

Frequency of Feedback Comments for System Improvement/Increasing Ridership

Feedback Comment	# of Times Mentioned
core service - density of stops, site stops in new development, informal transfer points, less on state st, low income neighborhoods, pull into malls/big stores	22
schedule - weekend, nights, frequency, attention to connections	18
express service - airport, square, UW, from park and rides, when returning to garage, to big employers/employment centers	15
bus stop amenities - benches, shelters, partner with business, garbage cans, enforce no smoking, use both side of signs, pay phones	12
bus amenities - wireless, cleanliness, trash/recycling, safety, driver attitude, bike racks often full, destination signs, heat system from floor, announce route # inside	10
BRT	6
expand service area	6
partner with business - "angels", airport service	6
schedules at all stops	5
Ride pass program - state employees, small business, for housing - apartments or condos	5
services at transfer points - on demand heaters, coffee, newspaper, food, bike lockers	5
park and ride - south and west, transfer points	5
trip planner/electronic schedule availability - call for service	4
ride guide readability	2
ride-checking program - recruit for pass discount	2
Fare card options - print at home, dispensers that take credit cards, reusable cards (add value), more than 10 rides - not tied to time period	2
special event buses	1