

AGENDA

**MASS TRANSIT COMMISSION
WEDNESDAY, OCTOBER 13, 2021
MONONA CITY HALL
5211 SCHLUTER ROAD
6:00 P.M.**

Remote Teleconference Meeting via ZOOM

NOTICE OF ELECTRONIC MEETING

Due to the COVID-19 pandemic, an electronic videoconferencing/teleconferencing option is available for this meeting. As such, it is possible that some or all members of, and a possible quorum, may be in attendance via electronic means and not physically present. In accordance with Wisconsin law, the meeting will remain open to the public. The public may attend in person at the location stated in this agenda or via electronic means. Directions to do so are listed at the bottom of this agenda. Upon reasonable notice, the needs of disabled individuals will be accommodated through auxiliary aids or services. For additional information or to request this service, contact Joan Andrusz at 608-222-2525.

1. Call To Order
2. Roll Call
3. Appearances
 - A. First Student
4. Approval of Minutes of the May 12, 2021, August 11, 2021 and September 20, 2021 Meetings.
5. Unfinished Business
 - A. Ridership Report
 - B. First Student Update
 - C. Review of 2021 Transit Survey
 - D. Discuss Potential Committee Contributions or Suggestions to the City's Ongoing and Expanding DEI Initiatives
6. New Business
7. Adjournment

DIRECTIONS TO ATTEND MEETING ELECTRONICALLY

You may attend via videoconference at <https://us02web.zoom.us/j/81082965808> or by downloading the free Zoom program to your computer at <https://zoom.us/download>. At the date and time of the meeting log on through the Zoom program and enter Meeting ID: 810 8296 5808.

You may attend via telephone conference by calling the following phone number:

PHONE NUMBER: 1-312-626-6799 / MEETING ID: 810 8296 5808, FOLLOWED BY #

Please mute your phone when not speaking to ensure best possible audio quality.

PUBLIC APPEARANCE BY ZOOM

Persons interested in publicly appearing before the Finance & Personnel Committee via computer or phone on the Zoom application are asked to submit an Appearance Before a City Committee form so that we can accommodate all online and phone requests to speak. Please submit your form as soon as possible. Requests will be accepted before and during the meeting until the Appearances section is closed. Requests submitted after the Appearances section is closed will not be able to speak. Link to form:

<https://www.mymonona.com/FormCenter/Committee-Application-11/Appearance-Before-a-Committee-Citizen-Co-82>

WRITTEN COMMENTS

You can send written comments on agenda items to mhoutakker@ci.monona.wi.us.

NOTE: Upon reasonable notice, the City of Monona will accommodate the needs of disabled individuals through auxiliary aids or services. For additional information or to request this service, contact Marc Houtakker at (608) 222-2525 (not a TDD telephone number), FAX: (608) 222-9225, or through the City Police Department TDD telephone number 441-0399.

The public is notified that any final action taken at a previous meeting may be reconsidered pursuant to the City of Monona ordinances. A suspension of the rules may allow for final action to be taken on an item of New Business.

It is possible that members of and a possible quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information or speak about a subject, over which they have decision-making responsibility. Any governmental body at the above stated meeting will take no action other than the governmental body specifically referred to above in this notice.

MH

MASS TRANSIT COMMISSION MINUTES
AUGUST 11, 2021

The regular meeting of the Mass Transit Commission for the City of Monona was called to order by Chairman Grupe at 6:05 p.m.

Present: Chairman Grupe, Chairman Goforth, Jim Keck, and Doug Pahl

Absent: Addi Faerber and Andrew Petro

Also Present: Finance Director Marc Houtakker

APPROVAL OF MINUTES

None

APPEARANCES

None

UNFINISHED BUSINESS

Finance Director Houtakker updated the commission on the 2021 ridership report. The ridership report was updated thru July 2021. Mr. Houtakker noted the overall ridership decreased by 2,518 from last year, because of Covid 19. Mr. Houtakker noted that July was averaging 18 rides per day increase from 7 rides per day in January 2021. The Monona Express is averaging about 9 riders in Morning loop and 9 riders on the afternoon loop. Finance Director Houtakker also noted the Monona lift had an increase of 116 rides compared to last year. Finance Director Houtakker noted the Monona Lift July ridership was higher than July of 2016 and 2017 ridership. The Monona Lift is running closer to pre covid numbers.

Chairman Grupe talked about at the Senior Committee meeting New Bridge picks up riders (Madison) and takes them to Warner Park for concerts. The cost is \$160 per event using Badger Bus. Chairman Grupe and Goforth both noted in the Transit Survey that residents are asking for services for Monona concerts in the park, weekend or night services. These are services the City does not offer. Finance Director Houtakker noted the City has contracted with First Students for various events outside of their normal bus services. They were mainly park and ride type services. Finance Director Houtakker is going to follow up with Senior Center Director for additional information.

NEW BUSINESS

Finance Director Houtakker reviewed the bids for the transit service. The City received two bids. First Student bid for five years was \$2,311,488 and only for used buses. Mobility Transformation, Inc. was for \$2,311,488 for new electric buses. The difference between the two bids was \$791,936 over 5 years. Mr. Houtakker stated the Commission would need a reason not to accept the low bid. The Commission like the idea of having electric buses but talked about how it was not included in the RFP. The Commission said it should be added for future RFP's. The Commission was concerned with First Student using old buses and wanted First Student to give them a price for new buses.

MASS TRANSIT COMMISSION MINUTES
MAY 12, 2021

The regular meeting of the Mass Transit Commission for the City of Monona was called to order by Chairman Grupe at 6:00 p.m.

Present: Chairman Goforth, Andrew Petro, Jim Keck, Addi Faerber and Doug Pahl

Absent: Chairman Grupe

Also Present: Finance Director Marc Houtakker

APPROVAL OF MINUTES

None.

APPEARANCES

Shree Kalluri, Owner, Mobile 22 asked about the Transit RFP and talked about their electric buses.

UNFINISHED BUSINESS

Finance Director Houtakker updated the commission on the 2021 ridership report. The ridership report was updated thru April 2021. Mr. Houtakker noted the overall ridership decreased by 2,518 from last year, because of Covid 19. Mr. Houtakker noted that April 21 was the first increase from the prior year since February 2020. The Monona Express is averaging about 5 riders in Morning loop and 5 riders on the afternoon loop. Finance Director Houtakker also noted the Monona lift had a decrease of 265 rides compared to last year. Finance Director Houtakker noted that even with Covid 19 the Monona Lift is still being used by seniors.

The Transit Commission reviewed questions submitted by Commission members included in the packet. The Commission members debated what type of questions they wanted on the survey. The Commission focused their questions on what modes of transportation do current resident's use, ways to improve the current service, what current riders like about Monona Transit, and ways to attractive to riders. Commission wanted demographic information like age, gender, ethnicity, and household information. The Commission asked Ms. Faerber to write up a final transit survey for approval at the next meeting.

NEW BUSINES

Chairman Goforth talked about the City's DEI report Chairman Goforth stated the council just received the first report from the City's consultants and their initial findings. Chairman Goforth said she would email the report to the Commission. Ms. Houtakker stated Chairman Grupe ask this be a standing agenda item until further notice.

ADJOURNMENT

A motion by Mr. Keck, seconded by Mr. Pahl to adjourn, was carried. (7:30p.m.)

MASS TRANSIT COMMISSION

May 12, 2021

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Marc Houtakker
Finance Director

Ridership Report
Monona Express

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Variance	2021 Days	2021 Rides Per Day
Jan	878	789	871	988	844	983	1,136	1,053	1,260	135	(1,125)	20	7
Feb	781	799	841	921	949	968	1,105	1,183	1,246	145	(1,101)	20	7
Mar	760	791	883	921	1,055	1,090	1,163	1,100	654	154	(500)	23	7
Apr	668	767	918	830	882	909	1,157	1,121	40	248	208	22	11
May	707	731	757	689	719	955	966	1,019	17	238	221	20	12
Jun	560	635	644	694	770	905	780	909	44	278	234	22	13
Jul	548	628	604	662	597	794	940	921	69	382	313	21	18
Aug	591	643	556	626	746	983	1,016	955	48	429	381	22	20
Sep	535	606	795	771	843	856	993	1,104	110	477	367	21	23
Oct	590	686	866	752	885	971	1,116	1,232	141				
Nov	589	687	814	712	892	1,036	1,002	1,174	105				
Dec	508	707	847	717	865	902	795	958	114				
	7,715	8,469	9,396	9,283	10,047	11,352	12,169	12,729	3,848	2,486	(1,002)	191	13

Monona Lift

	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	Variance	2021 Days	2021 Rides Per Day
Jan	623	535	439	457	419	468	438	367	565	299	(266)	20	15
Feb	559	497	437	476	501	466	382	414	481	337	(144)	20	17
Mar	605	561	436	575	489	559	473	475	408	402	(6)	23	17
Apr	482	552	533	482	408	428	455	548	253	404	151	22	18
May	601	576	526	430	478	498	471	529	281	393	112	20	20
Jun	545	498	542	463	530	470	486	450	306	437	131	22	20
Jul	615	577	513	479	408	404	457	551	299	437	138	21	21
Aug	651	580	489	484	529	458	534	480	333	445	112	22	20
Sep	683	513	518	535	523	477	484	489	299	479	180	21	23
Oct	529	599	521	557	565	479	562	610	329				
Nov	540	438	406	467	503	455	503	472	284				
Dec	539	489	489	478	497	464	448	504	365				
	6,972	6,415	5,849	5,883	5,850	5,626	5,693	5,889	4,203	3,633	408	191	19
Total	14,687	14,884	15,245	15,166	15,897	16,978	17,862	18,618	8,051	6,119	(594)	191	32

Aug
~~AUG~~

Ridership
PM ~~AM~~ Loop

Date	1	2	3	4	Total
2	4	4	-	1	9
3	5	4	-	1	10
4	4	5	1	2	12
5	5	3	2	1	11
6	2	1	-	1	4
9	2	4	1	1	8
10	3	3	-	2	8
11	5	4	1	1	11
12	3	1	-	1	5
13	3	1	-	1	5
16	4	3	1	1	9
17	5	3	-	1	9
18	5	2	-	3	10
19	4	2	2	1	9
20	4	2	1	3	10
23	5	3	-	1	9
24	8	6	-	1	15
25	4	4	-	1	9
26	4	2	-	1	7
27	3	3	-	-	6
30	5	6	1	-	12
31	8	6	-	-	14
	-	-	-	-	-
Total	95	72	10	25	202
Total days	22	22	22	22	22
Avg per Day	4.32	3.27	0.45	1.14	9.18

SEPT Date	Ridership AM Loop				Total
	1	2	3	4	
1	1	2	4	3	10
2	-	1	7	3	11
3	1	1	4	6	12
7	1	2	6	6	15
8	1	1	7	5	14
9	-	3	4	4	11
10	1	1	2	4	8
13	1	2	8	4	15
14	1	2	7	5	15
15	-	-	6	6	12
16	-	2	5	7	14
17	1	1	5	4	11
20	-	1	5	4	10
21	-	4	10	5	19
22	1	1	6	9	17
23	-	3	7	4	14
24	-	1	5	3	9
27	-	-	6	4	10
28	-	2	7	6	15
29	1	-	2	7	10
30	-	1	3	6	10
	-	-	-	-	-
	-	-	-	-	-
Total	10	31	116	105	262
Total days	21	21	21	21	21
Avg per Day	0	1	6	5	12

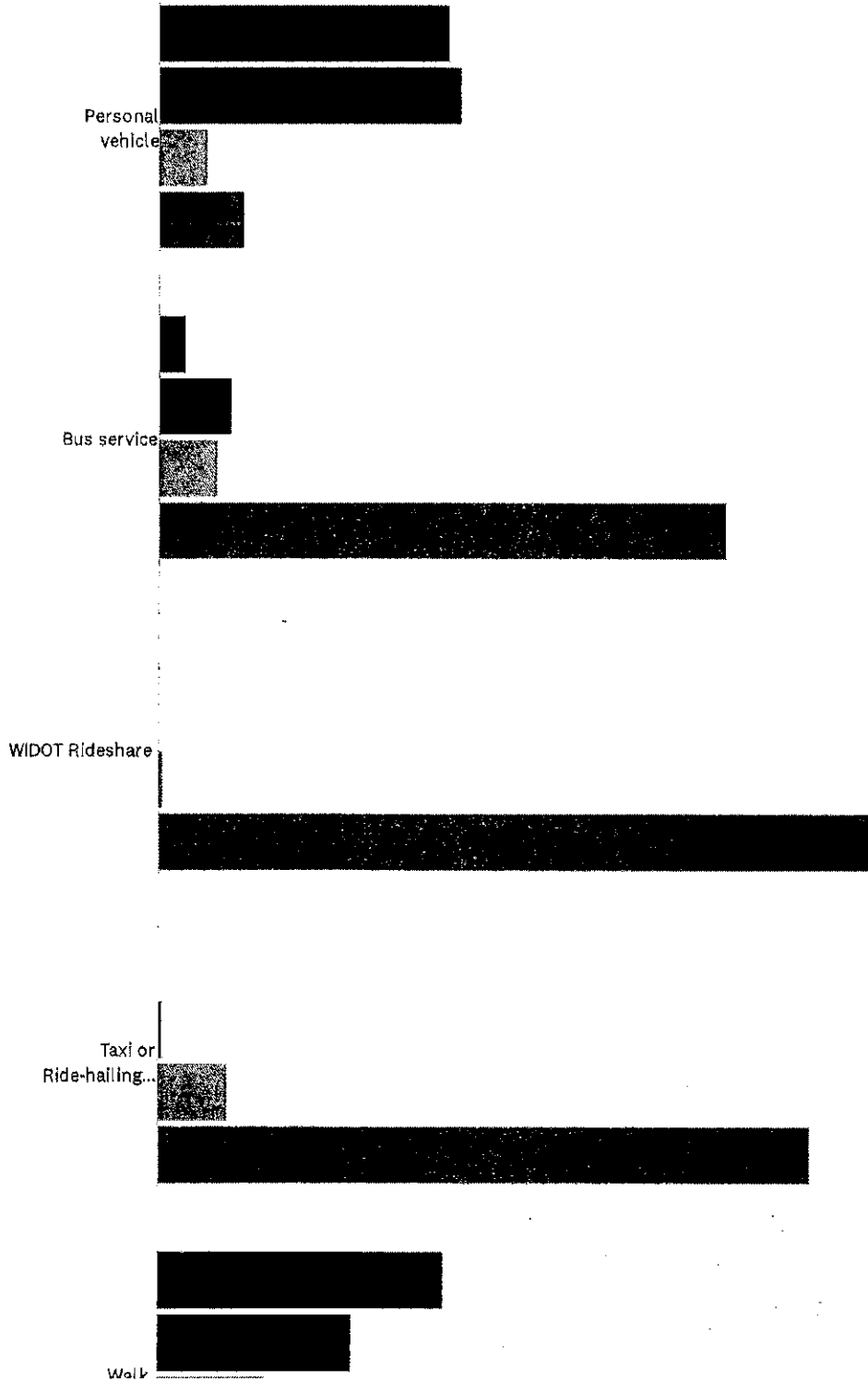
Ridership
PM Loop

SEPT Date	1	2	3	4	Total
1	4	5	2	1	12
2	5	4	-	1	10
3	4	3	-	1	8
7	6	4	-	1	11
8	8	3	-	1	12
9	7	3	-	2	12
10	6	1	-	1	8
13	3	6	1	1	11
14	9	3	-	1	13
15	4	3	2	1	10
16	4	5	-	1	10
17	3	2	-	1	6
20	4	5	-	2	11
21	12	5	-	3	20
22	7	4	1	1	13
23	7	3	-	1	11
24	6	2	-	1	9
27	-	5	-	1	6
28	-	8	-	1	9
29	-	5	-	-	5
30	-	7	-	1	8
-	-	-	-	-	-
-	-	-	-	-	-
Total	99	86	6	24	215
Total days	21	21	21	21	21
Avg per Day	5	4	0	1	10

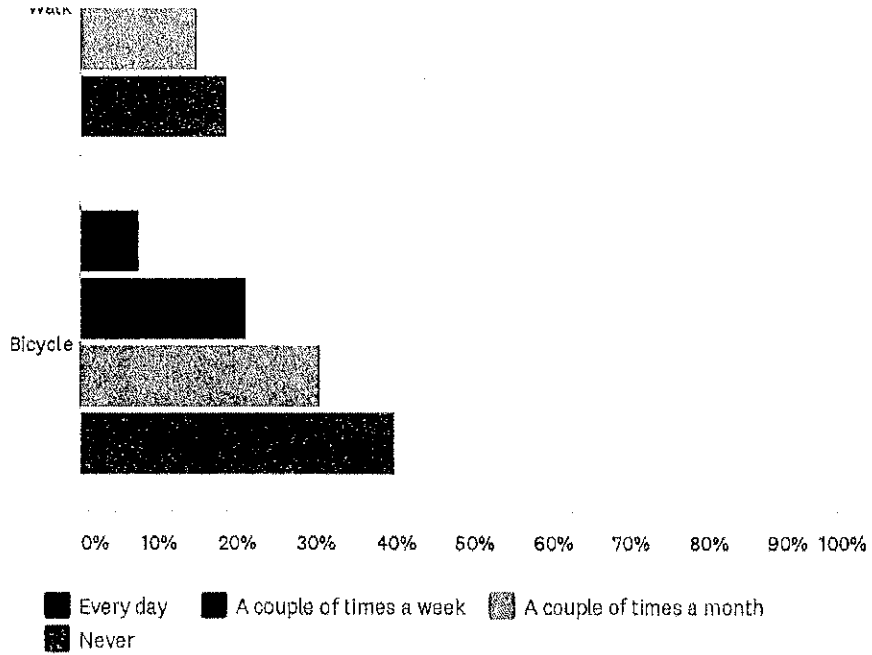
Monona Transport Survey

Q1 In the past 30 days, how often did you use these different modes of transportation?

Answered: 166 Skipped: 1



Monona Transport Survey

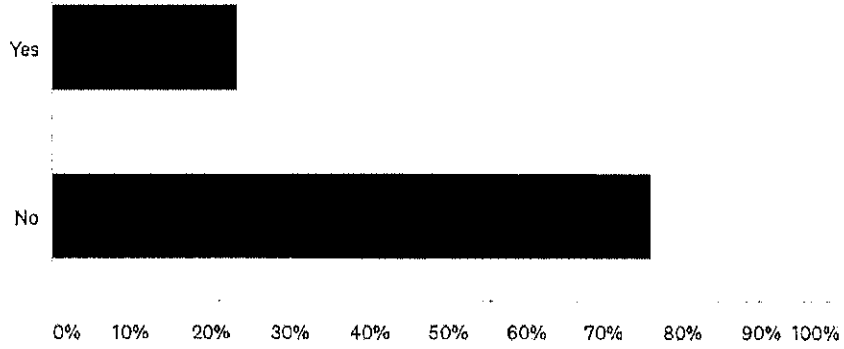


	EVERY DAY	A COUPLE OF TIMES A WEEK	A COUPLE OF TIMES A MONTH	NEVER	TOTAL
Personal vehicle	39.88% 65	41.72% 68	6.75% 11	11.66% 19	163
Bus service	3.73% 6	9.94% 16	8.07% 13	78.26% 126	161
WIDOT Rideshare	0.00% 0	0.00% 0	0.63% 1	99.37% 157	158
Taxi or Ride-hailing service	0.00% 0	0.64% 1	9.62% 15	89.74% 140	156
Walk	39.38% 63	26.88% 43	15.00% 24	18.75% 30	160
Bicycle	7.55% 12	21.38% 34	30.82% 49	40.25% 64	159

Monona Transport Survey

Q2 Have you ridden a bus in the past 6 months?

Answered: 165 Skipped: 2



ANSWER CHOICES

Yes

No

TOTAL

RESPONSES

23.64%

76.36%

39

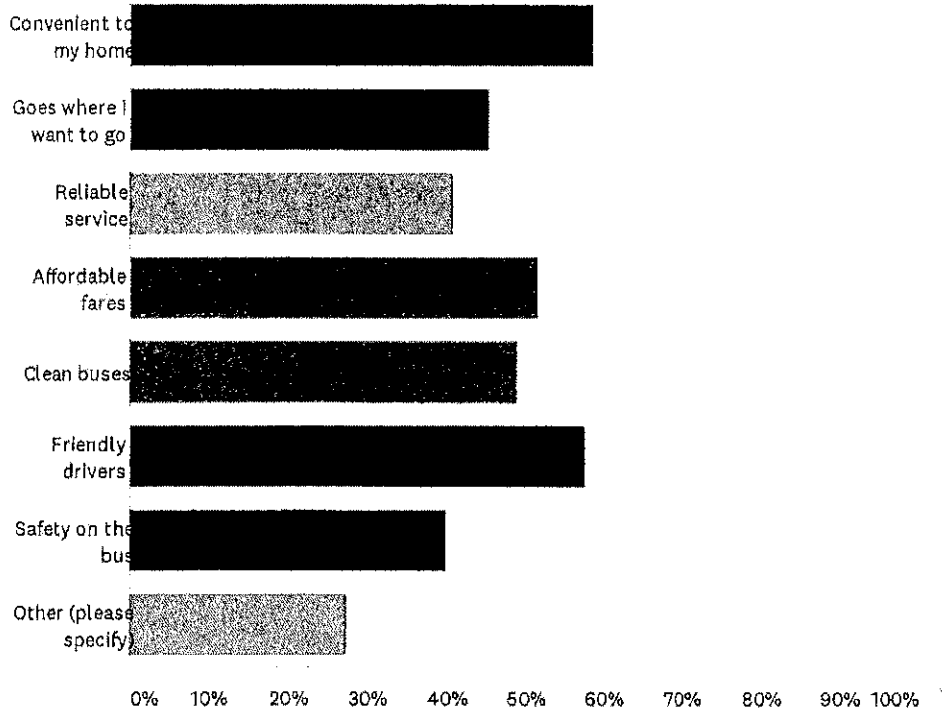
126

165

Monona Transport Survey

Q3 What are the best parts of Monona Transit? (Select all that apply.)

Answered: 112 Skipped: 55



ANSWER CHOICES

- Convenient to my home
- Goes where I want to go
- Reliable service
- Affordable fares
- Clean buses
- Friendly drivers
- Safety on the bus
- Other (please specify)

RESPONSES

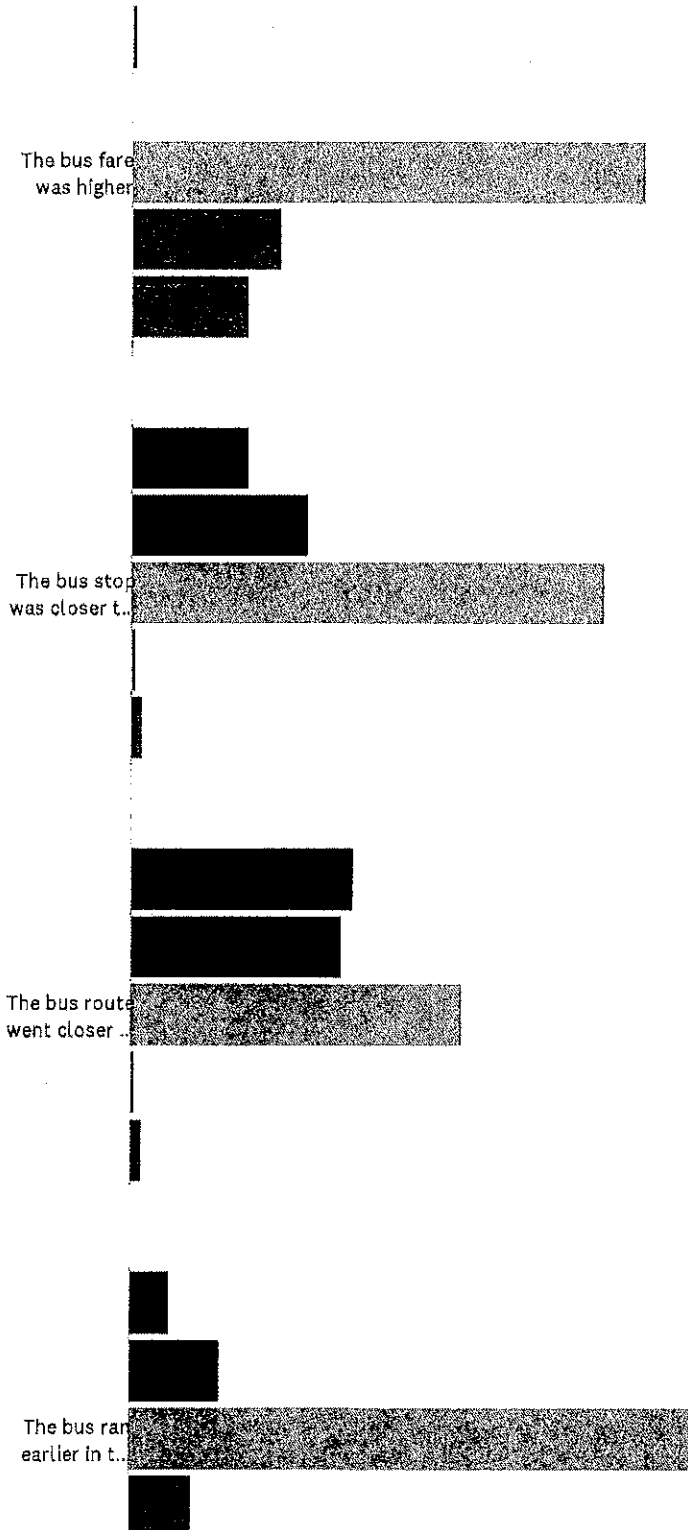
Convenient to my home	58.93%	66
Goes where I want to go	45.54%	51
Reliable service	41.07%	46
Affordable fares	51.79%	58
Clean buses	49.11%	55
Friendly drivers	58.04%	65
Safety on the bus	40.18%	45
Other (please specify)	27.68%	31

Total Respondents: 112

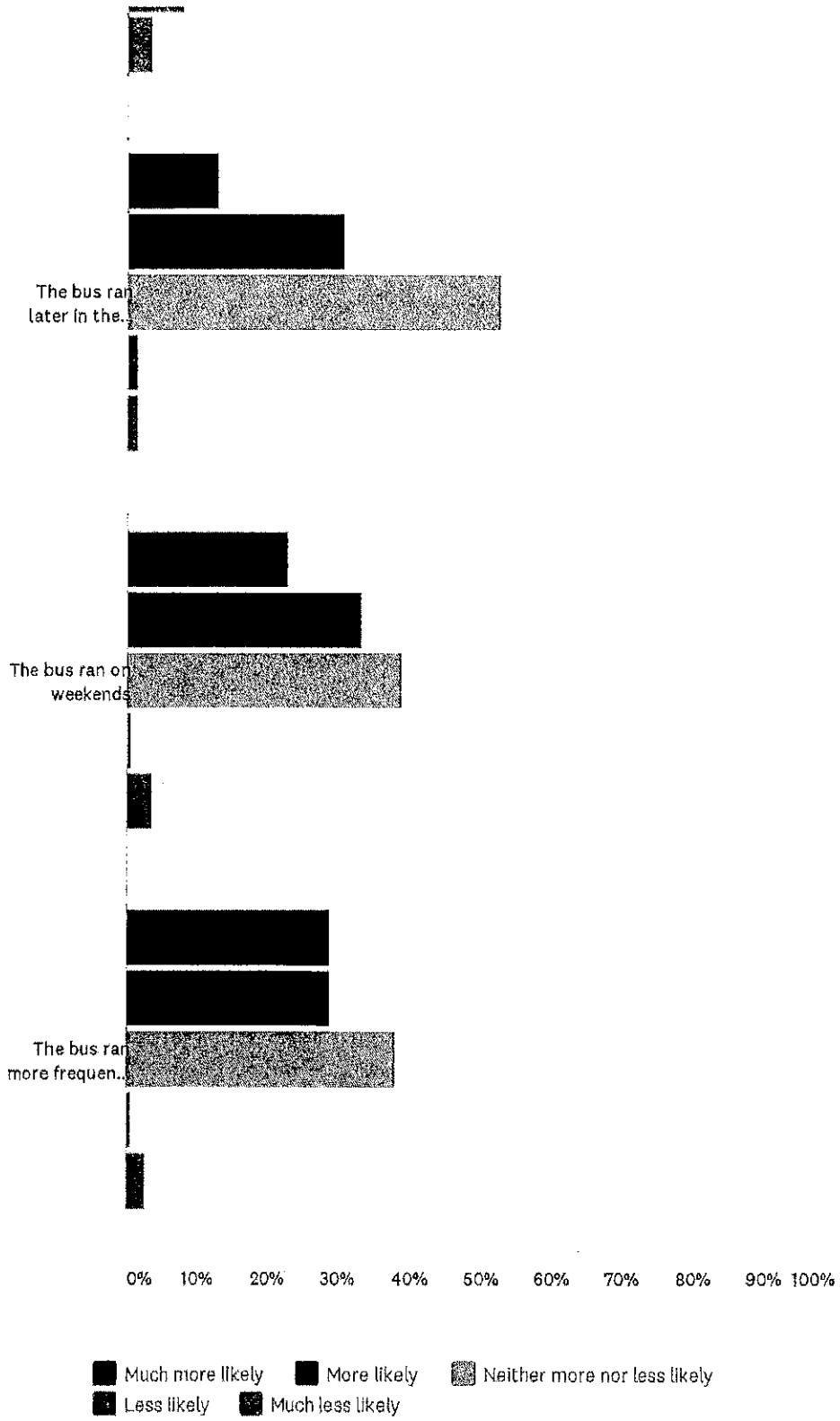
Monona Transport Survey

Q4 Would you be more or less likely to ride Monona Transit if:

Answered: 148 Skipped: 19



Monona Transport Survey



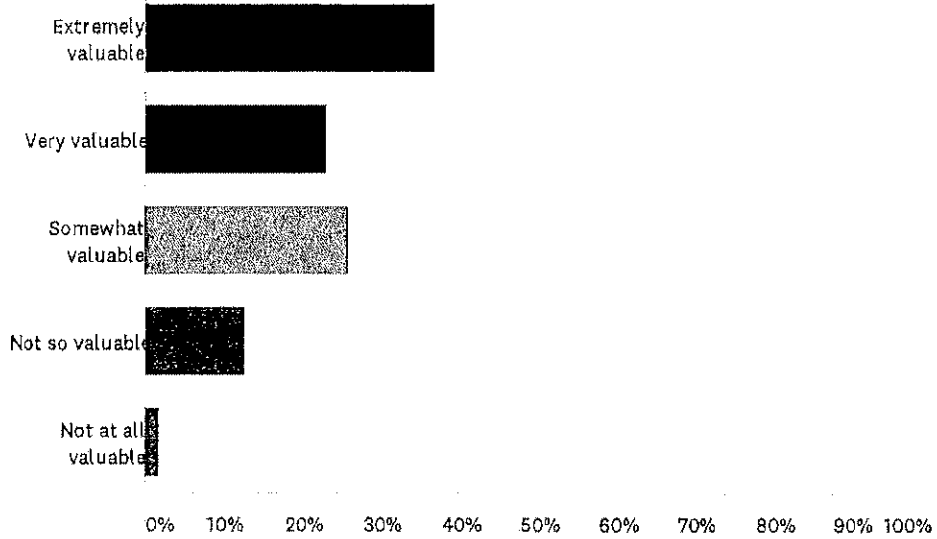
Monona Transport Survey

	MUCH MORE LIKELY	MORE LIKELY	NEITHER MORE NOR LESS LIKELY	LESS LIKELY	MUCH LESS LIKELY	TOTAL
The bus fare was higher	0.70% 1	0.00% 0	65.49% 93	19.01% 27	14.79% 21	142
The bus stop was closer to my home	14.89% 21	22.70% 32	60.28% 85	0.71% 1	1.42% 2	141
The bus route went closer to my destination	28.47% 41	27.08% 39	42.36% 61	0.69% 1	1.39% 2	144
The bus ran earlier in the morning	6.07% 7	11.59% 16	71.74% 99	7.97% 11	3.62% 5	138
The bus ran later in the evening	12.95% 18	30.94% 43	53.24% 74	1.44% 2	1.44% 2	139
The bus ran on weekends	23.08% 33	33.57% 48	39.16% 56	0.70% 1	3.50% 5	143
The bus ran more frequently during the day	29.17% 42	29.17% 42	38.19% 55	0.69% 1	2.78% 4	144

Monona Transport Survey

Q6 Overall, how valuable is Monona Transit to the residents of Monona?

Answered: 152 Skipped: 15

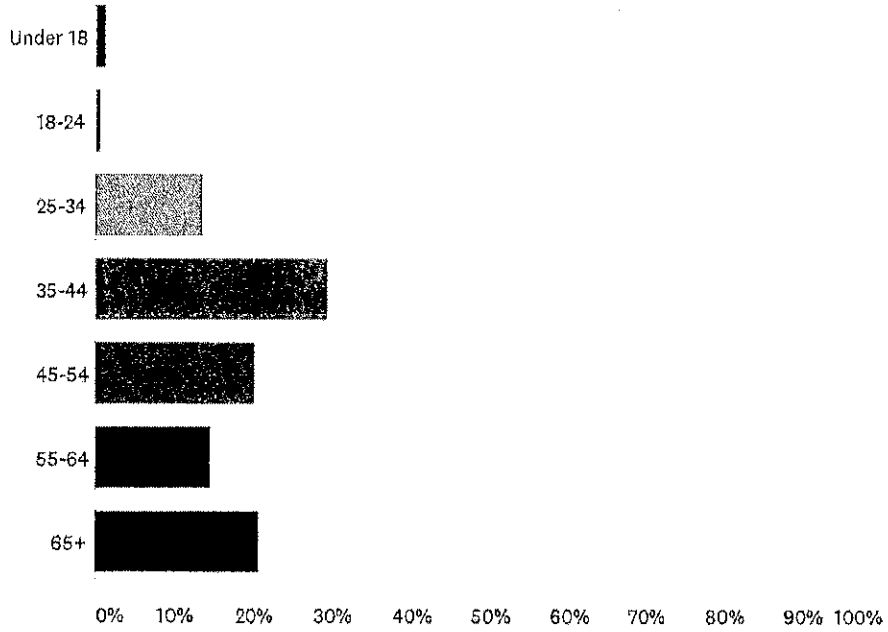


ANSWER CHOICES	RESPONSES	
Extremely valuable	36.84%	56
Very valuable	23.03%	35
Somewhat valuable	25.66%	39
Not so valuable	12.50%	19
Not at all valuable	1.97%	3
TOTAL		152

Monona Transport Survey

Q8 What is your age?

Answered: 163 Skipped: 4



ANSWER CHOICES

Under 18

18-24

25-34

35-44

45-54

55-64

65+

Total Respondents: 163

RESPONSES

1.23%

0.61%

13.50%

29.45%

20.25%

14.72%

20.86%

2

1

22

48

33

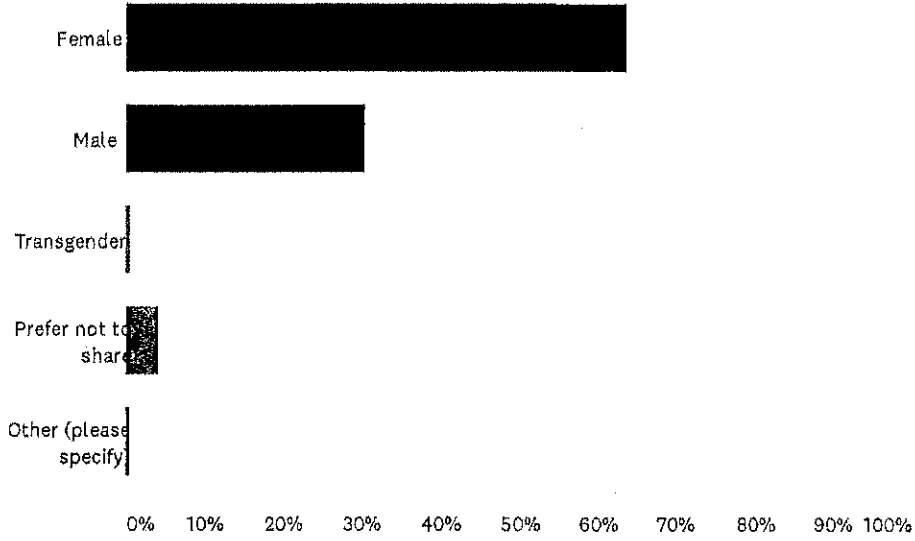
24

34

Monona Transport Survey

Q9 What is your gender?

Answered: 164 Skipped: 3



ANSWER CHOICES

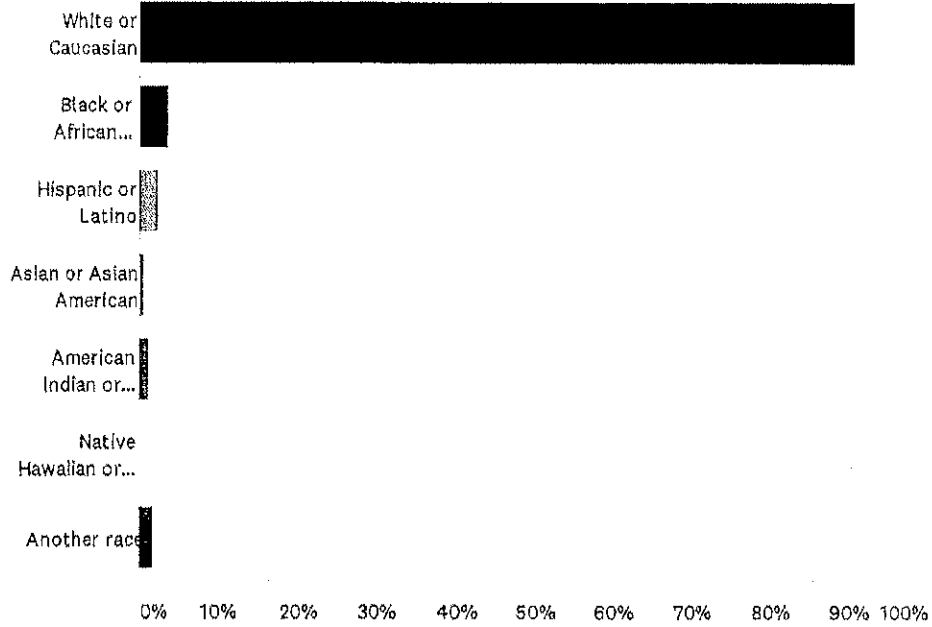
RESPONSES

ANSWER CHOICES	RESPONSES	
Female	64.02%	105
Male	30.49%	50
Transgender	0.61%	1
Prefer not to share	4.27%	7
Other (please specify)	0.61%	1
TOTAL		164

Monona Transport Survey

Q10 What is your ethnicity?

Answered: 159 Skipped: 8



ANSWER CHOICES

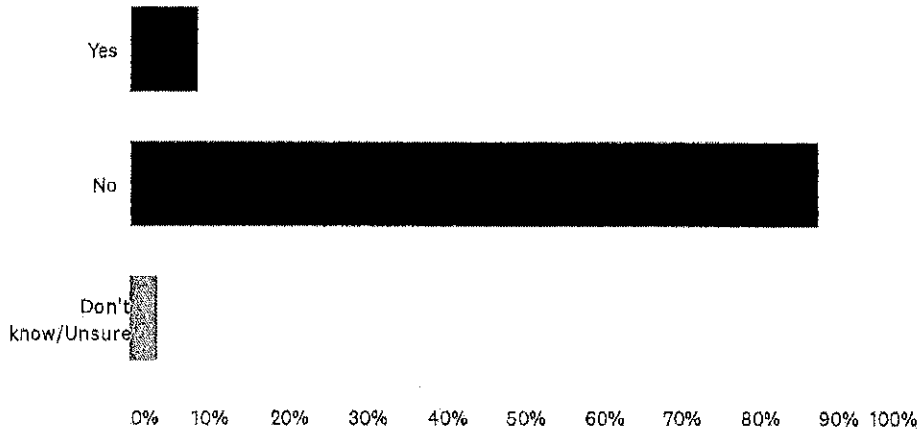
RESPONSES

White or Caucasian	91.19%	145
Black or African American	3.77%	6
Hispanic or Latino	2.52%	4
Asian or Asian American	0.63%	1
American Indian or Alaska Native	1.26%	2
Native Hawaiian or other Pacific Islander	0.00%	0
Another race	1.89%	3
Total Respondents: 159		

Monona Transport Survey

Q11 Do you have a temporary or permanent condition that makes it difficult for you to travel outside the home?

Answered: 165 Skipped: 2



ANSWER CHOICES

RESPONSES

Yes	8.48%	14
No	87.88%	145
Don't know/Unsure	3.64%	6
TOTAL		165

Monona Transport Survey

Q12 How many people live in your household?

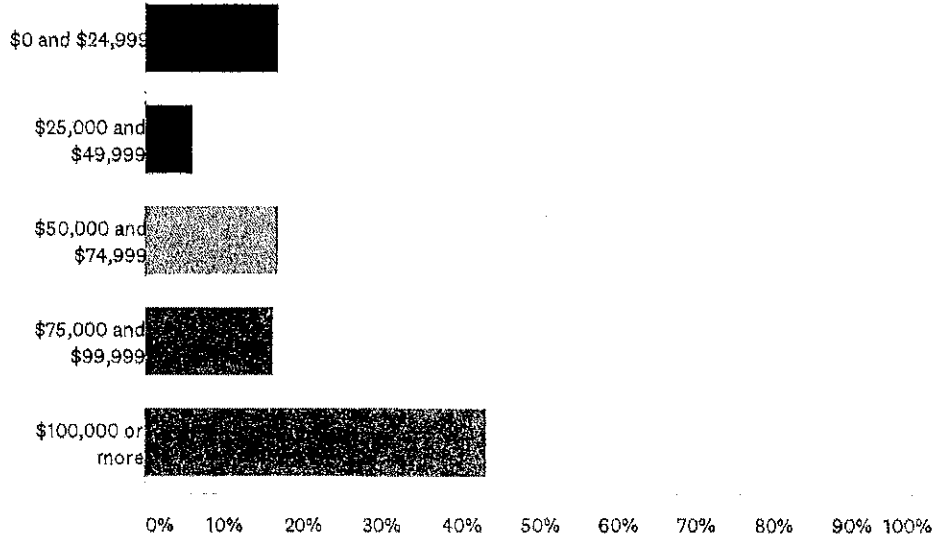
Answered: 161 Skipped: 6

ANSWER CHOICES	RESPONSES	
# Adults	100.00%	161
# Children	64.60%	104

Monona Transport Survey

Q13 What is the total annual income of your household?

Answered: 147 Skipped: 20



ANSWER CHOICES	RESPONSES	
\$0 and \$24,999	17.01%	25
\$25,000 and \$49,999	6.12%	9
\$50,000 and \$74,999	17.01%	25
\$75,000 and \$99,999	16.33%	24
\$100,000 or more	43.54%	64
TOTAL		147

Monona Transport Survey

Q7 How can we improve the Monona Transit Service?

Answered: 81 Skipped: 86

Monona Transport Survey

Q7 How can we improve the Monona Transit Service?

Answered: 81 Skipped: 86

#	RESPONSES	DATE
1	The Monona Transit only goes to a few location. The city should make the service/routes available for everyone.	9/13/2021 2:39 PM
2	Weekends	9/13/2021 2:24 PM
3	Expand your radius, longer days and weekends	9/13/2021 2:23 PM
4	Have more stops	9/13/2021 2:21 PM
5	None	9/13/2021 2:06 PM
6	Partner with Madison Metro	9/1/2021 7:22 PM
7	stop the service or make self reliant financially	9/1/2021 7:00 PM
8	Add other destinations	8/4/2021 9:20 PM
9	Offer an additional bus during the am and pm.	8/4/2021 11:32 AM
10	More service from Monona to willy st/Atwood and downtown	8/3/2021 6:51 PM
11	Location. Fair. Frequency.	8/3/2021 6:13 PM
12	Before the pandemic, it was getting pretty crowded some mornings and a couple people would have to stand, which did not seem safe. I wonder if another route in the morning would be warranted.	8/3/2021 4:14 PM
13	Regular transport to downtown Madison	8/3/2021 1:30 PM
14	It is wonderful to be greeted by name in the morning! If there was a way to sign up for rides online, that would be great. But calling works. Things change last-minute is the only hard thing to predict with schedules sometimes.	8/3/2021 11:28 AM
15	Bus fair is a bit high, making it inaccessible for lower income individuals or those who need to use both Madison and Monona transit	8/3/2021 9:15 AM
16	Have more frequent stops and go to state street and Monroe street	8/3/2021 8:31 AM
17	Publicize it	8/3/2021 8:25 AM
18	expand ride possibilities non disabled and non commuter riders. May want to consider staffing a person for "on demand" ridership. Like Uber but paid for by the transit service. Set aside a little of the fare money for something wonderful like helping to fund a hot tub for the community pool. The market this plan. The pitch is "get a ride and support Monona to get a hot tub" Something like that.	8/3/2021 8:02 AM
19	Survey not clear on service route	8/3/2021 7:39 AM
20	Offer a 10 or 20 ride pass, offer a monthly pass. I ride in winter and on rainy days when my other office commuting options aren't good so I always struggle to find cash to pay the fare.	8/3/2021 7:38 AM
21	Join with Madison Metro, and honor their bus passes.	8/3/2021 7:32 AM
22	I would love it if service went throughout the day so I could be home in time to pick up my kids from school.	8/3/2021 7:30 AM
23	Have a discounted monthly pass in addition to the annual pass. Better real time tracking on the app.	8/3/2021 7:28 AM
24	Will be more apt to use service when I can no longer drive.	8/3/2021 7:10 AM
25	Provide more hours of service and destinations. Would love to use this service with my kids	8/3/2021 7:07 AM

Monona Transport Survey

26	More affordablw	8/3/2021 6:12 AM
27	Better punch card method so getting on goes quicker.	7/28/2021 9:20 PM
28	extend the evening hours for the senior/disable individuals, weekend runs, and extend services to other areas such as the dean clinic on the beltline hyway.	7/26/2021 9:17 PM
29	The bus ran too early for my commute to downtown so I never used it. It seems like it allows custom dropoff locations, but it would be nicer if there was a request form for saying what start/stop and times you'd like and pool the transit times/routes based on this.	7/26/2021 8:08 PM
30	Have earlier pickups and later drop offs.	7/22/2021 4:57 PM
31	We would love access to Aldo Leopold Nature Center for those that don't have personal transportation!	7/21/2021 2:19 PM
32	Make it more accessible for residents. Increase number of stops and routes so that Monona and Madison residents see it as a viable mode of transportation.	7/21/2021 1:33 PM
33	transporting to and FROM Madison! Madison folks work in Monona to and it would be great to be able to utilize that service.	7/20/2021 2:52 PM
34	Go to the nature center!!	7/20/2021 12:42 PM
35	make the Aldo Leopold Nature Center more accessible by bus	7/19/2021 11:51 AM
36	MAKE IT EASIER, CLOSER, EXTEND HOURS	7/16/2021 5:32 PM
37	The Monona Transit service runs the opposite of my needs (I live in Madison/on the edge of Monona and work in Monona). I can't use Madison bus service to get to my job, since there are so few stops in Monona. And I can't use Monona Transit since it doesn't serve people coming to Monona - for work, recreation, shopping, dining, etc. There need to be options for people who live in Madison and surrounding areas (students, bikers in inclement weather, families without a car, people with disabilities, those who are eco-conscious) who work in Monona and/or want to visit Monona destinations (Monona Parks, Grand Crossing, Aldo Leopold Nature Center, restaurants, shops). Better connecting Madison & Monona would decrease traffic congestion/parking issues and increase access, jobs, economic interests, vitality of Monona and quality of life for all.	7/15/2021 12:17 PM
38	Connect to Madison Metro. Join Dane Co.	7/5/2021 9:56 PM
39	Reverse the stops	7/5/2021 9:26 AM
40	increase times, routes and advertisements	7/2/2021 5:00 PM
41	Lower fair in low income areas and raise fair in middle income areas. Shorten route and establish park and ride.	7/1/2021 8:46 AM
42	Merge with Madison. Etro	6/29/2021 7:22 AM
43	Have Monona transit go to public offices (i.e.- city hall, library, pool, park, etc). It would be nice to have the bus make a grocery store loop.	6/28/2021 11:23 PM
44	Monona needs to pay for the Madison Bus system and not try to operate a system on their own.	6/25/2021 8:22 AM
45	?	6/24/2021 2:03 PM
46	Not sure at this time	6/22/2021 11:26 AM
47	I feel it is a large expense for the community that very few use. I believe this is one thing the Council should looked at with a sharp pencil. Could these funds be used for the WHOLE community in a better place.	6/19/2021 6:06 PM
48	Prepare for at-home workers returning to offices	6/19/2021 8:27 AM
49	Coordinate service with Madison Metro	6/18/2021 10:24 AM
50	I need an earlier PM route (3:00/3:15, State & Lake)	6/17/2021 6:39 PM
51	Increase # of trips during the day and weekend	6/17/2021 5:26 PM

Monona Transport Survey

52	Would love Transit options to airport, badger games on Saturdays or other UW main stage events (Kohl Center, Field House, etc).	6/17/2021 1:21 PM
53	The pricing is absurdly high. I work for UW, as do many people, and am able to get a yearly Madison Metro bus pass (subsidized by UW, I know) for under \$50.	6/17/2021 12:24 PM
54	Offer more trips off commuting hours	6/17/2021 10:39 AM
55	Before I retired from UW, I used the bus service but the schedule was WAY too early in am and pm.	6/16/2021 8:51 PM
56	Let Madison Metro into Monona, it is WAY past time for this type of service here.	6/16/2021 3:46 PM
57	continue to provide service that meets needs of seniors no longer able to drive safely on their own	6/16/2021 2:40 PM
58	Annual pass seems expensive and more flexibility for hybrid schedules where you could use it 2-3 days a week for a reduced price works be super helpful	6/16/2021 2:20 PM
59	It is pricey for a round trip; I pay just \$2 extra to park my car on campus per day. I can't commit to annual pass.	6/16/2021 1:34 PM
60	I lived for several years in a city with good public transportation and used it every day. Unfortunately, public transportation does offer services to where I work. I also think signage and info about service needs to be clearly marked.	6/16/2021 1:04 PM
61	City of Monona should contract with/connect to Madison Metro - make a sustainable (in all senses of the word) commitment to mass transit!	6/16/2021 11:35 AM
62	More consistent times that match the schedule. An automatic afternoon run downtown around noon for those who have to leave early instead of having to schedule it with dispatch.	6/16/2021 10:40 AM
63	The Monona express has been very helpful in non-Covid times.	6/16/2021 8:43 AM
64	It's really difficult to visualize the routes, especially when there aren't buses in service. How am I supposed to plan if the bus is a feasible option if there's no route map to reference when buses aren't in service? A route map with clearly marked stops would be very useful. Additionally, I'd like a legend regarding what kind of stop it is— just a sign post or is there a bench or shelter there?	6/15/2021 9:44 PM
65	Weekend service would be awesome. later run times during the week to allow for university students to be able to work in Monona and still get home.	6/15/2021 9:23 PM
66	I'm interested in the service continuing but in this moment I'm unable to use it bc I have an infant. I'm hopeful that it will be something we use in future.	6/15/2021 9:02 PM
67	Make usable by City of Madison bus passes	6/15/2021 4:13 PM
68	the best and worst part of the express is the individuality of the rides when there aren't a lot of riders. but this makes it a bit nerve wracking when you are watching the live position of the incoming bus detouring off of the route on the way to pick you up.	6/15/2021 3:58 PM
69	maybe by dropping off at some Madison bus stops	6/15/2021 3:54 PM
70	Weekend Service (at least Saturday)	6/15/2021 3:34 PM
71	It would be nice if the bus ran a little more frequently, like every half hour, during the time that it runs. It would also be helpful for the bus to run later in the evenings. It would also be convenient if the bus could be tracked using Google/apple maps like the city buses rather than the separate app. Bike racks on all of the buses would be nice.	6/15/2021 2:48 PM
72	Connect to Madison Metro Transit. If I want to take the bus downtown, I drive a couple miles up to Atwood and go from there. \$1 for senior citizens!	6/15/2021 2:40 PM
73	I know so little about it	6/15/2021 2:33 PM
74	More loops in evenings/weekends; endeavor to keep on schedule as much as possible (when I did ride to and from downtown, I'd sometimes call for a ride since I couldn't tell whether I'd missed the last bus or if it was just super late).	6/15/2021 2:15 PM
75	Contract with Madison Metro	6/15/2021 2:11 PM

Monona Transport Survey

76	Later buses and weekend service to downtown would be awesome! Syncing up with Madison bus routes for easy transfers	6/15/2021 1:50 PM
77	expand the hours and availability please	6/15/2021 11:15 AM
78	Later times for the express, even if it's less frequent	6/14/2021 8:17 PM
79	Improve handicap accessibility, run more frequently. I need an option to get to and from doctors appointments in Monona as well as get to and from work in Monona. I've looked into the transit hoping it would be my solution and it is not able to provide the service I need as a Monona resident.	6/14/2021 8:03 PM
80	It's good in theory. I work near Truax, my wife works in Sun Prairie. There's no convenience in taking this service during the week for us. Maybe for the weekend market it might make sense. The stop is right outside my house and there have been very limited ridership since the pandemic.	6/14/2021 5:43 PM
81	have a service option that runs throughout the day so those who work second shift can use it; add weekend service	6/13/2021 5:02 PM

Monona Transport Survey

Q5 Where do you find information on the Monona Transit?

Answered: 91 Skipped: 76

#	RESPONSES	DATE
1	website	9/13/2021 2:24 PM
2	friends, etc	9/13/2021 2:23 PM
3	Bus Driver	9/13/2021 2:06 PM
4	Monona Newsletter	9/13/2021 2:05 PM
5	Apartment Building	9/13/2021 2:02 PM
6	leaflet	9/13/2021 1:58 PM
7	Pamphlets	9/13/2021 1:55 PM
8	Online	9/1/2021 7:22 PM
9	here	9/1/2021 4:31 PM
10	I have no idea.	8/5/2021 7:40 PM
11	Mono a website and road signs	8/4/2021 9:20 PM
12	I don't. Monona Transit is not convenient	8/3/2021 6:13 PM
13	I go to the website	8/3/2021 4:14 PM
14	The website and calling.	8/3/2021 11:28 AM
15	online	8/3/2021 10:37 AM
16	MyMonona	8/3/2021 9:36 AM
17	I've not looked	8/3/2021 9:24 AM
18	TransLoc app	8/3/2021 9:15 AM
19	Internet	8/3/2021 8:31 AM
20	I have no idea. Lived here two years. Did not know there was a service besides seeing friendly driver wave as I walk my dog in the morning.	8/3/2021 8:25 AM
21	city website	8/3/2021 8:02 AM
22	Not sure	8/3/2021 7:39 AM
23	Mymonona website and Google maps	8/3/2021 7:38 AM
24	Website	8/3/2021 7:30 AM
25	Website	8/3/2021 7:28 AM
26	city website	8/3/2021 7:24 AM
27	Website	8/3/2021 7:10 AM
28	Not sure.	8/3/2021 6:21 AM
29	Mymonona.com	8/3/2021 6:12 AM
30	Monona's municipal website	8/1/2021 3:36 PM
31	In our building	7/31/2021 1:02 PM
32	On the Monona City website	7/29/2021 7:53 AM

Monona Transport Survey

33	Monona webpage	7/28/2021 9:20 PM
34	pamphlets on the bus, and dropped off in my building and the Internet.	7/26/2021 9:17 PM
35	Regularly poll the Monona citizens with from/to and preferred times. (Generalized by Monona/Madison neighborhood regions)	7/26/2021 8:08 PM
36	Online	7/23/2021 9:22 AM
37	Its website or from the drivers.	7/22/2021 9:30 PM
38	Monona's website.	7/22/2021 4:57 PM
39	Driver	7/22/2021 2:43 PM
40	Online.	7/21/2021 2:19 PM
41	City of Monona website	7/21/2021 1:33 PM
42	online	7/19/2021 11:51 AM
43	website	7/15/2021 12:17 PM
44	online	7/8/2021 7:08 AM
45	Google maps	7/5/2021 9:56 PM
46	Monona website	7/5/2021 9:26 AM
47	online	7/1/2021 8:46 AM
48	Web site	6/29/2021 7:22 AM
49	The city website.	6/28/2021 11:23 PM
50	?	6/24/2021 2:03 PM
51	mymonona.com	6/22/2021 3:44 PM
52	Never looked, not sure	6/22/2021 11:26 AM
53	online	6/20/2021 4:04 PM
54	City website	6/19/2021 8:27 AM
55	Monona web	6/18/2021 10:24 AM
56	When we were looking for a wi place to live	6/17/2021 5:26 PM
57	my Monona.com	6/17/2021 1:21 PM
58	online	6/17/2021 12:24 PM
59	Monona City Website	6/17/2021 10:39 AM
60	Online	6/16/2021 8:17 PM
61	Senior center	6/16/2021 6:03 PM
62	Google Maps	6/16/2021 3:24 PM
63	never look	6/16/2021 2:40 PM
64	Monona website	6/16/2021 2:20 PM
65	My Monona	6/16/2021 1:34 PM
66	on line	6/16/2021 1:07 PM
67	I guess on the city website? I don't know	6/16/2021 1:04 PM
68	City website, brochure	6/16/2021 11:35 AM
69	City of Monona website	6/16/2021 10:40 AM
70	Online	6/16/2021 8:52 AM

Monona Transport Survey

71	On My Monona	6/16/2021 8:43 AM
72	Website and app	6/15/2021 10:10 PM
73	Website	6/15/2021 9:44 PM
74	Monona website	6/15/2021 9:23 PM
75	Website	6/15/2021 8:00 PM
76	On line	6/15/2021 5:13 PM
77	https://www.mymonona.com/243/Public-Transportation	6/15/2021 4:13 PM
78	I just see the bus. I don't really know much about it.	6/15/2021 4:09 PM
79	all over the place, I think I used three apps on my phone, two websites, and the PDF of listed times to figure it out.	6/15/2021 3:58 PM
80	online	6/15/2021 3:54 PM
81	mymonona.com	6/15/2021 3:34 PM
82	I used to have the app, but now get on line if needed	6/15/2021 2:59 PM
83	On the city of Monona website	6/15/2021 2:48 PM
84	City website?	6/15/2021 2:33 PM
85	Online	6/15/2021 1:50 PM
86	Online I'd imagine	6/15/2021 1:04 PM
87	city website	6/15/2021 11:15 AM
88	Website	6/14/2021 8:17 PM
89	Web	6/14/2021 8:03 PM
90	Mymonona.com	6/14/2021 5:43 PM
91	MyMonona.com	6/13/2021 5:02 PM