

Transit Focus Group Comments

| Comment_No | Public_Comment | Asset_Deficiency |
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| 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 |