

Summary of Key Issues

This summarizes main comments made by various stakeholders during the early phases of the TDP project. During this period, all six City Council District Advisory Boards, key employers, the MPO, bus drivers and supervisors, WT staff, riders through focus groups and an on-board survey, the general public through a survey, and a specially formed advisory committee were contacted were asked about need improvements to public transit. Fifty-six areas of improvement were voiced covering six basic areas:

- *Improve the quantity of service* in terms of service frequency and days and hours of operation.
- *Improve system's coverage* in terms of where the service went
- *Improve passenger amenities* such as more shelters and benches
- Improve marketing such as the availability of public information
- *Improve paratransit*
- *Other*

Below are the most common improvement suggestions in order of their mention:

1. Extend weekday evening hours (including 2nd and 3rd Shifts)
2. Extend Saturday evening hours
3. Sunday service
4. Better bus stop information
5. Increase public awareness of service
6. Service to special events
7. Stops closer to major destinations
8. More shelters/benches
9. Connect bike paths to service (put bike racks on buses)
10. Fringe area service
11. Free fares during the off-peak times
12. Increase service frequency