



Customer Feedback Summary

7/23/2023 – 9/20/2023

Metro Transit: Complaints, Suggestions, and Official Feedback (7/23/2023 - 9/20/2023)

Category	Number of Complaints	Solutions
Bus Stop	11	Bus stop complaints are assessed on a case-by-case basis.
Capacity	32	Staff is actively monitoring overloads and dispatching extra resources when possible.
Connections	13	December schedule changes include running time adjustments intended to increase on-time performance. This will improve timing for scheduled/planned connections.
Frequency	12	Staff is actively monitoring overloads and dispatching extra resources when possible.
Head Signs	1	
Layover Location	5	Layover issue at Maple Grove and McKee Kwik Trip has been resolved.
Mainline to School	2	
OTP	78	December schedule changes include running time adjustments intended to increase on-time performance.
Real-Time Data	21	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Redesign	2	
Route Alignment	36	Some route alignment issues will be resolved with Route 28 restoration to Sheboygan Avenue. Metro staff are actively monitoring route alignment feedback to inform medium and long-term planning.
Safety	7	Safety concerns are assessed on a case-by-case basis.
School Service	2	
Service Span	7	Multiple service span accommodations proposed in the December service changes.
Sidewalks	1	
Stop Closure	5	Bus stop complaints are assessed on a case-by-case basis.
Trip Length	2	
Walking	4	
Multiple Concerns	6	
Other	29	

Total: 276



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Comment Summary	Proposed or Enacted Solution
Bus Stops	
Rider is concerned about bus stop location	
Rider is concerned about park and rider locations.	All park and rides have remained open. Transfer points have closed.
Rider is concerned about walk times in the winter to their bus stop.	
Rider is concerned with the bus stop at Patterson & Gorham.	
Rider is concerned with the location of a bus stop	
Rider is concerned with the safety of the bus stop location at Farley @ University.	
Rider is confused by branched routes and bus stop signs	Permanent bus stop signs will have branched route differentiation
Rider is confused by branched routes, suggest more differentiation on bus stop signs	Permanent bus stop signs will have branched route differentiation
Rider is confused by stop locations and amenities.	
Rider suggests adding more stops Route A.	
Capacity	
Rider is a UW hospital employee who is concerned with overcrowding/ passups. They suggest more frequent service.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on Route R	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about being passed up by full buses	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overcrowding on Route 75. Provided several suggestions (full comment too long to include).	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overloading causing passups and increasing wait times	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overloading in the AM peak on Route D. They have been passed up multiple times.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overloading on Route A causing pass-ups.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overloading on Routes A,F,J. Suggests we use extra buses to reduce overloading	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned about overloading on Routes F & R.	Staff is monitoring overloads and dispatching extra resources when possible.



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Rider is concerned about the health implications of overloaded buses	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with being passed up by full buses.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with connections from Route G to Route D	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with on-time performance and overloading on Route A.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overcrowding on Route A. They suggest extending Route 38 to Sheboygan & Eau Claire.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overcrowding on Route C	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overcrowding on the A1 bus; suggest adding another bus to this route.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading after having missed several buses.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading and on-time performance on Route A.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on Route 75.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on Route F in the AM peak.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on Route F.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on Routes R & A.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading on the 4:20 eastbound trip on Route A1; suggests adding an additional bus.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading that is causing passups at Eagle Heights	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with overloading/passups on Route D	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with Route F overloading	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with westbound afternoon loads on Route F.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is experiencing overloading on Route H and suggests increasing frequency on this route.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider with a disability is concerned about overloading; having to stand is creating hardship.	Staff is monitoring overloads and dispatching extra resources when possible.
Connections	
Rider is concerned about having to make transfers	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.



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Rider is concerned about making scheduled connections. Offers several operational suggestions from his time as Green Bay transit user.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned about making the transfer from Route C to D.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned about missing connections	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned about missing their connection from Route G to Route C.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned that she now has to transfer to reach the UW hospital	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with connection from Route B to the UW hospital.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with connections	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with making the connection between Route A & S	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with the connection from Route B to Route 75.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with the connection from Route P to Route A	Schedule adjustment in December to help the Route P-A connection
Rider is concerned with the on-time performance of Routes A & B. Claims they are chronically late and causing the rider to miss connections.	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Rider is concerned with the Route A-P connection	December schedule changes include running time adjustments intended to increase on-time performance. This will improve connection timing.
Frequency	
Rider is concerned about Route L frequency	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with on-time performance, suggest more frequency.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with on-time performance. Suggests more frequency	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with the frequency on Route R.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider is concerned with waiting times to return home from the UW rec center.	Staff is monitoring overloads and dispatching extra resources when possible.



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Rider suggest more frequent service on Route L. They are concerned over waiting at stops in winter.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider suggests adding more frequency to Route D on the weekends.	Staff is monitoring overloads and dispatching extra resources when possible.
Rider suggests adding more service to the UW hospital complex in off-peak times.	Route 28 extension will provide more eastbound service to the UW hospital/Highland Loop.
Rider suggests more frequency on Route 38	Staff is monitoring overloads and dispatching extra resources when possible.
Rider suggests that Route L run more frequently	Staff is monitoring overloads and dispatching extra resources when possible.
Rider suggests that we add frequency to Eagle Heights	Staff is monitoring overloads and dispatching extra resources when possible.
Head signs	
Rider is concerned that head signs for branched routes are confusing. Recommends have "via road" instead of destination.	
Layover Location	
Homeowner concerned with layover location near their property.	
Rider concerned over the staging location at the Kwik Trip on McKee and Maple Grove.	Layover has been changed to resolve this issue.
Rider expressed concern with the layover location at Maple Grove & McKee	Layover has been changed to resolve this issue.
Rider is concerned with the layover locations of Routes D & E at Maple Grove & McKee.	Layover has been changed to resolve this issue.
Rider is concerned with the safety of the layover location at Maple Grave & McKee.	Layover has been changed to resolve this issue.
Mainline to School	
Mother concerned over mainline service to Cherokee Middle School using Route D.	
Rider is concerned that students are causing overloading on Route G and making him miss his trip.	
Multiple	
Rider express multiple concerns related to stop amenities and frequency	
Rider expressed multiple concerns	
Rider expressed multiple concerns related to OTP and connections.	
Rider expressed multiple concerns related to OTP, route alignment, and service span.	
Rider is concerned about on-time performance, walking times, and pass-ups.	
On-Time Performance	
Rider concerned over on-time performance and service span on Route 28. Rider works at UW hospital and uses route for commute.	December schedule changes include running time adjustments intended to increase on-time performance.



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Rider concerned over on-time performance on Route B. Specifically, they have experienced late trips on the northbound Route B buses.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider expressed concern with on-time performance on Route B. Noted it has improved since the 8/20 schedule adjustments.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider expressed multiple concerns related to on-time performance and real-time data	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Routes 28 and C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route B.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route 28 and desires an on seat ride to the hospital.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about bus bunching	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about making the transfer from Route G to Route D2. Late buses are causing missed transfers.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance and real-time data	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance and real-time data accuracy.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance and real-time data on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance of Route 80 serving Eagle Heights.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route A.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route A. They are also confused by route branching.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route B	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route B.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance on Routes 28 & D	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about on-time performance.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about OTP on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.



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Rider is concerned about Route C on-time performance.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about the on-time performance and real-time data presented on trip planning apps	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about the on-time performance on Route 28.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned about the on-time performance on Route R.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned that about on-time performance causing longer wait times.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance and overloading on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance and trip length.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route 28.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route 38. They suggest re-evaluating running times for this route due to construction.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route 75. They suggest that the construction of more bus only lanes to reduce travel times.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route A.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route B	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route B.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route C	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Route E.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance on Routes A,B,&C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance, suggests more stop amenities.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with on-time performance.	December schedule changes include running time adjustments intended to increase on-time performance.



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Rider is concerned with overcrowding/OTP on Route 28.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with overloading buses causing pass ups and on time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with Route C on-time performance	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with the on-time performance and overloading on Route C.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with the on-time performance of Route 84.	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is concerned with the on-time performance of Route C	December schedule changes include running time adjustments intended to increase on-time performance.
Rider is expressed multiple concerns regarding waiting times (OTP) and stop amenities (shelters).	December schedule changes include running time adjustments intended to increase on-time performance.
Real-Time Data	
Rider expressed concern with on-time performance on Route 28. However, their complaint sounds more like a real-time data issue.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned about on-time performance and real-time data accuracy.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned about real-time data/ app accuracy	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned about the accuracy of real-time data	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned about the accuracy of real-time data	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned about the accuracy of the apps that Metro Transit recommends	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned over on-time performance on multiple routes. They are also concerned about the apps updating (real-time data).	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with on-time performance and real-time data	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.



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Rider is concerned with on-time performance and real-time data (Epic Employee).	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with on-time performance and real-time data accuracy	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with on-time performance and real-time data on Route C.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with on-time performance and real-time data.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with real-time information for detoured routes; suggests we fix the apps.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with the accuracy of real-time data	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Rider is concerned with the accuracy of the real-time information on trip planning apps.	Metro is actively working with third-party app developers and looking into how the redesign has affected real-time data while addressing on-time performance.
Redesign	
Rider is disappointed by the redesign, suggest reverting to old routes.	
Rider suggests bringing back old routes	
Route Alignment	
Comment from business owner who is concerned about bus stop removals near their business. Commenter states this is a social service business whose customers need bus service.	
Rider expressed multiple concerns related to trip length and walking to stops.	
Rider is a UW hospital employee who suggests extending Route 38 further west than Sheboygan & Eau Claire.	
Rider is concerned about walking to bus stops/ route alignments serving their neighborhood.	
Rider is concerned about Route E alignment	



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Rider is concerned about the service to the UW hospital. They would like more service to the area.	
Rider is concerned about turning movement of Route O	
Rider is concerned with only having one bus route on University Ave (Old U).	
Rider is concerned with the lack of service near their home.	
Rider is confused by the branching on Route D. They are having trouble using the app with branching	
Rider suggest bringing back routes 4 & 44.	
Rider suggest realignment of Route F	
Rider suggests adjustment to Route F alignment	
Rider suggests bringing back Route 7.	
Rider suggests changing Route C alignment	
Rider suggests changing Route C alignment to serve the Capitol Square.	
Rider suggests different alignment of Route E.	
Rider suggests extending Route 28 north on Sherman to Aberg Ave. Also suggests splitting Route D to two routes and changing one of the route alignments to serve the hospital.	
Rider suggests extending Route 38 to the east.	
Rider suggests extending Route J to the Capitol Square	
Rider suggests having Route 38 extend further west.	
Rider suggests multiple route realignments	
Rider suggests realignment of Route J	
Rider suggests restoration of old Route 38 alignment.	
Rider suggests restoring Route 44.	
Rider suggests Route A realignment to go around hospital loop	
Rider suggests Route F serve the Capitol Square all day	
Rider wants more routes to serve the UW hospital loop.	
Rider wants more service to the UW hospital loop.	
Rider wants Route F to serve full route after 7 pm	



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Rider wants Routes C and D to serve the Capitol Square directly.	
Rider wants to restore Route 7	
Rider would like a bus stop closer to their preferred destination	
Rider would like Metro to reinstate Route 40	
Safety	
Non-bus rider expressing safety concern noticed while driving	Safety concerns are assessed on a case-by-case basis.
Rider is concerned about a turn from Regent Street onto South Mills Street	Safety concerns are assessed on a case-by-case basis.
Rider is concerned about the safety of crossing the intersection at University Ave @ Midvale.	Safety concerns are assessed on a case-by-case basis.
Rider is concerned over unsafe bus stop location. No location information was provided.	Safety concerns are assessed on a case-by-case basis.
Rider is concerned with safety of existing parking garage on campus.	Safety concerns are assessed on a case-by-case basis.
Rider is concerned with the safety of this bus stop location due to uncontrolled intersection	Safety concerns are assessed on a case-by-case basis.
Rider is concerned with visibility & safety at a stop in front their property.	Safety concerns are assessed on a case-by-case basis.
School Service	
Mother concerned with school service to Memorial High.	
Parent concerned with school service to Memorial High. Trip starts 10 minutes later than last year.	
Service Span	
Rider is concerned about service span	
Rider is concerned about service span for routes serving Observatory Drive.	
Rider is concerned with not having direct route for their shift start. They don't want to walk from University @ University Bay	December schedules adjusted to line up better with UW hospital shift changes.
Rider is concerned with the service span on Route 38	December schedules adjusted to line up better with UW hospital shift changes.
Rider suggest expanded service span on Route 65	
Rider suggested expanding the service span on Route 38. They're a UW hospital employee whose shift ends after the service stops.	December service changes include interlining Routes R & C on nights and weekends. This will provide more direct service to the UW hospital.
Rider suggests expanded service span for Route 75	
Sidewalks	
Rider concerned about winter snow removal at their stop.	



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Stop Closure (Unrelated to Recent Closure Approvals)	
Rider is concerned about stop closures and waiting in winter weather	
Rider is concerned over bus stop closure	
Rider is concerned that a stop that was designated to stay open has closed.	
Rider suggested leaving this bus stop open.	
Rider suggests that we reinstate bus stop on Midvale	
Trip Length	
Rider is concerned with their trip length.	
Rider is concerned with travel time from Sun Prairie	
Walking	
Rider is concerned about walking times/distances	
Rider is concerned with walking distance	
Rider is concerned with walking distance to bus stops	
Rider expressed multiple concerns related to longer walking times and transfer locations/amenities.	
Multiple Concerns	
Rider express multiple concerns related to stop amenities and frequency	
Rider expressed multiple concerns	
Rider expressed multiple concerns related to OTP and connections.	December service changes address issue related to on-time performance and connections.
Rider expressed multiple concerns related to OTP, route alignment, and service span.	
Rider is concerned about on-time performance, walking times, and pass-ups.	December service changes address issue related to on-time performance and connections.
Other Concerns	
Rider expressed frustration with the new system, but did not provide a specific complaint.	
Rider expressed multiple concerns	
Rider expressed multiple concerns	
Rider expressed multiple concerns related to travel times and detours	
Rider expressed multiple concerns related to walking time and real-time data accuracy	
Rider expressed multiple concerns.	
Rider is concerned about the Route J schedule serving the UW hospital	
Rider is concerned over the frequency of Route C and how it is being reflected in schedules	



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Rider is concerned with the Route J schedule	
Rider is concerned with the short-turn on Route O. They suggest we do more to differentiate which bus is the short turn. They also have concerns over on-time performance.	
Rider is concerned with walking distances and wants Metro to restore old routes	
Rider is confused by redesign	
Rider is confused with the branched routes, wants more clarification on apps/bus stops signs	
Rider is generally unhappy with the redesign.	
Rider is generally unhappy with the redesign. Moving soon.	
Rider is generally upset with the redesign	
Rider is visually impaired and is frustrated by walking times to bus stops they are unfamiliar with.	
Rider suggests adding a new all day line to Verona	
Rider suggests adding a new park and ride at the UW hospital	
Rider suggests changes to our on-board announcements.	
Rider suggests using old transfer points as park and ride lots	
Rider wants Metro staff and Mayor to ride the bus	
Rider wants Metro to adjust schedule for Route 80	