

## **Public Comment Priorities**

### **#2 Schedule**

(refer also to Express Service for input regarding scheduling matters)

Metro must avoid cutting service(s) to avoid the commonly understood “death spiral”.

Increasing frequency accommodates and attracts riders whose personal schedules may vary.

Decreasing the length (time) of trips contributes to convenience of public transportation.

Expanding service to the area East of I90 and South of I94 has been suggested in our feedback., as well as restoring routes 10 & 11.

Running buses later allows more potential riders to take a bus to given destination since there would be a bus option for the return trip. Add Sunday service in Middleton to the recently established Saturday Middleton service.

Try to make the Ride Guide more intuitively comprehensible and prominently display in the ride guide details of finding Metro scheduling info online, including info by bus stop ID number, not just route. Metro already has that info on its website, but it is a little known feature.

### **#4 Bus Amenities and Bus Stop Amenities**

Driver attitude alone has an impact on the experience of a bus trip, enhancing or negating all other amenities in place.

Riders can benefit from providing benches, and/or shelters at more stops in partnership with nearby business and neighborhoods and allow sponsoring organization to advertise on the shelter/bench that “This shelter/bench provided by...”.

Metro can consider bringing in vendors with newspapers, coffee, breakfast and lunch food, et c. where such vendors do not already exist adjacent to the stop, shelter or transfer point.

Heating and pay phones are other amenities that riders would welcome.

A system for trash receptacles could be provided on buses to achieve and maintain a goal of cleanliness; and Metro can work with the City Streets Department about placement of new automated trash containers at bus stops that will be emptied by the Streets Dep’t. on their weekly cycle.

There have been public comments requesting enforcement of smoking bans.

An inexpensive amenity at stops would be to use both side of bus stop signs to make it clear from both directions that “this is a bus stop”, and make it clear exactly where the bus stops.

All bus stops should have sidewalks and schedule info available at bus stops.

Metro must maintain its concern for rider and employee safety.

Consideration of providing wireless (WiFi) laptop access en route may be obviated by the growing use of GSM (Global System for Mobile Communications) which is a service subscribed to the individual, as opposed to a service that Metro would provide..

Feedback tells us that bike racks are often full.

Destination signs are recommended.

Air temperature in the buses and a heat system from the floor has been brought up in public comments.

It may help riders confirm that they’ve boarded the right bus if internal annunciators announced route # inside as the external ones do when a bus pulls up to a stop..