

Long Range Metro Transit Planning Ad Hoc Committee Draft Final Report On-Line Survey Feedback

Q1. How often do you ride a Metro Transit bus?

Answer Options	Response Percent	Response Count
4-7 days per week	66.3%	114
1-3 days per week	9.3%	16
once per week	0.0%	0
a few times per month	6.4%	11
a few times per year	9.9%	17
I've never ridden a Metro bus	2.3%	4
Other (please specify)	5.8%	10
	answered question	172

What is Your First Priority?

1. Service Improvements
2. Timeliness of busses
3. Don't cut service
4. bus on time
5. Expand the Ride Pass Program (to State employees, for example).
6. express buses, decrease transit time
7. Commuter passes (good Monday-Friday) for people like me that work downtown and take the bus to save money but have a car to use nights & weekends. AND a comuter pass for seniors - I turn 65 in 3 months, I will work another year or two, but the \$23 31 day senior pass is still 8 or 9 days a month I am paying for it but not using it. AND/OR unlimited ride passes for State of WI employees like the UW, city of Madison etc have for employees.
8. Referendum re RTA - get it set WITHOUT idiotic trolley. The idea of an RTA makes sense, but the stupidity of chaining it to the trolley may well kill it.
9. Safe Ride and bus stops
10. Timeliness of bus schedules
11. I use route 3 by the West Transfer point and am very satisfied with service. The only complaint I have is that bus drivers exceed the speed limit and do not wait for people to sit down before accelerating off a bus stop. This, for instance deters the elderly (my mother) from using the bus, as they are afraid to fall before they can sit down.
12. 1) Increasing access to busses throughout the evening. 2) Not changing the 38 between Cottage Grove road and Walter. I just discovered this route which is one block from me and allows me to keep my car at home. I just got a job at the VA, where there is no parking. 3) mor weekend availability.
13. faster service to downtown

14. *frequency of more running buses*;connecting up with all other buses at hubs;and shorter ride times w/o cutting routes/services!!!
15. Educate your drivers about Service Animals
16. No, if any, prike hike for bus fare
17. Half-hourly schedules all day, all routes, weekdays and weekends.
18. Frequent, on-time (neither early nor late) service [Barring accident or severe --truly severe-- weather. Add standby equipment immediately when timely service -- either delay or overcrowding -- is affected.
19. Efficient ride from east side neighborhood to UW Hospital to and from work
20. Less stops within 50 feet, people can walk another 25 steps to a bus stop rather than the bus stopping over and over again
21. Cleanliness of bus
22. Close bus stops to my house.
23. more schedule listings at stops... some stops don't have any schedules.... also including maps at all places that have shelters (Sheboygan at State office building doesn't have a map but is a very common stop)
24. Expand ridership to outlying communities (Sun Prairie)
25. Buses running on time
26. timeliness convenience breadth of area coverage
27. Schedule changes
28. Longer hours for the 57 and 56 bus routes in the am and maybe leaving downtown/campus earlier in the pm. It is not easy if you have an appointment in the middle of the day and have to spend 1 hour or more trying to go to/from work during non peak times.
29. RTA
30. more service in other than the "commuter windows" of 7-9 am & 4-6 pm for those of us that work other than "normal" schedules.
31. Frequency of service, especially on weekends. Waiting for an hour between buses is not only inconvenient, but dangerous depending on time of day and location. I'm willing to pay more if the service is more frequent.
32. efficiency, speed, & easy
33. schedule
34. Increased Frequency of Service durring mid-day (or at least extenting 'peak hours' 1hr later in AM and 1hr earlier in PM) to/from UW Campus and NE Downtown (Blair st, E Wash) for commuting students to have better acesss to classes; and adding more trips would enable less time spent waiting for transport, going WB to UW and back w/ 1 return trip in mid-day takes over 1/4 of my entire day, time needed for other things. "alternatives" to current service (ex walking to wilson/Jennifer or Gorham) are impractical (too far/long) and too infrequent (walking time to these far ends makes catching those busses impossible, adding another 30-40min wait and missed class/work/appointments). For those relying on Metro for transport, the infrequent, sometimes irregular service during times when it is most needed is a huge problem, with signifigant consequenses. Increasing frequency as mentioned above, esp. via a 'central' location like E Wash would be a critical improvement.
35. 1.frequency of trip between UW and far west side during peak hours 2.maintaining service levels in currently serviced neighborhoods 3.stops at grocery stores

36. Service improvements
37. safety
38. Ease of reading schedule.
39. Google Transit replacement of the Trip Planner
40. Increase State Funding so service levels can be maintained and improved.
41. BUSS CONNECTIONS, BUSES CONNECTING AT TIMELY INTERVIEWS
42. Northside Express...more runs of #29
43. Frequency of service--at least every 30 minutes at all times. Missing a bus shouldn't put an hour crimp in your schedule.
44. Route schedules/frequency. Ease in transferring, not necessarily at transfer points. Crowded peak service buses.
45. Express Bus service Bus Amenities Provide a positive customer experience
46. express bus service to Capitol Square and UW Campus
47. fast service between source and destination
48. Frankly, I didn't agree with much. It seemed like there's a lot of emphasis on marketing and image, but not enough on helping people get to work in the morning.
49. Buses should run more frequently on major routes, later at night and weekends.
50. My recommendation is wait few months because with the actual situation (economical and political) will be bad time for any long decision.
51. Easier to use--simpler routes and more frequent buses.
52. to keep my route (#14) intact
53. Better fare cards, possibly a card like the Chicago card or London's oyster card that you just wave by the machine.
54. Intelligent transit systems
55. Frequent buses. I would esp. appreciate some buses along main streets acting like "subways," arriving very frequently so you can just go and wait. Having a dedicated lane and being able to control the lights would be even better. I would walk farther, pay extra and take the bus much more if I didn't have to worry about complicated schedules.
56. Extend the evening peak service to 7pm. You have done a great job adding more buses in the morning (I live on Eau Claire and Sheboygan) but the evening buses after 6pm are packed. Last night the 14 bus was standing room only when I got on at Mills and Charter and was jam-packed by the time we got to the end of campus on University. Many of us work past 5pm. I have also gone home at 7pm on buses with standing room only. Talk about the user experience.
57. frequent buses along the routes I ride
58. Service improvements-- in particular, IMPROVING transit on the Far West Side
59. Direct route - not needing to transfer from one bus to another
60. dependability, frequency, and flexibility
61. Service Improvements - Transit Time
62. Unlimited ride Pass program for state, county, etc. employees
63. De-emphasis and decreased service to the Hospitals, especially during off peak hours. These are major employers.
64. service improvements: more service nights and weekends
65. Added service to airport Peak frequency reduction on Atwood between Divison and Cottage Grove Rd/Monona Dr

66. Employer subsidy of bus rides. I currently work for the State near the Square. The State won't help with the cost. I formerly used the bus system almost every day. Not any more. They don't pay, I don't ride. I can walk & bike for next to nothing.
67. frequent downtown/isthmus/near east service
68. The ability to get where I want to go.
69. Bus schedules, keeping options to get to/from and keeping buses on time. Ex: 14 & 15 are running at same time in morning. They run through much of same areas, I used to have option for either bus every 15 minutes, now they are same time every 30 minutes. Many people tell me they don't ride because they can't come/go when they want, which with 30 minute (or hour on off times) between buses if that bus comes early and you miss it, you have to wait a long time. When commuting you can't do that, I go get my car.
70. no fare increases - this is really the max it should be (even slightly too high)
71. Timeliness
72. Close to my apartment Half hour intervals Safety at stop and in the bus
73. Express service from the east side to UW
74. Expanded service hours.
75. KEEPING FARES REASONABLE
76. Maintain current routes
77. avoid transfer points
78. Advertising. Remove wraps from the windows because good portion of riders hate them. Customer service to existing riders should come first. Perhaps do more partial wraps to make up the difference.
79. Having a bus available to me every 15 minutes.
80. pre-paid pass by employer, State of Wisc.
81. Convenient bus stop locations
82. Safe travel
83. less travel time
84. routes 4 and 44 and route 2
85. Quick ride to/ from downtown and eastside Being able to park for free at the east transfer point Access to the Spreacher/ Milwaukee St/ Broad Creek Blvd area
86. More frequent service More extensive service
87. Fare card options (such as online purchasing/printing and reusable cards)
88. More flexible routes.
89. service improvements
90. implement pass programs
91. Run buses on major thoroughfares, rather than through neighborhoods (acting like a taxi).
92. Service Improvements: Transit time:
93. 1. Get more STATE EMPLOYEES to ride, including coordinating downtown timing to normal work hours, and get SUDSIDIZED PASSES for employees!!! 2. Form A REGIONAL TRANSIT SYSTEM!!!! 3. Upgrade/maintain stops!!! (mine on Atwood was moved from a paved area to MUD a few years ago - PAVING the stop would cost bvery little).
94. Decreased fares
95. make sure service continues to Portage/Hayes rd. area.

96. Direct service from real Northside (warner/sherman/northport, NOT transfer point) to downtown
97. Bus service reliability (buses actually come and routes are on time) More frequent runs of routes More evening and weekend service (e.g. there is no bus service to Olbrich Gardens on weekends)
98. Frequent service
99. bus frequency
100. Improved late night service, esp from downtown on the weekends, for those attending Overture, Bartell, etc events.
101. expand winter parking at North transfer point
102. Short/no walk, esp for transfers (I have limited mobility, but can walk some.)

Second Priority:

1. Ride Pass Programs as a way of boosting revenue and ridership
2. Location of routes
3. Create "express" buses to the outer portions of the city
4. bus on time
5. Bus stops at key places (shopping centers, hospitals, etc.)
6. get more people on the bus with smart promo -- no need to "re-brand" the metro logo is great, need to convince people to ride -- if the transit time were comparable -- back to express & frequent buses
7. Expand locations of park and ride lots for express bus commutes to campus, downtown, etc. The west transfer point needs a parking lot like the north transfer point has.
8. Park and Ride lots - should have been included when the transfer points were set up.
9. Easy and Quick Transfers
10. Regularity of busses
11. Use more "green" buses and skip the advertising, specially of beer.
12. better service to outlying communities like mcFarland which has areas of Madison attached to it.
13. CONNECTIONS(quit the long layovers); especially at night/weekends/holidays!!! MUST RUN more frequently; especially between capital and NORTH/NORTH-EAST side of town(favoritism on certain sides of town); keep cost of fare the same; expand service OUTWARD (I.E.) Sun Prairie, Middleton (further out for those with medical needs) besides the 1-2 middleton direct run buses. If Metro starts to run outward more, our family may be MORE inclined to ride MORE frequently! Forget the plans for rail etc!
14. Schedule coordination - no reason to run busses end-to-end, as you so commonly do, followed by running them a 1/2-hour apart, in series.
15. Number of available routes
16. Identical weekday and weekend routes.
17. Close connecting times that are always valid because the first priority is maintained. If there are delays in on-time service on one line, published connections should be

maintained by immediately adding equipment on the line timely service has been interrupted.

18. Clean ride
19. more direct rides to larger area business, like hospitals, downtown
20. On time record
21. The frequency in which the bus comes to my stop. (prefer every 15 min)
22. More shelters... why don't all the stops on University have shelters? It's the busiest street, after all.
23. Extra buses to fulfill route needs
24. cost frequency of service shelters at stops
25. security of bus stops at night
26. Better signage on busses that service Sheboygan Ave so that people only going that far don't overcrowd the PM 57/56 buses to points beyond the West Transfer point. We have been lucky so far that people are not left behind but it the 4:30 bus especially in usually standing room only by the time it hits University and the old Hospital. Thu, 4/17/08 6:06 AM
27. partner with business
28. more "extra" buses to alleviate crowding on heavily used commter routes -- especially along University avenue.
29. Where service goes. Have routes that follow main streets and are more efficient. It takes a long time to ride routes that go through side streets.
30. service area, accessibility, & friendly
31. buses on time
32. More off-peak trips (or additional routes) to/from "Old johnson" area (E Downtown, johnson, Blair, E Wash, etc) to UW Campus (university/charter, state st., Bascom Hill areas)durring classes.
33. 1. improved sign visibility from sidewalk 2. Ability to get around the west side (Middleton, Target, Walmart, Woodman's, Cub) without having to go to the west transfer point or downtown 3. park and ride locations
34. Improved customer service
35. reliability
36. Service Improvements/Transit Time
37. "Next Bus" digital readings at the stops
38. 7. Upgrade Saturday evening service to match Friday evening service. It used to be that the last buses left Capitol square at 11:20PM on Saturdays. This has been greatly reduced making many functions and evening shifts at restaurants inaccessible by bus.
39. WAIT TIME NO LONGER THAN EVER 30 MINUTES
40. Northside Express....express route for #28 (ie) doesnt stop at all the stops on Gorham/E johnson...even with the X it is still SLOW
41. Hours of service-at least on major routes serving downtown, at least until midnight on all "business" days, which downtown INCLUDES Saturday! (You should be able to take a bus home from a Madison Symphony concert on Saturday without shoving your way out the door! Maybe even get coffee?!)

42. Cost, state employee discounts (city, county, students already get). Transfer connections timing ... waiting 30 minutes or more to connect to another route. Transfer point safety.
43. Ride Pass Programs Partnership with businesses Bus size and type
44. better service to the airport
45. respectful environment on bus
46. Improve readability of schedules on bus stops. Schedules should be on ALL bus stops, in print large enough that elderly person can read them.
47. The Metro will need thing in open different way for access to buy the tickets or create the ID City of Madison with the option for save info about customer, routes, dates that used this service, and ID-Debit (transfer money from your bank account to this ID City). This is ID is very important for increase the security in the buses. (addition to recommendation #3 of the document)
48. Better (more frequent) weekend service, esp to locations where minimum wage people work (restaurants and retailers).
49. Buses that operate direct from the capitol square to other major centers.
50. Bus Rapid Transit
51. I love the bus pass my employer provides.
52. Get those bus stops plowed in the winter! It would also help if, in spring and muddy weather, the bus would let us off on the street. No one wants their grass destroyed or wants to walk through mud.
53. quick ride time
54. Bus Rapid Transit
55. Schedule - having the bus schedule fit with my work schedule
56. cost, comfort, and area of coverage
57. Expanding Ride Pass Program
58. Service Improvement
59. No increased safety at bus stops (better lighting..)
60. co-marketing: whenever driving instructions are given, Metro options should be given (preferably first)
61. Nothing else helps
62. Placement of bus stops/routes. Buses heading west used to go up King St. They don't any more & they should. It takes longer to get to work & it is further to walk. Other routes bypass the Square area entirely. You got something against the Capitol area? There always seems to be talk about getting buses off of State St. That's about the stupidest thing I've ever heard. Don't even think about it.
63. more hybrids
64. Affordable fares to get there.
65. i think you could use smaller buses during low ridership times. That seems like it would save money. You need the options for people to get to/from their locations or we won't ride, but if you use smaller buses the costs for Metro and on road wear/tear should be less, and people can still get to/from.
66. frequent service
67. Easy access
68. Extra buses when current bus is packed Shelter to keep us warm, safe and dry
Buses at employers at edge of town

69. Maintaining regular service (bus options at least every 15 minutes during peak hours)
70. Bus stop amenities (shelters, benches etc)
71. OFFERING THE SAME MULTI PASS AS THEY DO FOR CERTAIN WORKERS
72. Expand Current routes
73. avoid crowded buses
74. Decentralize Metro. Sell that expensive central isthmus land. If it costs \$570,000 for every 10 minutes of non service driving, then park the buses near where they are to start and end their day.
75. Not having to walk more that 10 minutes to the bus.
76. Regional transit market to the aging, but mobile populations
77. Shorter trip times
78. Easy transfers
79. more frequent buses during rush hours
80. route 12 or 38
81. More extensive service
82. Bus and stop amenities
83. Know when to expect next bus (e.g., GPS on bus tied to web/bus stop signs, etc.)
Many bus systems in Europe have electronic info at stops about how soon the next bus will arrive.
84. Bus Amenities and Bus Stop Amenities
85. Plan short routes to connect to major thoroughfares (i.e. Raymond Road from County M to Verona Road).
86. Bus Size and Type
87. 1. LATER BUS HOURS on most routes. 2. Fund RTA with a small County tax on GAS SALES. 3. Easier ways to get passes (machines on busses??)
88. More regular, dependable service on major routes.
89. Keep early and late routes to Portage/Hayes rd. area
90. Simplifying routes and schedules (I shouldn't have to go online every time I want to use the bus)
91. Focus on the City of Madison
92. Rapid transit time (no sitting on square or waiting for new drivers or taking roundabout ways)
93. speed of trip
94. Improved customer service, including staff who are not rude, hours that match service hours, and response to customer concerns.
95. Educate drivers on conservation and smooth driving. Sometimes riding the bus is like being on a carnival ride, particularly when the driver is a the last shift of the day ! A MPG meter, like on my Prius, would help make drivers conscious of their driving behavior.
96. Relatively direct route to destination.

Third Priority

1. Partnership with business. Try to get business to pull more weight in supporting this vital city service.

2. Bus safety
3. bus is on time
4. More user-friendly, easily understood Ride Guide.
5. hybrid, bio-diesel, CLEAN THE BUSES!
6. increase marketing; Employee Reimbursement Accounts (buy bus pass with your pay before taxes are calculated, so you pay less in taxes). It is healthy for people who sit all day in offices to walk a few blocks to a bus stop. Wear long underwear, hats, scarves, face masks, etc. to keep warm in winter. See if you can get some good rider stories to share with potential riders. Its GREEN - GREEN - GREEN to ride the bus. I sometimes watch number of occupants in cars passing me in the morning while I wait on University Ave for a bus to downtown. Most have only a driver. Promote saving \$\$\$ with the bus. Have people figure out their own savings on a paper form (miles you drive, \$\$ cost per gallon, parking, car insurance [mine is less than \$500 a year because I bus])
7. Inter-city bus routes
8. not too crowded
9. MUST nbe made more ADA adaptable for disabled/those who are shut-ins that rely on your system!!metro plus bus is getting costly for those on fixed incomes..must be more expanded(Not enough room to hook wheelchairs etc). Make MORE room for bicycles too. Look at other states metro systems (washington, DC ..for example) SAFETY also is main concern!
10. Price - while your prices are fairly reasonable, in relation to alternate transportation means, they are starting to "get up there", in relation to average income levels within Madison.
11. More driver friendliness instead of driver bitterness, reasoning to understand when a person is right near the bus stop running to get there.
12. Rationalization of routes– see Mike Cechwala's stuff.
13. Fully integrated bus-rail operation.
14. Reduce overcrowding by providing more rides
15. Proximity to park and ride
16. close to my destination
17. Enforcing no smoking at shelters and bus stops-- I am allergic. I actually saw a woman walk the bus with a mouthful of smoke and proceed to exhale it on the bus.
18. Busses directly to Health Sciences Learning Center, 750 Highland Ave
19. comfort on bus crowding safety
20. Fares
21. service improvements
22. establish park and ride lots outside residential neighborhoods so as to decrease the number of commuter cars parked in residential neighborhoods
23. stops, shelters, & transfer points
24. crowdedness
25. Increased reliability/ timeliness. Examples: perhaps less frequent occasions where driver exits bus for >10min to buy FOOD (maybe bring on bus or stopping durring a transfer point or breaaak/change in route) so people depending on efficent transport arrive at their destinations/transfers on time. (yes, I have personally been made late

several times this year alone due to exceedingly long (15min)food/sack/etc 'breaks' in the middle of a route that was already slightly behind.)

26. Schedule--ease of read and accessibility.
27. expansion of routes
28. Facilities. Move headquarters out of the east rail corridor.
29. Don't treat July 4 like a holiday with service ending 3 or 4 hours before fireworks.
July 4 is a popular night for going out and should not be treated like Christmas.
30. NIGHT TRANSPORTATION
31. cleaner/brighter/attractive/fun bus rides
32. Some cross-town service on East and West sides-so you can get from, for example, Tenny to Orton park areas on a bus without (see above) depending on merely hourly schedules from downtown or transfer points.
33. Make driver changes during non-peak/rush hour runs.
34. Fare Card Options Within City Advocacy State Funding
35. expansion of unlimited ride pass programs
36. more service coverage
37. Provide trash receptacles on buses. That shouldn't cost too much!
38. (Recommendation #5) The better way for increase money from user of the metro give free newspapers for users. In this cases the Metro will can receive money for the partner for exclusivity for distribution of the newspaper or create Metro Newspaper.
39. Offer incentives to restaurants and retailers to use Metro for their employees.
40. More hybrid buses.
41. Express Bus Service
42. Someday it would be nice if we had electronic signs that would say when the next bus is coming.
43. I am concerned about adding more vending to bus stops. Many bus stops are quite small. Paper vendors and garbage cans block handicapped access and crowd bus stops. I suppose there are some bus stops which are more roomy but our stop at Sheboygan and Eau Claire is overrun with 3 newspaper machines and a large garbage can. Bus stops need room for people! It would be nice if there were an easy number to call when these things do block the bus stop. Our apartment office doesn't really know who to call, and I've had very little luck calling your office for help.
44. clean buses
45. Express service
46. Unlimited ride partnerships - expand this to include State of Wisconsin employees
47. less crowding, reducing transfers, and more shelters
48. Fare Card Options - Online purchasing, 24 hr fare card machines, increased number of rides per ticket.
49. Partnerships with business
50. It doesn't seem that people who ride the bus are actually setting the priorities.
51. amenities at stops: too often feel like a second-class citizen at the bus stops and transfer points
52. Nothing else helps
53. Increase service on routes 3,4 & 38. More trips, longer service hours. I read Metro may be cutting service up Rutledge/Oakridge & moving it all over to

Atwood/Winnebago. Is that so? If so, why? That seems like it would be a hardship for some riders in my neighborhood.

54. expanded commuter service to UW hospital (just a bit later in the evening)
55. Frequent pick-up times where I go to.
56. Shelters & clear places to wait. During winter, it is helpful if shelters went closer to ground at least at some points, we stand on the benches to try to stay out of wind. On campus there are bus stops where there is no place to clearly stand to wait or get on bus. I've been passed by because they could not tell me from pedestrians. Pedestrians are in big numbers and get mad cause we are in their way. If even a bench was off the sidewalk, give clear area for bus riders to stand instead of on grass/in mud. The schedules in the shelters are AWESOME!
57. and reliable service
58. Cleanliness
59. Being able to see out of the wrapped bus windows New shelters Safe transfer points
60. More benches/shelters at bus stops
61. Fare vending machines.
62. MAKE IT EASIER TO OBTAIN MONTHLY/MULTI-RIDE PASSES FOR WORKERS WHO USE THE BUS REGULARLY AND, BY THEIR JOBS, CONTRIBUTE TO MADISON'S ECONOMY.
63. Increase mass transit use by 10% for Madison commuters. Which, to me, means expanding services not limiting them!
64. frequency of service (every 30 minutes)
65. Get high schools on the bus. In a car culture, we need to be teaching our children a more sustainable for of transportation.
66. Being able to sit in a seat on the bus.
67. maintain service levels esp. in low income area, possibly increase service for 2nd shift workers business response bus shelters/benches NOW MORE BUS WRAPS
68. Shelters and benches at bus stops
69. Service extending beyond the current routes
70. nicer bus stops
71. none available
72. Lower rates, of course!
73. Service improvements
74. Generally make the system more user-friendly for people who don't have a Ride Guide, etc. -- more info at stops to make it easier to take the bus w/o prior organization.
75. Intelligent Transit Systems
76. Use smaller buses on short routes like shuttle busses.
77. Partnerships with Business
78. 1. GET THOSE BEER AND GAMBLING ADS OFF THE BUSES - many feel they just show how the busses are "not for us..." 2. REMOVE the WRAP-AROUND ADS!! They make our busses look cheap and mask the windows - WHICH IS ONE OF THE REASONS WE RIDE THE BUSES!!!! 3. Install BIGGER BIKE RACKS.
79. Better bus stop amenities like heat, or at least bus stops that block wind. I think Metro should also try to provide digital arrival information at every bus stop by a certain future date.

80. Convenient, safe routes on the entire East/North sides of town for my kids to get around.
81. Look long term at commuter rail
82. Keeping fares low. Subsidize transit as a public good.
83. 24 hr coverage
84. Improved operator service, including not running *ahead* of schedule and not passing customers waiting at bus stops.
85. Discounted passes for businesses or individuals to give to employees or friends is a very good idea !

Do you have comments on specific recommendations?

1. I don't like the bus wraps. I'd like to see ads for the military completely banned from all Metro facilities and buses. Ride Pass Agreements should be expanded, also to mid-size employers and through other non-employment affinity groups. I'd like to see private sector organizations do more to support Metro. Perhaps a program to demonstrate to biz how many of their customers come by bus. Also, the city could do more to enhance the prestige of the buses. The Mayor makes special walks around the Square and special bike rides, why not special bus ride-alongs with the Mayor. The bus should be an element of great Madison pride, not just a public utility that we provide reluctantly. I want the Mayor to use his bully pulpit to promote riding the bus as cool and green. To help market, highlight in media bus rodeo or other human interest story about the drivers, build pride in our driver corps and their professionalism. Cover training, annual awards for bus drivers. Make award-winning bus drivers grand marshals of parades, ribbon-cutters, minor celebrities. Service improvements should be structured to serve also the vibrant civic life of the city in the evening. Madison's city commissions and community groups are at least as important as its arts consumers, entertainment customers, etc. I take Route 6 on occasion from downtown to Market Square at afternoon commute time. It's a major route, but goes on a circuitous route and is slow, especially with a stop at the west transfer point. This illustrates the problem with service. Even a major route is slow. Feel the "Employee Cost Control" section only told half the story on Metro sick leave. The 29% use needs to be compared with transit drivers in other cities, not with non-transit staff sick leave use. Like the idea of wellness programs for bus drivers. Well-documented research shows this is a stressful job, physically as well as psychologically. I'm also concerned with reports that there are insufficient breaks for drivers to answer the call of nature. If this is true, it would illustrate a poor management philosophy re: retaining a top-quality driver corps and work environment. I like ideas to reduce the rider's sense of being stranded. Such as signage on rear of bus stops, some route info on the sign, pay phones at key stops, etc. Businesses very near bus stops could partner by arranging to allow patrons to wait inside on coldest winter days, in area with window view to allow patrons to run outside when bus is approaching stop. Make available on web site list of fun places and day trips by bus. Make available more info on common destinations. Some important ones are missing from current list. For Secret Rider program, could use Metro staff first. More short videos to illustrate how to navigate by Metro around

Madison. Powerpoints or slide shows are another approach -- all on web site. Express buses to malls and groceries on weekend peak times could be considered. Bus Rapid Transit would not necessarily need dedicated lanes for all times of day or for the full length of the route. Friends of Metro group sounds suspect to me. This could be wasted effort, relying on wealthy sugar daddies and gifts from heaven. Need tax-based funding for long-term health, not "extras" given through charity. Corporations can partner with Metro right now, no need for new group, expensive fund-raising efforts, etc.

2. The 6 is ALWAYS late, regardless of conditions. Consider changing the times? The 82 should run during the daytime as well. If the bus is running 12 minutes late, the driver should not take an additional 15 minute break (this happened).
3. Identifying bus stop signs from the back would be useful
4. bus free day
5. I like the idea of better enforcement of smoking at bus stops, but realize this may be difficult.
6. do some creative, whimsical ads -- your driver Becky Robbins (now has a diff last name) had some creative ideas, make the bus riding experience nice, express buses that don't go through the transfer points would be helpful. If you could get people out of their cars ... possibly with a charge for people who work in Madison but don't live here could pay \$10/day to drive into town? They don't pay city taxes but use the services (except metro!)
7. Increase emphasis on safety - out of control (loudness, vulgarity, physical confrontations) riders MUST be addressed immediately and removed or banned from bus or issued citation - something. Otherwise, general ridership will decrease.
Wed, 4/23/08 3:26 PM
8. YES..... Quit costantly changing letter /numbers of routes,quit eliminating services to general public that are so crucially needed. BUS hubs were great; now stop putting end to service times and lack of number of buses with LONG waiting periods! I am advising people; until metro/city of madison gets thing back into order; double think about using services in Madison. The constant change of routes/numbers of buses are very hard /difficult for persons with numerous challenges to get by when trying to live independently. METRO/CITY is making things impossible for many to get by! GO back to replacing services to like Warner Park, park/ride lots etc. MORE frequency, more conenctions and MORE outbound service will please the entire city alot more! people like to get out to do things and HAVE FUN(activities in outside outskirts of Madison(SUN PRAIRIE CORN FEST etc). I can almost guarantee that if metro restores things back;ridership will probably BOUNCE way back up again.
9. Yes - I see no reason for all the problems that I am facing, on a regular basis, as I bring my service animal onto your buses. Problems are so common, actually, that I know RJ and Dick by name! There is no need for this ignorance and negligence, of a 35-yr old federal law that it violates.
10. Notify in metro guide book what would happen when there is tornado/storm warning and bus runs must suspend for that period, for safety. More control over riders that may get too rowdy and continuous safety check of riders waiting at transfer points or street stops.

11. I like the attention paid to 2nd- and 3rd-shift workers. I don't disapprove of the attention paid 'choice' riders– their choice or yours?– but everybody deserves good service. Choice riders tend to have cars, 'non-choice' riders like me tend not to, so it's particularly unfair of you to slight us. Somehow we need to bust loose Federal and state tax-money– our money– from the greedy Cheney/Bush admin and State Assembly, whose intent is to destroy utilities like public transit. Somehow...
12. I was very disturbed to read in the concluding sentence of the report's "Conclusion" that Metro is apparently only striving to "become the true workforce transportation system it should be." Madison's location on a narrow isthmus and the amount of housing downtown mandates that Metro also serve the transportation needs of those who are trying to get along without a car for all their city transportation needs!
13. Get rid of paper info at stops. Implement GPS-driven information signs (schedule and real-time progress info for each bus/train)at every pick-up point. 2. Good emphasis on ride-pass and ride card sales. 3. Good emphasis on focusing on public transit-dependent neighborhoods and persons.
14. Please maintain Route 38 from Buckeye (Turner) to UW Hospital on weekdays - it is my main transportation to and from work.
15. I would use an express bus from park and ride - even more useful than current system.
16. DO NOT CANCEL THE 9 ROUTE!!!
17. Why are you changing route 80? You are taking away the vet school's major access to apartments on University.
18. While the #25 route is a success, it could be expanded to pick up residents at the American Center lot during peak hours (take riders from the far east side to downtown, not just downtown to the American Center).
19. There are numerous people who take the 28 from North Transfer Point to University Hospitals, keep that route the same! Most people are excused from work at 4:30, so the 4:39 pick up at Highland Ave is perfect!
20. Long waits for certain busses
21. Please keep The late route 30 bus schedule at 10p down Swanton Rd, I use it regularly
22. The limited service (routes 56 and 57) are already non existent during non peak times--it would be nice to be able to get a bus to/from campus or downtown and not have to transfer and worry about another bus schedule especially if you are not familiar with another bus route.
23. carless people need to have this option to get to work; vehicle congestion/pollution is a regional problem so mass transit needs to be a regional solution (RTA)
24. Why can't I get from Hilldale to the Sequoya library directly? How about admitting that the Transfer Point System is not the best solution for all transit needs and planning routes that actually get people where they want to go.
25. create an express route that simply goes from E to W, & vice versa, on a regular, timely, basis (i.e. every 15-20 mins). I don't take the bus because I can usually get to my destination quicker by bike & get frustrated just figuring out what bus to take where...
26. See last page please
27. no

28. Service improvements. Metro has two very fundamental flaws in its route and schedule design that consistently deter people from wanting to use the bus system. The first is that most buses run, at the most, every half hour. This is unacceptable. Most buses should run fifteen minutes most of the time. Running every fifteen minutes, people won't have to be as concerned about the schedule and would be less worried about missing the bus. This might seem unrealistic financially until one considers the sheer number of routes currently being run. There are a confusing array of routes going every which way and going to different places at different times, and this, too is a major barrier for considering taking the bus. The routes and schedules are so confusing, that I was really worried when I first moved to Madison five years ago that I might misread them and end up stranded someplace on the far side of town in bad weather. And I am a confident veteran of multiple transit systems--I spent years dependent on the Chicago public transit system, and used Washington DC's system (the buses, too!) even though I didn't know the city well and could have used a car if I wanted to. Madison would be better off with fewer routes that generally stick to the main streets and then running such routes every fifteen minutes becomes feasible.
29. A Lake Monona loop route would solve many issues.
30. Parking Policy - I don't think Madison Parking policy belongs in a Metro Long Range planning document (#33). Park and Ride Lots - I think Metro should build Park and Ride Lots. I do not agree with the recommendation that riders be encouraged to use neighborhoods as park and ride lots (#37). I think you will see an increase of restricted parking if this is pursued.
31. Siminole Highway buss stops, should not be moved to the bridge. You can add a stop on the bridge but we also need the Stop on the bypass
32. North side route changes ... if missing connections at North transfer point are possible thus creating longer wait times (an hour!!!), why make those changes? I know the northbound 4 route already has problems making the North transfer point on time during evening rush hour, especially the making the 5 PM North transfer connection ... driver change is made on Jenifer St during this run. Schedules are tight ... why make driver changes during peak/rush hour runs????
33. Decreasing Wait time should also be a high priority
34. express service: During the day, buses depart the East Transfer Point for the capitol/campus only about every 1/2 hour. If you miss the bus at 9:15, for example, your next option is at 9:40. No matter how quickly that 9:40 bus then gets to campus, taking the bus won't compete (time-wise) with driving. Therefore, transit time is a combination of how long you're on the bus and how long you have to wait for it to arrive. Especially from transfer points, buses should depart more frequently than every 30 minutes.
35. Revamp service and use rail corridors as express bus routes
36. They just all seem really off track.
37. No
38. The situation of the oil, the economical problem with air companies, the low growing of the economic in USA, will be create big inestability for any long time decision, but is good idea that migration to ethanol and reduce the size and number of the buses for not HOT HOURS. Saludos ALEJANDRO RIANO

39. Direct/Express buses would be extremely helpful, especially from the Capitol Square to places like the malls and the airport. A better farecard is helpful for riders who ride the bus, but not enough for a monthly pass.
40. Metro has software (in use in other cities like Duluth and Chicago) which makes it possible for riders to check the on-time status of their bus. Making this available should be Metro's highest priority... it should be easy, and would be extremely useful. For example, sending mass e-mails in a snowstorm saying buses are 5-30 minutes late is really useless. Checking online that your bus is 18 minutes late is very helpful to avoid hypothermia.
41. See previous comments/rants. :)
42. Consider express buses that come to campus from the east side. Wed, 4/9/08 11:34 AM
43. Service in my Far West Side neighborhood (High Point and Old Sauk) is infrequent, despite the fact that the buses seem to be fairly full most of the day. It would also be great if there was a route nearby that connected to the West Transfer Point. Unless you're headed downtown, the bus service out here is very impractical, and I rely on the bus for my transportation!
44. page 17 - "all stops should be accessible by sidewalk" ... that is NOT necessary. There are many areas in Madison that do NOT have sidewalks, and adding sidewalks everywhere before a bus stop can be placed is not reasonable at all. It is more pie in the sky rather than realistic. I even would suggest that the sidewalk not even be considered when placing bus stops! Now, mid term or long-term. ALSO ... there should be a phone number for us to call anytime a bus is in service! If busses run until midnite, then a help phone line should be available till midnite as well.
45. Some areas get less coverage (i.e., on campus you see more 28's than 38 busses and the 38's come later.
46. Transit Time- buses go infrequently during off times and it can take 2-4 times longer than going by car. This just shouldn't be in a growing city like Madison. It is what keeps most people I know from riding the bus. Need more express routes and routes that go more frequently.
47. I would love to see the unlimited ride pass program for state employees implemented. You would definately increase ridership. There are several coworkers of mine who would jump on the bandwagon and take the bus if that was offered. Wed, 4/9/08 9:15 AM
48. The Hospitals should hve designated stops near main entrances. There are plenty of people who work there that work 2nd and 3rd shifts. It is inconveninet and unsafe for them to get home via the bus. Busses should have stops by the hospitals when the major shifts get begin and get off.
49. I encourage more bus traffic to the airport. This has been needed for so many years and just never seems to happen.
50. If anyone has to suffer in terms of service (hopefully not), it should be those on the periphery of the City, not those on the near east & west sides where the bulk of the ridership is. Make us a priority.
51. I'm glad they're bringing back what was the #10 and #11
52. Please do not forget to include disabled people(like myself) in your calculations.

53. Like the Hybrid bus and the ads. We know these are all trying to keep ridership costs down.
54. why not tax drivers for driving vs. taking the bus ? I drive, and supplement with the bus when convenient (no transfers). I don't mind walking a bit from or to my stop, but waiting for a second bus is where I draw the line for my voluntary use of the bus system.
55. I can put up with the wrapped buses, but I really wish there was a way to make seeing out of the windows easier.
56. I agree that service improvements, including determining priority neighborhoods, should be a key recommendation.
57. No.
58. I THINK METROS' PERSONNEL IS OUTSTANDING. I CANNOT DRIVE AND HAVE TAKEN RTA SYSTEMS ALL OVER, THIS SYSTEM SHOULD BE PROUD OF THEIR WORKERS.
59. I'm particularly concerned about the route cuts proposed for the number 38 bus. The bus is already at standing room only during peak hours. A cut in service is going to make taking this bus (especially in inclement weather) a grim transit option. Keep routes open to the outlying areas of Madison should be a priority. What about having students pay an annual fee for a bus pass, rather than providing free rides. They are the largest or 2nd largest demographic to use mass transit. They shouldn't be exempt from supporting the system.
60. during snow storms every bus on the road should be in service and picking up passengers. during the february snow storm I had to wait an hour and a half while at least 6 buses not in service drove past.
61. Intelligent transit systems-- expand the use of electronic kiosks to determine the next arriving bus. 2. Raise all day parking fees to generate income and create incentive to use metro. 3. Give more effort to onboard surveys. I've never seen one offered. 4. Branding is important. Advertising on buses may be at odds with this. Definitely fully wrapped buses are. 5. More effort on ride pass programs. Existing programs are responsible for the increased ridership. 6. use small buses on low use routes.
62. Buses are too crowded during peak time.
63. I would like to see extended service available to main shopping areas, or public areas of interest on weekend.
64. Yes - metro runs to the richmond hills area but not to the Spreacher/ Reston Heights/ Door Creek neighborhoods. I think at least one route should run through there. I am sure riders would understand also if the bus does not loop back through but just goes one way.
65. please don't change routes 4, 44 and 2
66. Yes - We need a Regional Transit Authority
67. RE: #20, this needs to be a major priority for Metro. State legislators don't hear enough from transit unions, transit systems or transit users. Madison Metro should spearhead an effort to build a statewide transit advocacy organization that actively engages with state and federal officials.
68. If the #20 bus will not be using the farther stretches of East Wash, I would like to see times of the route 6 via Hayes going to/coming from East Towne coordinated with the #20 so there are no long waits.

69. The cuts to the already-underserved North side are unconscionable. The northside has the county's largest concentration of poverty, and thus a high need for bus service as the only means of transportation for many residents, yet it is always first on the chopping block - and even NOW there is no direct service anywhere, even downtown, without transferring at the NTP!
70. I like the new plan
71. don't use funds for marketing-- the most frequent complaint I hear from folks who don't ride is frequency-- increase frequency and speed, folks will ride.
72. Sizing buses for the routes is very important. I hate to see huge buses with 6 people in them ! If this is "normal" for a route at a certain time of day the bus should be changed to the most efficient size and type for that need. Would love to see more hybrid buses as the older units get to the point of replacement. I also would like to see a bus route, (perhaps with a small bus) that would go from the north transfer point to the airport, every 1/2 hour. Might also help to have some spots for reasonable price paid overnight parking in the transfer lots.

Do You Have Anything Else to Add?

1. I enjoy riding the bus in Madison. I find it pleasant, efficient, and affordable. For folks like me who live in the core areas, I'd like to see aggressive marketing programs, and parking policies, that really put pressure on people to use this environmental option rather than driving. I'm alarmed at the MPO 25 year plan that shows bus ridership merely keeping up with population growth, that is, merely doubling. We need to grow ridership much faster. Parking is still far too cheap. My co-workers downtown pay very little more for parking than I do for a bus pass, as long as they commute in with a spouse. Bus riders aren't rewarded enough for their environmental action, while auto users aren't paying their full share. The west side is depressing for a bus rider. It seems built for auto users, and bus riders feel easily stranded among huge office parks, etc.
2. bus for cat
3. The image of metro is that is is for poor people. Often the buses are crammed. You can't fix an "image" if it is true so you have to make metro inviting for everyone. Cleaning the buses every day, getting the gum & brown spots off the seats, would help.
4. See above for priorities
5. I am very happy with the #38 route. The driver is great, the people are pleasant, and I don't have to run 5 blocks to get the bus at Walter.
6. I like to ride the bus. I don't like the fact that it takes me 45 from my house to downtown by bus but only 15 if I drive. There needs to be more commuter parking areas
7. YES>>>Up until about 5 years ago...I used to take METRO everywhere. Not true for our family anymore. WITH long waittimes(having person with physical/mental challenges and extreme weather changes ...cannot handle and UN-ACCEPTABLE)and lack of connections(weekends/holidays more so)lack of areas being serviced; LONG ROUTES: We no longer enjoy using metro!! WE have been relying on UNION TAXI service to get bulk of things needing to be done in one day

and in one trip. IT is quicker,easier and "LESS" problems with time,change of bus and just getting back to home/office or wherever when I know I can count on being back when I need to be. The buses that even used to service CHEROKEE Park area; pretty much has disappeared. Those who live there already walk a long mile or longer JUST to get to a damn bus stop ; than once they return; again...must walk that horrid mile in very hot, cold weather ...believe me: I am one who has done it many times and no longer will be due to lack of service in that area of the city. METRO/CITY and DEPT OF TRANSPORTATION need to get their change the way of the system now..NOT later!

8. I intend to sue Metro Transit, as well as the City of Madison, if I do not get direct contact with the "First-in-Command", soon, and see adequate corrective actions taken fast enough. Obviously, speaking to the drivers, and their supervisors is just an endless ongoing task.
9. No, thanks for this service
10. Maybe we need a coalition– Metro, MABA, the Teamsters' Local, DMI– to persuade our politicians on all levels, most of whom are neutral-to-hostile to transit, to support Metro or else. Maybe our coalition needs to stir up and educate the sovereign citizenry of Madison as to their best interests, and as to their responsibility as citizens? That's the only thing that'll save Metro– or the civil society– the Republic, for that matter Fri, 4/18/08 12:15 PM
11. Right now, let's make clear to Metro that their vehicles (note just the buses) must NEVER exceed the posted speed limit. If it is necessary to do so to keep to schedule, the METRO needs to put in more equipment. No more 30-35MPH in 25MPH zones--EVER! 2. Get an ordinance passed that requires METRO to clear all stops after snow storms within the same time period currently required of property owners. It's their operation and their problem. 3. Focus on timeliness and quality of the trip. METRO's job is not moving buses, its moving its passengers from A to B on time, as promised, and in a reasonably comfortable manner. Everything else is icing on the cake.
12. your buses need to be cleaned more often, you can barely find a seat, not because the bus is overcrowded, but because the seats as disgusting dirty
13. My experience with using metro in combination w. park and ride has been generally positive - but it seems to be a "well-kept" secret --
14. DO NOT CANCEL THE 27 ROUTE
15. I wish these surveys would be more available.
16. Please consider making better use of the American Center park and ride lot. I see an empty bus sitting there way too often just waiting to start the #25 route. I really think a lot of people would use a route from the east side to downtown during peak hours. It would really reduce traffic during the summer construction too!!
17. Be more strict with the NO FOOD rule. Those buses get disgusting at times because of wrappers and food.
18. no
19. I have ridden metro since 1974 and am proud we have such great bus service compared to other cities.
20. Tell the drivers to stop using cell phones while driving. Tell the drivers that smoking while taking a break standing on the ground in front of the open bus door is just like

smoking on the bus. Tell the bus drivers to stop running red lights, especially when people are in the crosswalk.

21. You need help planning the service. I've lived in other places and Madison's bus system is a joke. Get someone from a city with a good public transportation system and have them help plan routes and service.
22. there has to be something that can be done to make this system work better so infrequent riders can simply figure it out & that if you miss a bus, you don't have to wait forever for the next bus to come, especially on the busier routes. Wed, 4/16/08 5:58 PM
23. The Metro system is great. I live on the west side with no car, so the bus and walking are my only ways to get around. Only unfortunate things has been with the last few route adjustments I can no longer take the bus to get to Woodman's or other locations in the area that are too far to walk to.
24. At no point whatsoever in the study did anyone what Madison's actual needs are for public transportation. Frankly, the needs are dire. Traffic conditions are such that there are essentially two or three ways to get from one end of Madison to the other-- either via the Beltline corridor or the Isthmus corridor. Both are quickly becoming clogged. (Some may also say the north Mendota route is another way, but if development occurs along that route, it, too will clog up quickly.) I live on W. Johnson St and I've seen the traffic get markedly worse just in the five years I've lived here. Does Madison Metro see as its mission to take cars off the road by providing viable alternatives? Why not set goals for number of cars removed, and think of ways to attract these people to Metro? Also, at no point did Metro actually give a figure of the percentage of the population that commutes via public transit. I have that figure for you, courtesy of the Carfree Census Database. The figure is 7.39 %. For a city that has a reputation for its progressive politics and that has a lot of people concerned about the environment, that is a pretty dismal figure. Something's wrong, seriously wrong. I'm sorry to say this, but I really think this report lacks vision. I don't think there is a clear understanding of what a vibrant and effective bus system looks like, and I don't know how Metro can expect continued funding under such circumstances. Unless Metro takes a hard look at the chief obstacles to ridership that I've described previously, I see this report as a recipe for failure.
25. I'd rather have a bus late on the route, than early. It would seem better to catch up at the transfer stations, than make time on the route. I don't mind waiting a few minutes, but it's pretty frustrating to have to have a 35 minute wait for the next bus because the bus driver needs to "bank" time for potential traffic issues ahead. This is not the drivers fault, they're making the best of a bad situation, it is an issue with the current system. In general, I'm very pleased with the bus drivers - they are dealing very well with a system that seems designed more to keep a timeclock watcher at the transfer stations happy, than move people around the city in an efficient manner.
26. I think that restroom facilities should be provided to drivers at the transfer points. Idling buses should be discouraged and drivers should turn them off if they are not stopped more than 5 minutes.
27. The Google Transit replacement is a very high priority for me. Mon, 4/14/08 8:04 PM

28. It's most important to at least maintain the current levels of service. Please, no service reductions, threats of service reductions, or service interruptions beyond brief interruptions caused by extreme inclement weather. I hope we never re-live anything like the Draconian reduction proposals of 1995 or the 80-day strike of 1980.
29. Dunn Marsh residents will be adversely affected if you move these Buss Stops to the center of the bridge on Siminole Highway, and i'm expressing the concerns of my coommunity only.
30. the advertising placards on the 'ceilings' of the inside of buses.....cant there be something there of more interest?, arts advertisement, kids drawings of buses, nhood announcements,.....
31. On the whole, the service at present is excellent! I have made a conscious effort to bus when possible, and it is usually possible and often not only cheaper and more "green" than driving, but more convenient. The only real requests I have, then, are for more of a good thing.
32. East Washington corridor/reconstruction: A bus stop at East Side Shopping Center, nearest to the library, was eliminated. The 4 North route now no longer has a place to stop for shopping center/library (voting place!!!) patrons. Note: That stop was moved to the last driveway, nearest to Walgreens. That new stop is not serviced by the 4 North route; it is too close to Oak St where the 4 North turns left, a very short distance to move safely from far right to far left across 3-4 lanes of traffic for the left turn onto Oak St. PLEASE BRING BACK A STOP AT THE SHOPPING CENTER FOR THE 4 NORTH ROUTE. Add more frequent runs on the 4 route during peak hours. Many times, both AM and PM for at least the past year, it is standing room only for quite a distance. The ride on the 7 AM 4 South route from the North transfer point quite often feels like a school bus route. At least a dozen children depart at East High and Okeefe. Is there not a student route bus for those kids that early?
33. Metro needs to work with the city to make mass transit the highest priority when considering transportation plans. Currently the emphasis is on automobiles because that's what most are using. Instead we need for mass transit to be the best alternative so that it will become what most people use.
34. The information in the report is great and I look forward to seeing these improvements!
35. Increase fares to better cover operating costs and use vouchers or hardship passes for lower income riders
36. I live on the Northside and work at American Parkway. If I drive, it takes 12 minutes. If I ride my bike 40 minutes. If I take a bus, it takes 2 hours. It used to only take one hour. That's the same amount of time it took to get to work when I lived on the near west side. But then the routes were cut and they're being cut again. With gas prices going up, you wouldn't need marketing or an outreach coordinator if you had smaller buses coming more frequently. If I've missed the bus by minutes, I don't want to wait another half hour to hour for the next bus. Especially when it's cold. Please focus on providing a good product and you won't have to spend a dime on marketing.
37. Your report is too long. It needs tightening. You could have the same information and recommendations in half the space.
38. Close the street the weekends for regular car, for increase the users of the bicycles and permit only the Metro Bus for this dates.

39. More hybrid buses please!
40. Give buses the right of way at certain intersections through transponders (like used by emergency personnel). This will greatly speed rides.
41. I think Madison Metro does a great job. I liked the recommendations about parking and making it faster to come in from outside the transfer points. I also think that express buses will be more popular. Before you ended the 8 bus I would see 20 people at my stop NOT get on the 8 bus because it just took too long. They would wait longer for a bus that had a shorter ride.
42. Looking at neighborhood income levels and car ownership is not a very good way to determine which neighborhoods should get the most bus service. Many people on the Far West Side commute to work in the center of town. Riding the bus (if it ran more often) would be more time-efficient and much less stressful, and it would also eliminate the need to find parking. Also, keep in mind that there are many apartment complexes out on this side of town, and we apartment-dwellers are not as affluent as the homeowners who live nearby.
43. YES! (1) why are you eliminating the "alternating" loops in some routes (such as 38). I always thought that was an excellent idea and now it is disappearing. (2) Quit being so nitpicky about where buses stop. Example, buses run down Monona Drive but don't stop anywhere there. That is a slap in the face to your bus riders! We don't care if technically the bus stop is in Madison, Monona, or Blooming Grove. If the bus is driving on the street, STOP for riders!
44. I live 3 miles east of the UW campus so my ride choices are many and my ride is relatively short. I enjoy Metro and think the drivers are professional and courteous. I would like to see more Hybrid buses.
45. I've been riding the bus for over 35 years. I am happy with the bus hubs that were built and have enjoyed riding the bus to and from work and also to other destinations around town. I have encouraged many of my coworkers/friends to take the bus instead of driving to work and paying for parking. Their response is always the same. they wish the unlimited ride pass program was an option for them as state employees.
46. I am sad and dissappointed to live in a town that is really dependent on using cars. It is embarrassing to say that I live in Madison WI and I have to use cabs to get home because the bus stops are not safe at night and the bus schedules do not allow me to get home in a timely manner.
47. I used to be a daily bus rider until my job moved to the west side. There is no direct access for me from the east to west that takes less than 1 1/2 hours/please consider peak time dirct lines from park and rides to west or east side so that I can get to work in 30-45 minutes instead of 90.
48. Wrapped buses should leave ahlf of the windows uncovered for rider enjoyment (and less of that vertigo feeling)
49. Please keep the bus stop in front of Oakwood Village West, as this is where I work later at night(9:22pm pick-up).
50. Clean Air days I think are a waste of money. No-one but the people riding the bus know that its a clear air day (& we only know because the driver would not take our money). You loose all the revenue from that day, guess its nice for us, but not smart for Metro's bottom line.

51. a strategic question seems to be around : " how to expand the ridership beyond students and the poor, to include more voluntary riders?" solutions for this issue seems to be things that would address many of the outstanding concerns out there around funding, sustainability and so forth.
52. I think crime on the bus and at the transfer points is a serious problem.
53. Overall, I love using Madison's Transit System. I think the drivers are courteous and they do a great job! I would love to be able to get from east to west (and back) faster and hope that frequent service (at least every 15 minutes) will be maintained.
54. Metro needs to seriously consider bringing in electric transportation options (light rail, heavy rail etc). Any system that stays dependent on oil based fuels will see costs continue to sky rocket and eventually bankrupt the system. Plan for the end of cheap oil. If it's not already here, it fast approaching. Read THE LONG EMERGENCY.
55. ONE LAST THING, THE RAIL STYSTEM, PROPOSED OR EVEN THOUGHT OF WOULD ONLY ADD EXPENSE TO THIS CITY, IT IS NOT GEOGRAGHICALLY SET TO SEUPPORT A RAIL SYSTEM. i ONLY HAVE ONE SUGGESTION, I THINK RIDERSHIP WOPULD INCREAS, IN CERYTAIN AREAS, IF SECURITY MEASURES WERE TAKEN TO INSURE THE PASSENGERS WELFARE.
56. I rely on metro for my daily commute. With today's environmental and financial strain, I would hate to feel forced to choose my car because access to the bus system has become to inconvenient to use. Having to wait for unreliable service, worry that my route will be cut, stand 1/2 to 3/4 of the way to and from work... these things turn people off to mass transit. I would like to see Metro make mass transit a way of life in Madison, not a painful experience that people avoid and dread.
57. When people ask me about Madison Metro I tell them it's cheaper than parking downtown, other than that I don't recomend Madison Metro as an alternative mode of transportation.
58. allow the option of priting the STOP schedule into a business card size for ease in carrying
59. I appreciate the metro system and the bus drivers
60. I appreciate how route 14 & 15 run on the eastside. It is quick downtown and back. I like the convenience of the free parking since no route runs through my neighborhood. I will ride as long as these two routes stay quick and the parking is free. Thanks!
61. i love taking the bus, there is no stress!
62. Streetcars! I want streetcars!!
63. I used to ride the bus more, but I now live closer to work and normally walk.
64. I absolutely fear the Northside transfer station and will not let my teenage daughter use it - It is isolated, unprotected and unsafe for lone women who need to wait for a bus. The wait time can be an hour
65. Thanks for the opportunity to comment. I've been very disappointed in the NON-response I've had from METRO every time I've contacted about a bus problem. Responses have either been non-existent or very negative (location of stops, hours, muddy stop, etc).
66. I was disappointed to see the wheel tax receive only a passing mention. I'm sure it's not popular with certain members of the committee, but it is a revenue source that

continues to be available to municipalities. In tight fiscal times, transit advocates can't afford to avoid looking at every funding source. If the wheel tax were tied directly to transit funding, I think it could become palatable, especially if city residents felt they were benefitting from better mass transit.

67. I would like to see the #20 still travel via the stretch of East Wash from Lein to East Springs. My kids use the #20 bus to get to the northside. If the bus no longer comes down that portion of East Wash it is a long way to walk from our neighborhood in the Portage/Hayes area to the mall or to the closest #20 bus stop farther down East Wash.
68. My husband and I used to ride the bus to work daily. The ride home became untenable, and we now drive. It was too frustrating to arrive at a stop early, and the bus would not come. Half an hour later, the next scheduled bus would not come. Half an hour after that, the next scheduled bus would not come. Everyone at the stop was extremely frustrated. One would finally get home 2 hours late. This happened several times a week. With children and other scheduling, an unreliable bus service does not work. It is very disappointing as we prefer to use mass transit. We would use metro to go downtown on weekends, but the weekend bus service to our neighborhood was cut.
69. park and ride won't work unless frequency and speed and evening coverage at same frequency exists. folks often want to eat downtown or stop for a drink, but the buses slow down in the evening and then an hour or two of relaxing adds another hour or more of delay, inconvenience, and fear of returning to unsafe transfer points. cars, although more expensive are simply easier
70. After being ticketed for not parking in a designated space at the north transfer point, I did not ride the bus for a few weeks, because of the fear of not being able to find a space and getting another ticket. The cost was \$30 for a ticket, about \$50 for parking near work and loss of confidence in the bus system ! That \$80 would have paid for a lot of bus rides !