

# Transit Focus Group Comments

Comment_No	Public_Comment	Asset_Deficiency
649	Transit center: facility that offers weather/protection, restrooms, water, a nearby seating area, very humane, civic minded. Transit riders aren't treated like second class citizens.	Asset
650	SMRT worked well to visit Viroqua and see the countryside.	Asset
652	La Crosse County (employer) offers discounted MTU passes for all employees.	Asset
653	SMRT bus provides good service to the County campus.	Asset
655	Free student pass.	Asset
656	Northside Route 6.	Asset
657	Great staff on busses.	Asset
658	Transit center location - able to interchange between systems and get out of weather.	Asset
659	Coverage of city of La Crosse - fairly good ability to move around city.	Asset
660	SMRT bus - examples of how we need to expand beyond city of La Crosse to regional systems.	Asset
661	Bus drivers try really hard to make connections for riders.	Asset
662	Transit center.	Asset
663	Very good overall service for a small city.	Asset
664	Bus drivers (with one exception) are all very helpful and courteous.	Asset
665	Holding buses at transfer points is essential.	Asset
666	Busses accommodate bikes (although not enough at a time).	Asset
667	University students get pass.	Asset
668	Route to mall/Onalaska shopping.	Asset
669	Pick up by UWL.	Asset
670	I'm glad we have a bus system that is mostly on time.	Asset
671	I'm glad we have bikes on busses.	Asset
672	I'm glad we can connect (sort of) with Onalaska, Holmen, West Salem.	Asset
673	Drivers attitude.	Asset
674	Transit center.	Asset
675	MTU FT stop (work with people with disabilities).	Asset
679	Transit center; covered, warm, bathrooms.	Asset
680	Shared Ride cab - transfer from MTU free transfer one way access Onalaska, Holmen (stops at 7:00).	Asset
681	Bargain UWL (?) or employee a normal bus pass \$75.	Asset
682	Bus service - transit center.	Asset
683	Four lane Hwy 16.	Asset
684	Four lane to Minnesota/La Crescent	Asset
685	Helpful drivers, MTU administration.	Asset

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688	Four lane Losey Blvd.	Asset
689	Employer rider discounts.	Asset
700	Cost is low.	Asset
701	Easy system to understand.	Asset
706	Discounted pass at work.	Asset
707	On 2 bus etc.	Asset
708	Easy access to downtown.	Asset
739	High school bus passes are good!!	Asset
	Good drivers, SMRT.	Asset
	Student passes for high school students and elementary.	Asset
4649	Shelters - more shelters needed especially in winter weather. Some shelters placed poorly for accessibility.	Deficiency
4650	Hours in general: MTU Sunday end 5:40 Saturday end 6:40 M-F 8:40. Need to get a cab home from La Crosse Center. Should ride service end at 7:00, problem getting home from Heider Center event.	Deficiency
4651	Onalaska has limited bus service and none on weekends.	Deficiency
4652	Regional transit service beyond the city of La Crosse needs to be improved considerably; expand the SMRT bus concept to more locations.	Deficiency
4653	La Crosse/Onalaska/Holmen. Should have one integrated transit system: form one utility for the area.	Deficiency
4654	Regional transit planning is lacking: form a Regional Transit Authority (RTA) needs political action.	Deficiency
4658	Wi-Fi on MTU would be nice.	Deficiency
4659	Apps, route planner. Better than current one website needed.	Deficiency
4664	Shelters. Need better covered shelters at more stops with map of route and real time where's the bus. Solution - hold local competition to design and build incorporate solar and smart tech.	Deficiency
4665	Who knows? Send a family pass to every city tax payer at the beginning of the year. If city's share bumps up slightly and many more people ride it will pay for itself.	Deficiency
4666	Day passes 1, 2, 3, 5 for visitors, short term riders, etc.	Deficiency
4667	Limited MTU weekend and holiday hours; more coverage.	Deficiency
4668	Limited promotion/visibility of SMRT; signage at stops - maybe even with a general map of where it goes.	Deficiency
4669	Limited frequency of Jefferson lines (only once per day to Madison for example).	Deficiency
4685	All bus routes in La Crosse go through transit center: some grid system routes should be added.	Deficiency
4686	Give busses priority at signaled intersections.	Deficiency
4687	Bus rapid transit system on Hwy 16 to speed transit from West Salem/Onalaska. BRT/express bus/park and ride.	Deficiency
4694	Schedule goes to hourly too early, stops too early especially on weekends: make changes to schedule.	Deficiency

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4695	Express routes during commuter hours i.e. north/south express from VV Mall to southside Walmart, vv mall, or Woodmans Park and Ride: add 15-20 min service during am and pm commuter time (cheaper than building more roads).	Deficiency
4696	Where is the bus? Especially during bad weather bus is often late or has broken down or even has skipped part of a route: online GPS real time bus tracking by smart phone/phone/internet and at each bus stop.	Deficiency
4697	Advertising for bus services includes low cost, environmental benefits, ease/convenience (if so) friends of MTU coordinate with city/regional transit to get the word out, ads, pass, speakers at businesses, schools, etc.	Deficiency
4698	Not taking advantage of area events to push transit over single occupancy vehicles (SOV): work with venues to offer free rides with ticket or free desert or whatever.	Deficiency
4699	Commuters. Building roads or adding transit does not alleviate congestion. But shifting demand time (\$ or policy) does. So, make driving SOV expensive and inconvenient and using transit cheap and easy.	Deficiency
4700	No service to Amtrak station.	Deficiency
4701	Poor/inadequate service to airport.	Deficiency
4703	Need event service. I.e. get stranded if take bus to Freedom Fest.	Deficiency
4704	Riders disturbing of riders. Not following bus rules (eating).	Deficiency
4705	Buses can be dirty.	Deficiency
4706	60 minute service in evenings and weekends.	Deficiency
4707	Route 9 - 4 hour gap, no weekend one-hour service.	Deficiency
4708	Poor crossings to bus stops across major roads.	Deficiency
4712	No circulator routes to service core areas.	Deficiency
4713	No service to Holmen and West Salem.	Deficiency
4714	Poor/no holiday service.	Deficiency
4715	All points go downtown, takes over an hour to get to the mall (9 minute drive).	Deficiency
4716	No good service to DMV/Woodmans. Have to rely on route 9 which bites.	Deficiency
4717	Large sections have unidirectional service.	Deficiency
4721	Park and Rides: Place them outside the city in multiple locations.	Deficiency
4722	Extend hours of service at night: add an extra hour at night so people who work at mall for example can close get the bus and then switch bus to get home.	Deficiency
4723	Permanent circulator bus from downtown/campus area: keep and improve new system when it starts in September.	Deficiency
4724	Crosswalk at RF by Pizza King: blinking light, overpass, etc.	Deficiency
4725	Safe ride expansion: expand to urban area?	Deficiency
4726	Urban transportation for people with disabilities: urban expansion.	Deficiency
4727	Signs of time of arrival and some stop.	Deficiency
4728	Better promotion by institutions/employers.	Deficiency
4729	Not frequent enough: start run earlier for some routes.	Deficiency

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4730	UWL needs more bike infrastructure: bike lanes, etc.	Deficiency
4731	Any new bus routes and stops: the more the better.	Deficiency
4733	Attitude of access, Abby, driver, etc.: more MTU professionalism.	Deficiency
4736	Poor options for commuters from other communities (this leads to parking issues and traffic congestion): BRT, expand SMRT routes, park and ride lots.	Deficiency
4737	Not a lot of users of discounted pass programs; better marketing of programs; maybe deeper discount or other benefit to encourage users.	Deficiency
4739	Busses only hold two bikes at a time which presents conflicts during transfers: more bike racks on busses.	Deficiency
4740	Shared ride is random in pricing and scheduling and access; also expensive when combined with bus fare: one bus/transit pass to cover all.	Deficiency
4741	Bus frequency makes it hard to tackle errands, busses like #9, 8, 7 only run 1x per hour with gaps: no busses on holidays is wrong, no Onalaska busses on weekends.	Deficiency
4748	Busses are dirty and cloth seats get icky (on rainy days particularly) also shocks are in disrepair: clean and maintain more often; replace with seats w/ plastic.	Deficiency
4749	Trying to go from outlying areas (Onalaska, West Salem, etc.) to south side takes too many transfers to be efficient: BRT from Onalaska/West Salem downtown or to south side, perhaps with dedicated lanes during "rush hour."	Deficiency
4750	Coverage in Onalaska is very lacking - more busses and more frequent route runs would increase commuter use.	Deficiency
4752	Warmers at some stops.	Deficiency
4753	Benches: more benches.	Deficiency
	Bus stops (more of them) need bike racks for bikes that can't fit on the bus - kind of like park and ride for bikes.	Deficiency