

## Public Input

October 9 - October 11, 2013

### Route 2

- Time for outbound peak to WTP needs improving – Route 2 bus almost always late and missed connections to Route 55
- Route 2 overcrowding on the weekends (especially Saturdays).
- Appreciates increased headways of Route 2 but weekend service is still inadequate – needs to be more service during wknd peak hours.

### Route 6

- Route 6 every hour on the weekend.

### Route 8

- Route 8 timepoint at University & Norman to get pushed back 5 minutes to facilitate transfers from Route 78.

### Route 10

- Route 10 needs to be changed so it goes closer to the Square- maybe more commuters will chose to ride.
- Differentiate vias with new names like 10-H or 10-E
- Start times for Route 10 are confusing.
- Route 10 limited access to Capitol/Downtown area.
- Happy with Route 10 frequency near Sheboygan Ave.

### Route 16

- Are you looking at adding buses during the school year for Route 16.? Very congested due to 25+ students getting on board. Bad between 2p – 4p. Eastbound worst, but southbound is also bad

### Route 15

- I think the changes you have made are admirable. Splitting of the 15 into 2 directions was odd decision. For the 15 - might have been better to run every 20 minutes an run the deming way loop before going up junction less confusion.
- Route 15 to run every half hour.

### Route 31

- I am loving the new 31 bus, I just wish it went to the square instead of ETP. More people would ride too

### Route 40

- Route 40 stop at Steward St. & Watford Way is in a dangerous spot. Opportunities Inc. has contacted Colin prior to but she hasn't heard anything. Want the stop to move back to old location (before August).

#### Route 57

- Route 57 needs to be better coordinated with Route 51 to better serve Mesa.

#### Route 70

- Route 70 buses arrive 10 minutes earlier than website scheduled online – specifically 8:33p and 9:33p
- Would like to see Route 70 once an hour throughout the day.

#### Route 75

- Route 75 standing room only especially on 7:40a and 5p trips

#### Driver Compliments

- Route 2 drivers are great!
- Route 72 AM driver, Bob, is excellent
- Route 38 AM driver is amazing!

#### Bus Shelters / Schedule Displays

- Detour stops need to be more clearly marked especially in the downtown area.
- More bus stops need to be affixed with lighting and proper walkways
- Paper schedules at every stop with additional information such as nearby stops
- New shelters – would like to be able to request shelters at certain stops

#### Apps

- Bus Radar – are there buses without transponders? Often glitches
- Do 'extra' buses appear on Bus Radar? Should but we'll review
- Bus Radar for Iphone
- New Transit Tracker hard to read (at least on iPhones)

#### Verona Service

- Long term planning for Metro in Verona
- Senior transportation especially in the Verona area.

#### Fitchburg Service

- Would like to see improve connectivity to Fitchburg near Great Dane area

#### Middleton Service

- Would like to see service to Middleton on Sunday. Possibly extend service to Greenway Station and create a transfer point there.

### School Dodgers

- Please bring back 4 PM Route to Sennett - Don't view as district issue.

### General Service Comments/ Suggestions

- Any chance of changing the 3 minute rule for delayed buses? Missed connections at STP.
- Later service on Holidays – after 8p
- Needs more than 1 hour service near Edgewood Campus
- Service as a whole needs to extend an hour later on the wknd.

### General Technology/Green Comments and Suggestions

- Bike Racks with high capacity. Route 72 racks often full.
- Would like to see WiFi on every bus.
- Hybrid Buses need windows that can be opened. Save money to reduce on air conditioning. Also, blue lighting is distracting for riders.
- It may be time to experiment with Hydrogen Buses if we can get them at a discount for experimenting.
- More electric signage with the capability of multiple line messages
- Stop announcing systems need to be updated to announce stops earlier.
- Articulated buses are a good option for the Madison area – or even Trolley buses

### General Policy/ Marketing Comments and Suggestions

- Bus seating configurations need to be better thought out to maximize amount of seated passengers
- Transit should be included in all traffic engineering projects – create signified bus lanes throughout the City
- Reduce littering on the bus- possibly do a campaign to increase awareness.
- Encourage riders to fill up the back of the bus first
- Surveys need to be taken in both summer and winter to catch commuters that may bike in the summer.
- Very hard to carry child and break-down stroller. Maybe need to re-work policy.
- Are you looking to switch to refillable fare cards?