which is more direct than 705. Weekend service is good, too. It's good to see Metro Transit add service rather than subtract."

Public community meetings/conversations

The community meetings provided for rich discussion with members of the public. The meetings also included more informal conversations with participants asking questions and providing input during the presentation as well as engaging in conversation with each other. In the virtual community meeting, participants used the chat function to add their questions and items for discussion.

Sample comments (transcribed by staff as closely as possible or verbatim from a virtual meeting chat):

"The 38 is currently essential to south Hopkins where the proposed 615 line will go. The current 30-minute service of the 38 line barely meets the needs. A 60-minute service would not be sufficient for this high-density, low-income area. The high-income Minnetonka area gets a Metro micro, but not south Hopkins?"

"While I like the overall service improvements, discontinuing 25L without a replacement negatively impacts me. Route 25L connects Loring Park to our community school and connects to West 21st Street Station. Loring Park has the most amount of households w/o a car by neighborhood (2400+)."

"Love how these improvements connect suburbs and GLE but really want to see more support for MPLS residents going out too."

Submitted comments

The main method to provide feedback was through the comment form, both electronic (Survey Monkey) and paper versions. There were 252 electronic comment forms and 83 paper comment forms received. The comment form asked four questions related to how the proposed service changes would meet respondents' travel needs. There were also open-ended questions for respondents to comment on the geographic locations where they would like to see improvements as well as the type of service improvements they want in these areas.

Overall, the content of the comments submitted focused most on specific requests related to a particular route or travel need.

Responses to the four question prompts:

The overall proposed service in the Network Now 2026 Update meets my travel needs.

Strongly Disagree	Disagree	Agree	Strongly Agree
20%	17%	39%	24%

Metro Transit is proposing service in the Network Now 2026 Update that meets when I need to travel.

Strongly Disagree	Disagree	Agree	Strongly Agree
19%	15%	45%	22%

Metro Transit is proposing service in the Network Now 2026 Update that meets where I need to travel.

Strongly Disagree	Disagree	Agree	Strongly Agree
20%	13%	46%	21%

Compared to today, these service improvements make me:

Less likely to use transit	The same as today (no change)	More likely to use transit
14%	36%	50%

Summary of open-ended question responses:

Where would you like to see service improvements? What type of improvements do you want to see in these areas?:

Comments reflect a mix of support for improving transit connections and some significant concerns about proposed route changes. Riders would like a more connected, frequent and reliable transit network, but do not want improvements associated with the extension of the METRO Green Line to come at the expense of existing service they depend on. Comments focus particularly on preserving service in south Hopkins and the Greenbriar/Opus area, retaining direct trips to downtown and neighborhood destinations, and making new light rail connections practical.

Additional comments about the plan:

The additional comments reflect broad support for improved transit connections and more frequent service, alongside concerns that some proposed route changes could reduce access for existing riders. Many respondents appreciate the effort to simplify routes and connect neighborhoods to the extended Green Line, but want Metro Transit to address service gaps, maintain essential connections and ensure new routes are practical for everyday travel. The comments suggest that riders generally welcome a more connected and easier-to-understand transit network, especially with the extension of the Green Line approaching.

Demographics of respondents

This section includes a compilation of demographic data from respondents who completed the comment form.

TRANSIT USE

78% ride transit almost every day or multiple times per week

17% ride at least a few times

AGE

50% ages 25-44

40% age 45 and above

10% age 24 and under with 1% below age 18.*

* Getting feedback from youth, especially those that ride Metro Transit to school continues to be a priority.

RACE Respondents can select multiple options that apply.	Network Now 2026 Update	2022 Travel Behavior Inventory (TBI) Rider Demographics
American Indian or Alaska Native	2.8%	4.1%
Black, African, or African American	12.0%	36.4%
Asian or Asian American	5.9%	6.1%
Hispanic, Latine, or Latino	6.0%	7.8%
Middle Eastern or North African	0.6%	1.1%
Native Hawaiian or other Pacific Islander	0.3%	0.4%
White	68.0%	43.0%
Other	4.4%	1.1%

GENDER	Network Now 2026 Update	2022 TBI Rider Demographics
Women, transgender or non-binary individuals	48%	45.3%

DISABILITY	Network Now 2026 Update	2022 TBI Rider Demographics
People that have or may have a disability	31%	20%

HOUSEHOLD SIZE	Network Now 2026 Update	2022 TBI Rider Demographics
One-person households	38%	35.4%
Households with three or more people	29%	40.8%

HOUSEHOLD INCOME PER YEAR	Network Now 2026 Update	2022 TBI Rider Demographics
Less than $50,000	36%	58%
$50,000-$100,000	31%	11%
More than $100,000	33%	6%

VEHICLE STATUS	Network Now 2026 Update	2022 TBI Rider Demographics
Zero vehicles available to their household	43%	55%

Minneapolis
City of Lakes

Public Works
350 South Fifth Street, Room 203
Minneapolis, MN 55415
Tel 612.673.2352
www.minneapolismn.gov

October 6, 2026

Dear Mr. Harrington,

Minneapolis Public Works appreciates the opportunity to review and comment on the proposed 2026 Network Now Amendment. The amendment covers proposed route modifications in anticipation of the Green Line Light Rail Extension (SWLRT) opening in 2027 and strengthening transit services along the Highway 55 corridor.

Public Works is glad to see Metro Transit expanding transit services. The Network Now framework guides improvements to grow ridership, enhance mobility, and meet travel needs. Metro Transit utilizes a data-driven approach with opportunity for public feedback for this amendment, including an online survey and community meetings in Linden Hills, Golden Valley, and virtually.

Public Works appreciates the following aspects of the proposed Network Now amendment:

- Route 757 – a new direct connection between North Minneapolis and both the University of Minnesota and western suburbs. This express service improvement along Highway 55 implements recommendations from the Highway 55 BRT study that Public Works participated in.
- Route 36 extension – a new direct connection between Uptown and St. Louis Park West End, connecting to the West Lake Street Green Line Extension station.
- Route 617 extension – a new Linden Hills connection to St. Louis Park and Hopkins, connecting to the Woodale Ave Green Line Extension station.
- Route 46 extension – connecting South Minneapolis to the new Green Line Extension Blake Road station in St Louis Park. Proposed alignment changes also improves access to grocery stores for residents of the Minnesota Veterans Home.
- Route 38 – increasing frequency to every 20 minutes and simplified routing to Highland Park in St Paul.
- Improved frequencies and evening services on routes 9, 25, and 30.
- North Minneapolis Metro Micro zone (on-demand service) expansion to Bryn Mawr (Penn Ave) and Bassett Creek (Van White Memorial Blvd) Green Line Extension stations.

Many of these improvements align with transit strategies and actions in the Minneapolis Transportation Action Plan, including:

- Transit 1.6 - Expand coverage to new or growing markets and improve transit service to areas that are currently underserved based on potential demand from population or development increases.
- Transit 1.8 - Support reverse commute service connecting Minneapolis residents to suburban employment centers.
- Transit 4.7 - Develop long-term operations plans for new transit services in partnership with Metro Transit and other partner agencies.