

*****ATTACHMENTS*****

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.1 Transit Development Program Committee Appointees

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 3/14/18

MEETING DATE: 3/20/18

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

Shoreline Metro traditionally completes a five year transit development study known as a Transit Development Program with the assistance coordination of Bay-Lake Regional Planning Commission. The next five year cycle covers years 2018-2022. As part of this process, an advisory committee is formed as an understudy to review, plan and coordinate transportation efforts for the next five years. This committee traditionally consists of stakeholders, City staff, customers and Shoreline Metro employees.

STAFF COMMENTS:

The Director of Transit & Parking has worked with Bay-Lake Regional Planning Commission to assemble this advisory committee. A list of recommended committee members will be presented to the Transit Commission for consideration at this meeting (a final list was not available at the time of posting of the agenda).

The advisory committee is overseen by the Transit Commission. A final Transportation Development Plan/Program will be presented to the Transit Commission upon completion for adoption and acceptance, sometime in 2019.

ACTION REQUESTED:

Motion to appoint members to the Transportation Development Program Advisory Committee as presented and approve the commencement of the Transportation Development Program for 2018-2022 with final plan details to be presented to the Transit Commission upon completion in 2019.

ATTACHMENTS:

- I. None (will be distributed at the meeting);

MEMBERS OF THE REVIEW COMMITTEE
SHORELINE METRO TRANSIT DEVELOPMENT PROGRAM (TDP) UPDATE
2019 – 2023

Chief Christopher Domagalski
Sheboygan Police Department and Sheboygan Transit Commission

Aldersperson Mary Lynne Donohue
City of Sheboygan and Sheboygan Transit Commission

Aldersperson Roman Draughon
City of Sheboygan and Sheboygan Transit Commission

Chad Pelishek
Planning and Development Department
City of Sheboygan (Member of Sheboygan Transit Commission)

Mayor Mike Vandersteen
City of Sheboygan and Sheboygan Transit Commission

Charles Windsor
Sheboygan Transit Commission

Aldersperson Todd Wolf
City of Sheboygan and Chairman, Sheboygan Transit Commission

Ryan Zinkel
Sheboygan Transit Commission

Dale Deterding
Sheboygan County ADRC

Matt Halada
WisDOT Northeast Region

Bill Blashka
Town of Sheboygan

Mark Boehlke
Sheboygan Area School District

Derek Muench, Director
Shoreline Metro

MEMBERS OF THE REVIEW COMMITTEE
SHORELINE METRO TRANSIT DEVELOPMENT PROGRAM (TDP) UPDATE
2019 – 2023 (Continued)

Jack Sowinski, Lead Support
Shoreline Metro

Scott Navis, Lead Mechanic
Shoreline Metro

Ed Procek, Driver
Shoreline Metro

Steve Hirshfeld
Transit Section
WisDOT Bureau of Transit, Local Roads, Railroads & Harbors

Sara Spicer
Workforce Development Coordinator
Sheboygan County Economic Development Corporation

Brett Edgerle
Village of Kohler

Shad Tenpas
City of Sheboygan Falls

Angie Buechel
RCS Empowers, Inc.

Joe Schoenemann
Transit Customer

Mark Hermann
Transit Customer

Additional Transit Customer – To be determined by Shoreline Metro staff

Staff Responsible for TDP Preparation:

Jeff Agee-Aguayo
Bay-Lake Regional Planning Commission

**Parking Study Recommendations as
Presented by Carl Walker
And
Evaluated by City of Sheboygan Staff**



***Prepared for the Transit Commission
March 20, 2018***

2017 Parking Study Recommendations

In 2017, the City of Sheboygan contracted with parking consultant Carl Walker to conduct a parking study of the downtown, South Pier and Riverfront areas. As a result, a small committee comprised of Parking Director Derek Muench, Planning Director Chad Pelishek and Parking Customer Service Coordinator Ann Koeller met to discuss the recommendations and create a plan for implementation that meets the goals and objectives of parking in these areas.

Parking Recommendation #1

Re-organize policies of the Parking Utility to reflect patron needs in an environment of increasing parking demand. (P. 28)

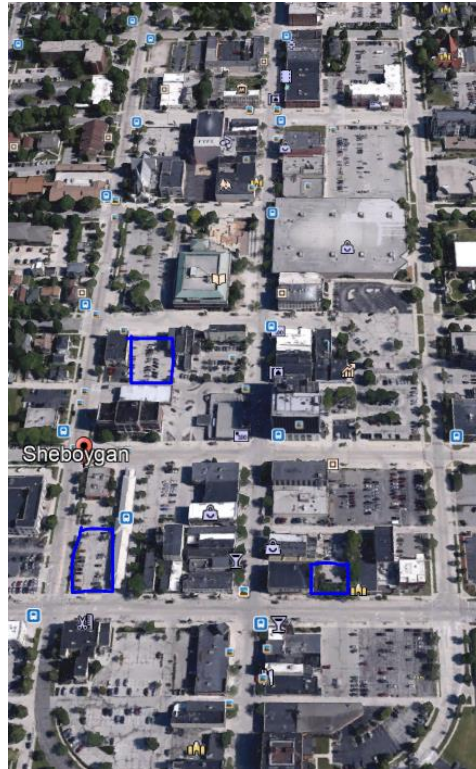
COMMITTEE: The committee supported this recommendation and many of the subparts as recommended by Carl Walker.

TIMELINE: Short-term 2018

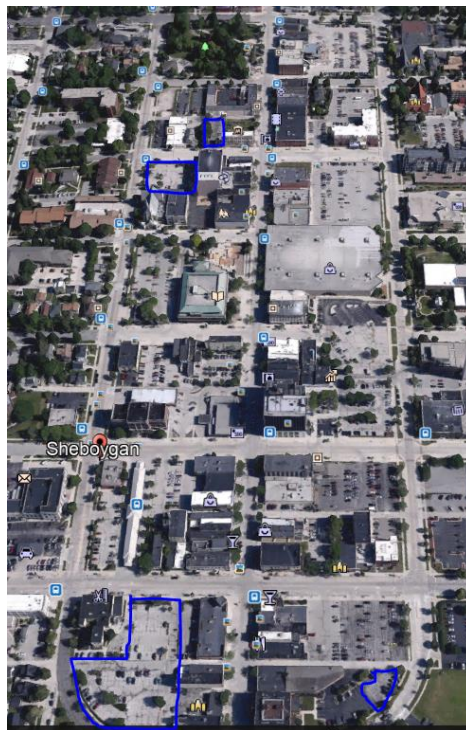
- 1) Hang Tags – All customers will be issued a hang tag for a respective lot or on-street permit. Tags would detail what parking is available for the customer (i.e. Lot Number, Permit Number, On-street, etc)
- 2) No Assigned Stalls – Stalls in lots would be leased out but customers would not be assigned stalls. Rather, customers would have a hang tag that would permit them to park at any stall in the lot, first come first served.
- 3) Pool Parking – This would allow the Parking Utility to oversell parking lots based on usage and parking behavior. For example, lots could be sold at 150% of eligible stalls to maximize revenue and accommodate a healthy balance of peak parkers and off-peak parkers.
- 4) Lot Parking Tier System – Each lot would be assigned a tier based on usage, popularity and closeness to venues. Tier 1 lots would be \$35/month and include Lots 7, 13, 14 and 17.



Tier 2 lots would be \$30/month and include Lots 5, 8 and 11.



Tier 3 lots would be \$25/month and include Lots 2, 3, 9 and 10.



This system gives customers options for parking based on income or willingness to walk. Lots that are in more demand would cost more while lots in lesser demand or with low utilization would cost less.

Overflow of customer parking with a lot hang tag may park at ANY available metered stall. If a lot is oversold and more customers use than the lot than it allows, the customer can park on the street at no-charge.

- 5) On-Street Parking – Parking permits for on-street parking would be available for all streets and stalls that have metered parking stalls. This would exclude 8th Street from the swing streets north to Michigan Ave. On-street permits would be available for \$20/month. This is the least expensive option and allows for a much more expanded area of parking availability. We recommend same rate for all streets.

NOTES:

Parking Recommendation #2

Enforce downtown, Riverfront and South Pier parking regulations through the Parking Utility. (P. 30)

COMMITTEE: The committee supports the recommendation of enforcement by the Parking Utility and believes it can fulfill the objectives laid out by Carl Walker.

TIMELINE: 2019 (If accepted by various departments)

- 1) Police Department – The committee feels that the Parking Utility can enforce parking consistently and uniformly in conjunction with Parking Utility policies and procedures.
- 2) Backup Staff – The Parking Utility can utilize other staff during vacations or time of work by the Parking Utility Parking Patrols. This will allow for consistency within the department. Employees can be cross-trained to perform duties in the absence of the patrols.
- 3) Costs of Implementation – The Parking Utility will have costs of implementation associated with the enforcement. These costs would be:
 - a. Vehicle(s) estimated at \$30,000 to \$50,000;
 - b. Employees and Training:
 - i. Hourly wage \$10-12 per hour;
 - ii. Roughly 2,300 hours per year;
 - c. Uniforms;
 - d. Staff training;
- 4) Purchase & Implementation of Ticketing System – The Parking Utility would look to purchase a ticketing system that could be incorporated in with the City’s financial system (Munis). This item may not be immediate but is something the Parking Utility could look into in the future. Munis currently has a parking module.

NOTES:

Parking Recommendation #3

Conduct quarterly parking occupancy counts to assist with parking planning and management. (P. 29)

COMMITTEE: The committee supports conducting parking counts to assist with planning and management of parking.

TIMELINE: 2019 First Counts

- 1) Parking Counts – Conducted annually by the Parking Utility or a consultant;
- 2) Monitor Performance and Utilization – The Parking Utility will monitor performance and utilization of parking lots and permits on an on-going basis or as needed.
- 3) Review of Parking Objectives – The Parking Utility will review annually the parking objectives and goals of the department and review parking counts and performance and utilization measures in its analysis of parking. This review will be used in accessing parking rate changes, lot availability changes, parking structure needs, etc.

NOTES:

Parking Recommendations #4 and 5

Extend the two-hour meter time limit. (P. 29)

COMMITTEE: The committee agrees with the recommendation by Carl Walker to increase the two-hour meters.

TIMELINE: Short-term 2018

- 1) Three-Hour Meters – The committee recommends increasing the two-hour meters to three hours.
- 2) Movement of Vehicle – The committee does not support the movement of the vehicle with the current meters. This will cause a very cumbersome process for monitoring. Since there hasn't been a tremendous abuse to this point, we don't see a need to implement this objective.
- 3) Purchase Reprogramming Unit – The Parking Utility would purchase the necessary equipment to reset the existing meters to the new time limit. The estimated cost is \$350.

Plan Rate Changes (P. 29)

COMMITTEE: The committee supports an increase to the hourly meter parking rate.

TIMELINE: Short-term 2018

- 4) Increase to Meter Rate – The committee recommends increasing rate to all metered parking stalls to \$0.50 per hour (an increase of \$0.20 per hour).
- 5) Consistency of Meters – The committee supports the same rate for all meters regardless of location. We want to emphasize consistency. The Parking Utility is recommending areas where parking options are a premium with a premium rate and areas where parking is more affordable. We want the “come and go” traffic to have affordable parking to encourage shopping, tourism, and flexibility.
- 6) Purchase of Change Machines – The committee recommends purchasing quarter change machines to be installed in various locations downtown including:
 - a. Library (Lot 4);
 - b. Corner of N 8th Street & Pennsylvania Ave;
 - c. Corner of N 8th Street & Niagara Ave;
 - d. Corner of N 8th Street & St Clair Ave;

ESTIMATED COST OF CHANGE MACHINE: \$700-1,000 per machine.

NOTES:

Parking Recommendations #6, 7 and 8

Technology Assessment: Options and Recommendations. (P. 31)

COMMITTEE: The committee does not have any recommendations for this item. The Parking Utility has started to list meter replacements in the 5-year Capital Improvement Program document for the City of Sheboygan. This is a significant cost and investment that currently is unfunded.

The Committee agrees that new meters are necessary to increase revenue, assist with enforcement and allow payment flexibility for customers. The Committee ultimately supports updating the meters with either stall meters or multi-stall meters (in-block payment kiosks). However, a study and sample implementation should be considered prior to a full implementation.

It is estimated that parking meter replacement may need to occur in the next five years. Staff is reviewing options as it relates to new technology with parking meters and cost arrangements. During 2018, staff will continue to meet with vendors to understand the new products and will report back our findings in late 2018.

The Committee supports the website recommendations and recommends implementing these items immediately.

- 1) Parking Utility website linking to the Police Department website;
- 2) Parking Utility website linking to the Municipal Court website for online payments;
- 3) Sheboygan Squared website linking to the Parking Utility website;
- 4) Online payment options for the Parking Utility (primarily quarterly lot payments) utilizing the City's current credit card processing program, Point and Pay.

The Parking Utility should receive the fine revenue associated with downtown parking tickets. (P. 32)

COMMITTEE: The committee agrees this recommendation is linked to Parking Recommendation #2 and would be addressed through the recommendations in this item.

Consider amending the ordinance that allows credits for private parking. (P. 32)

COMMITTEE: The committee views this item as a political issue and feels this item would cause some uproar especially with current landowners and property owners. The committee recommends reviewing this ordinance as revenues change or perhaps amending the ordinance that as properties exchange hands.

NOTES:

Parking Recommendations #9, 10 and 11

Promote the value of the Parking Utility. (P. 33)

COMMITTEE: The committee feels this recommendation is being accomplished and will continue to be accomplished through:

- 1) Annual department reports;
- 2) Continue involvement with Sheboygan Squared;
 - a. Operations Committee
 - b. Annual Meeting
 - c. Relationship with Sheboygan Squared Manager
- 3) City's Strategic Plan;

TIMELINE: Immediately and on-going.

Identify locations and opportunities for future parking structures. (P. 33)

COMMITTEE: The committee feels this is a natural on-going evaluation especially as part of Carl Walker's Recommendation #3. The Parking Utility, City of Sheboygan and Sheboygan Squared will monitor parking behaviors and create an Action Plan accordingly based on changes in demand, habits and needs.

TIMELINE: On-going short-term and long-term

Special Event Parking. (P. 34)

COMMITTEE: The committee recommends creating a general Special Events Parking Map to be used by the Weill Center, the Berkshire and City Green to promote parking for such events. The map would be created by City staff and be given out to these venues for distribution either on websites or in hardcopy format.

TIMELINE: Immediately

NOTES:

Parking Recommendations #12 and 13

Accessible parking spaces may not meet design guidelines. (P. 34)

COMMITTEE: The committee supports evaluating all accessible parking stalls and addressing them accordingly.

TIMELINE: Short-term 2018

Opportunities for customer service added value. (P. 35)

COMMITTEE: The committee has the following recommendations on each of the subparts to Carl Walker's recommendations:

- 1) The Parking Utility has done this in 2017 and will continue to pursue days of free parking in 2018 and beyond.
- 2) This item is pending a change to Recommendation #2.
- 3) No support from the committee.
- 4) No support from the committee.
- 5) Pending time, location and costs.

NOTES:

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.2 Parking Study Recommendations for Implementation

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 3/14/18

MEETING DATE: 3/20/18

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

In 2017, City Development hired Carl Walker, Inc. to conduct a parking study of the downtown, South Pier and Riverfront areas in response to a need for further evaluation of the parking options in these areas. An earlier study also conducted by Carl Walker, Inc. evaluated the need for a parking structure in downtown Sheboygan. The two reports were conveniently combined into a general parking study that evaluated several aspects of the parking situation in these areas including utilization, costs, revenues, convenience, and future needs. *(A full copy of the report is not attached to this agenda. Commission members are encouraged to bring their copies along to the meeting.)*

STAFF COMMENTS:

City staff including the Director of Transit & Parking has had an opportunity to review the parking study and assemble formal recommendations and implementation strategies for consideration by the Transit Commission. The Director of Transit & Parking, the Director of Planning & Development, and Transit's Administrative Coordinator had a meeting to discuss the recommendations, create objectives and keep items for improvement and formulate a plan for implementation. The proposed recommendations contribute to the City's Strategic Plan and the Sheboygan Squared Downtown Masterplan. Overall, the mission is to provide accessible, customer-friendly and convenient parking at an affordable and attractable rate. The Parking Utility envisions parking options that are flexible and encourages usage. The recommendations set forth by Carl Walker and the City of Sheboygan staff follow the mission and vision of the Parking Utility.

ACTION REQUESTED:

Motion to approve the recommendations presented by the Director of Transit & Parking and to proceed with the implementation of the objectives as presented.

ATTACHMENTS:

- I. Parking Study Recommendations;

CITY OF SHEBOYGAN

REQUEST FOR TRANSIT COMMISSION CONSIDERATION

ITEM DESCRIPTION: 3.3 Director's Report

REPORT PREPARED BY: Derek Muench, Director of Transit & Parking

REPORT DATE: 3/14/18

MEETING DATE: 3/20/18

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

The Director of Transit & Parking presents to the Transit Commission a report of operations for the first quarter of 2018.

STAFF COMMENTS:

The Director of Transit & Parking presents the following items as advisory and information only:

- 1) Partnership with the Sheboygan Area School District – The Director had a deeper discussion on February 23, 2018 with SASD officials. After this discussion, SASD will be submitting their budget to the school board with this partnership recommendation. The final details have not been worked out as of yet but this agreement could allow students with a valid school ID to use the fixed route service at no-charge. In return, the SASD could sponsor these trips annually through an agreed upon amount. Both parties hope to have something in place by the 2018/2019 school year.

- 2) Map Kiosks – Shoreline Metro purchased map kiosks earlier this year as a way to expand its footprint at the Mead Public Library and Sheboygan Falls Public Library. Shoreline Metro also has a full kiosk of maps at the Sheboygan County Chamber of Commerce office. These kiosks continue to forward promotion of Shoreline Metro and its commitment to be an accessible and affordable community.

- 3) National Transit Database for 2018 – Shoreline Metro has elected to file for small system status for reporting year 2018. This designation doesn't change the integrity of Shoreline Metro or the City of Sheboygan or alter funding in any manner. It simply allows Shoreline Metro to submit the short forms for reporting on an annual basis with no monthly reporting requirements. However, Shoreline Metro will continue to maintain monthly ridership reports to be presented quarterly to the Transit Commission.

- 4) Transportation Development Association (of Wisconsin) – The Director was recently appointed to the TDA Board of Directors representing the Wisconsin Public Transportation Association (WIPTA). This opportunity allows the Director to also represent the City of Sheboygan and address concerns in many areas of transportation including harbors, public transit, roads and highways, and airport.
- 5) Transportation Development Program – Shoreline Metro continues to work with Bay-Lake Regional Planning Commission on the program. Currently, the contract is waiting on signatures at WisDOT (via FTA). The next step in this process is to identify the members of the TDP Advisory Committee. A list of appointees is presented at this meeting for your consideration and approval.
- 6) Metro Connection Ridership Survey – Shoreline Metro conducted a ridership survey of its paratransit customers in late February and early March. A copy of the survey with results is attached for your review. Metro Connection continues to provide top-notch customer service through the employment of knowledgeable and friendly drivers and staff. The survey also shows the continued need for investment in this service as an overwhelming number of respondents see their need either staying the same or increasing in the near future. As a follow up to the surveys, Metro Connection held a training meeting on Wednesday, February 21, 2018 to a focus on ADA and internal procedures for delivering service. The training was well attended with many drivers expressing appreciation for the training.
- 7) 2019 Initial Budget – The Director has a draft 2019 Transit budget prepared as part of the early budget process. The budget does not contain any surprises; however, there are a couple of items that Shoreline Metro continues to monitor including the availability of Community Development Block Grant funding and the fluctuation in health insurance benefits for employees. There are no foreseen cuts or reduction in service at this time.
- 8) Going Paperless – Shoreline Metro has continued in its efforts of going paperless by elimination of filing cabinets with the completion of employee files scanned in. Since 2015, there has been a drastic reduction in paper use and an increase in utilizing digital storage and files. Shoreline Metro abides by department and city policy for records retention.
- 9) Safety and Security Updates – Shoreline Metro completed its security upgrade with JSM Secure earlier this year. JSM Secure also installed a “panic button” at the Transfer Station office that can be used to alert the Sheboygan Police Department discreetly. Shoreline Metro pays a monthly maintenance charge for the monitoring of the security system and panic button. Shoreline Metro also worked with the city electricians on new LED lighting at the Transfer Station. Forty new units were purchased to add safety and security to the facility and customers in the early morning and late evening hours as well as add security to the area after hours. Shoreline Metro is also replacing old fluorescent lighting at the main office with LED bulbs.

- 10) Remodel of Transfer Station Office – Shoreline Metro remodeled the employee work space at the Transfer Station office in January. This improvement allows for added productivity and work space for employees (with as many as 3-4 employees working out of this office at any given moment). Compliments to all the Shoreline Metro employees that contributed to this effort and making it happen.
- 11) City Strategic Plan Update – Here’s an update on the transit and parking elements of the City’s Strategic Plan for 2017-2021:
- a. Quality of Life
 - i. Improve Mass Transit Options throughout Sheboygan and Sheboygan County – Shoreline Metro continues to explore options beyond the current service area including the Town of Sheboygan and Plymouth. Through cooperation with the Sheboygan County EDC, Shoreline Metro continues to have discussions about expansion to the Town of Sheboygan, west to Plymouth or garner support for other partnerships including SASD.
 - ii. Critical Measures – Ridership has increases slightly on the fixed route recently despite “good” economic times, inexpensive fuel, and the reduction effects of Route 30 last July. Shoreline Metro continues to advertise to drive ridership and continue building positive relationships which is essential to driving ridership. Passenger opinion surveys are currently being fabricated by Bay-Lake Regional Planning Commission with surveys set to be conducted either later this month or early September. Ridership for students has increased noticeably during the early fall season and has contributed to the surge in ridership in the fourth quarter.
 - b. Infrastructure and Public Facilities
 - i. Action Items – Shoreline Metro has five (5) fixed route buses fully funded (local and federal matches secured) for purchase. Shoreline Metro has issued a purchase order for these vehicles and awaiting delivery sometime in late 2018 or early 2019. We are also scheduled to receive two (2) paratransit buses later this month purchased in 2017 for Metro Connection operations through the 5310 program.
 - ii. Action Items – The Parking Utility in collaboration with Sheboygan Squared have completed the redevelopment of two alleys on N 8th Street by Subway and the Black Pig. The Parking Utility will be working on redevelopment of the alley between N 8th Street and Lot 7 by TJ’s Closet in 2018.
 - c. Economic Development
 - i. Action Items – The Parking Utility maintains a cost per stall on an annual basis. This information will be presented during the first quarter of 2018.
 - ii. Action Items – The Square (Route 40) route will commence on May 30th for the season. Total ridership has increased each of the past two years. Shoreline Metro used the trolleys purchased in 2016 exclusively for this route this year

which saw ridership at its highest level with a 47% increase in 2017. Service was again provided on the 4th of July, 11:00 a.m. to 8:00 p.m.

- d. Governing and Fiscal Management
 - i. Action Items – Shoreline Metro has commenced on its next Transit Development Program (TDP) through Bay-Lake Regional Planning Commission. We are currently in the preliminary stages with work largely being done by Bay-Lake. The process will continue through 2017 and early 2018.
- e. Communication
 - i. Action Items – Shoreline Metro has grown its Facebook to 857 “likes”. This number has grown substantially since last year. I believe at the time of the City’s Strategic Plan publication, Shoreline Metro had 600 page “likes”.

ACTION REQUESTED:

Motion to accept the Director’s Report provided by the Director of Transit & Parking and place on file.

ATTACHMENTS:

- I. Metro Connection Survey Results;

METRO CONNECTION CUSTOMER SATISFACTION QUESTIONNAIRE

Metro Connection is conducting a brief survey on our customers to learn more about you and your experiences with using the service. We are gathering information on usage, your experiences using the service and some feedback on additional services we could provide in the future.

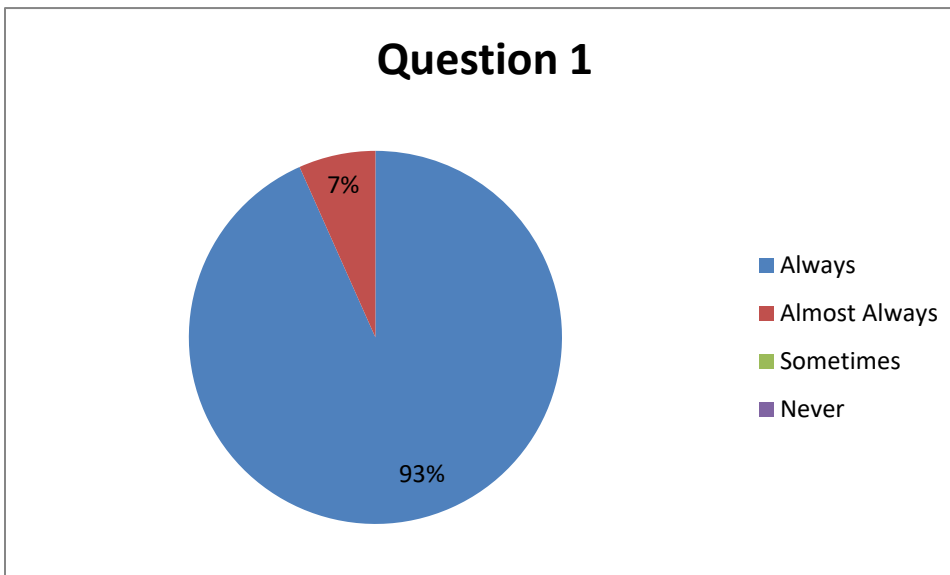
Please complete the survey below. There is space at the end for additional comments.

Please return the survey to a Metro Connection driver or mail to our office by Friday, March 9, 2018. Surveys may be mailed to:

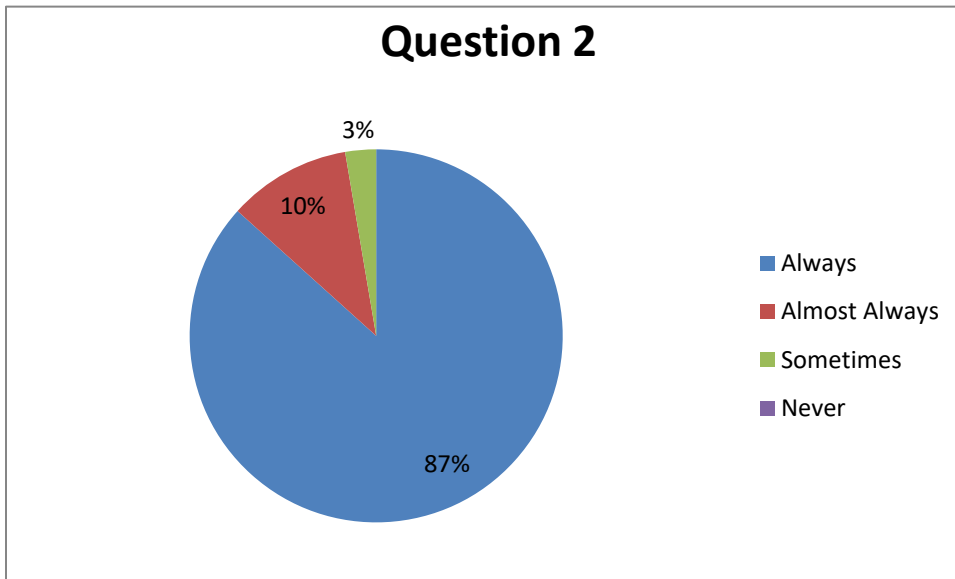
***Metro Connection Survey
608 S Commerce Street
Sheboygan, WI 53081***

TOTAL SURVEYS COMPLETED: 75 (2016 - 46; 63% INCREASE)

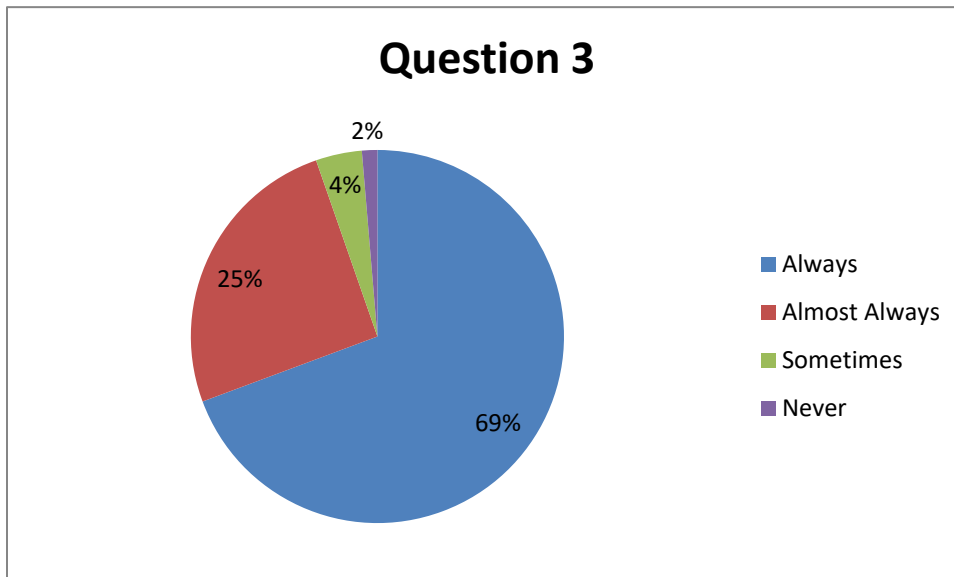
1) When scheduling an appointment, do you find the staff courteous and helpful?



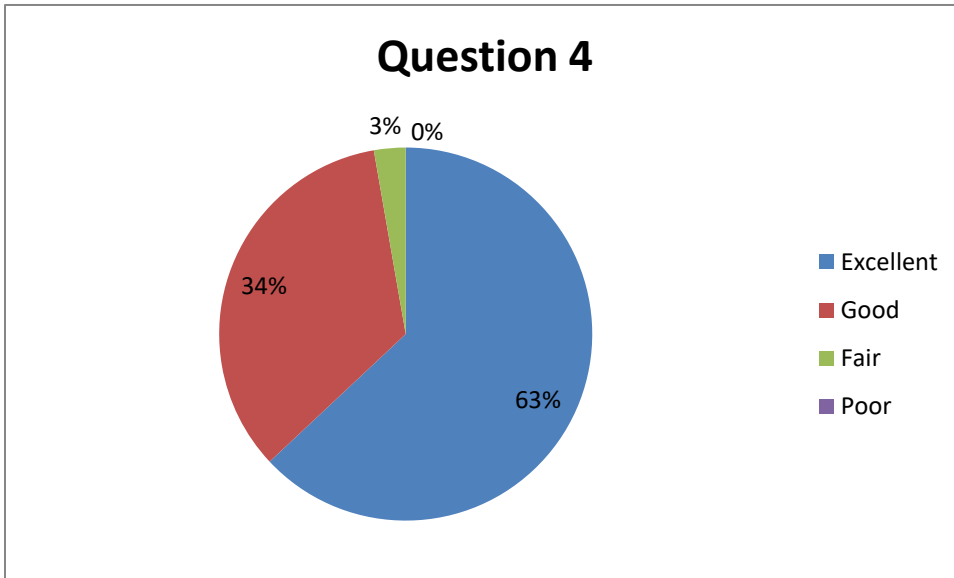
2) Do you find Metro Connection drivers conduct themselves in a professional manner including assisting you when needed and being courteous and helpful?



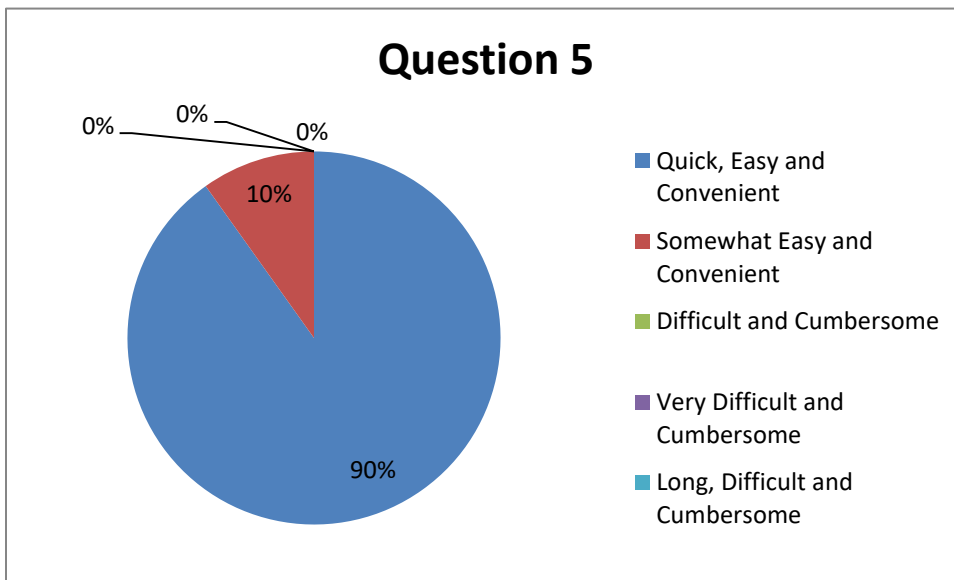
3) Does Metro Connection meet your transportation needs for all your trips?



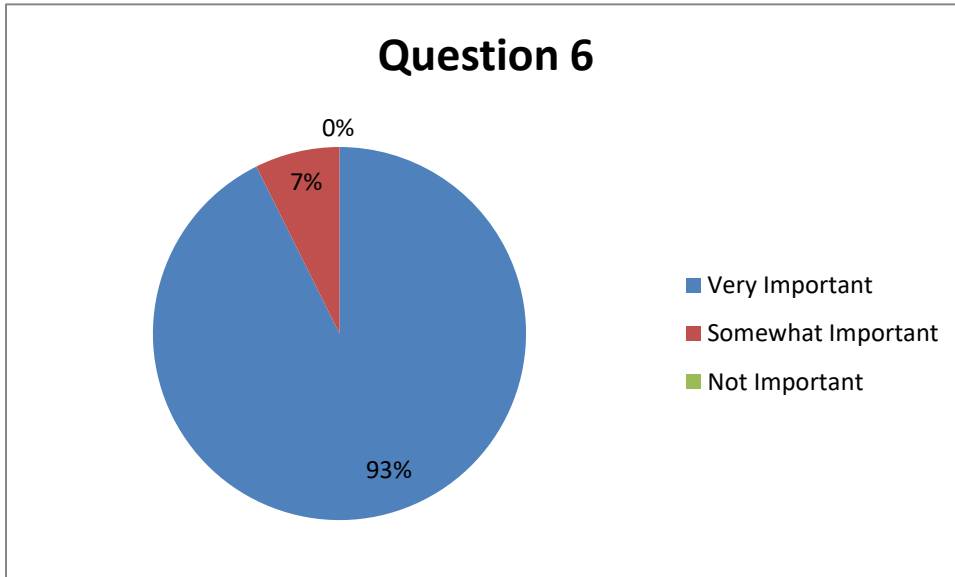
4) How reliable would you rate the service received by Metro Connection?



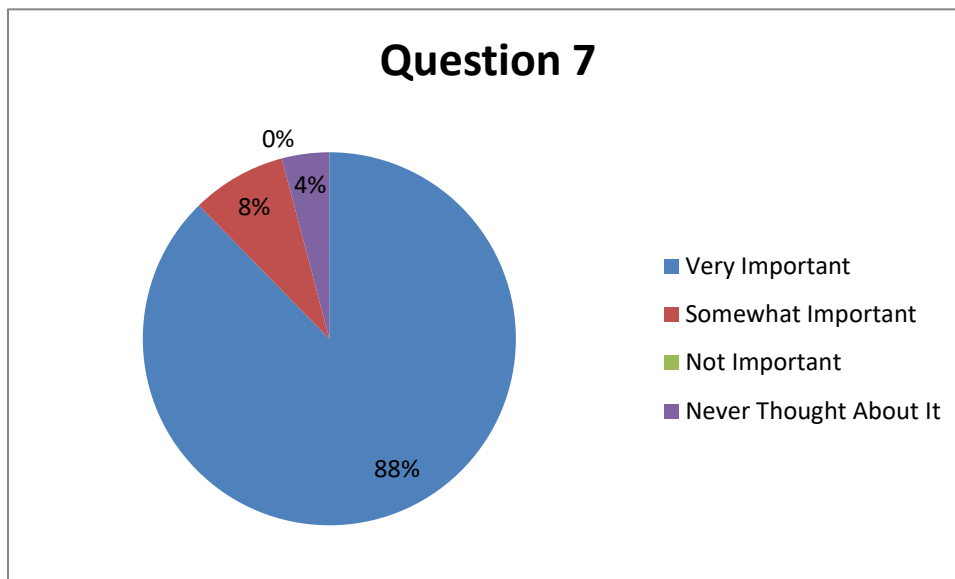
5) When calling Metro Connection to reserve your trip, do you feel the process is:



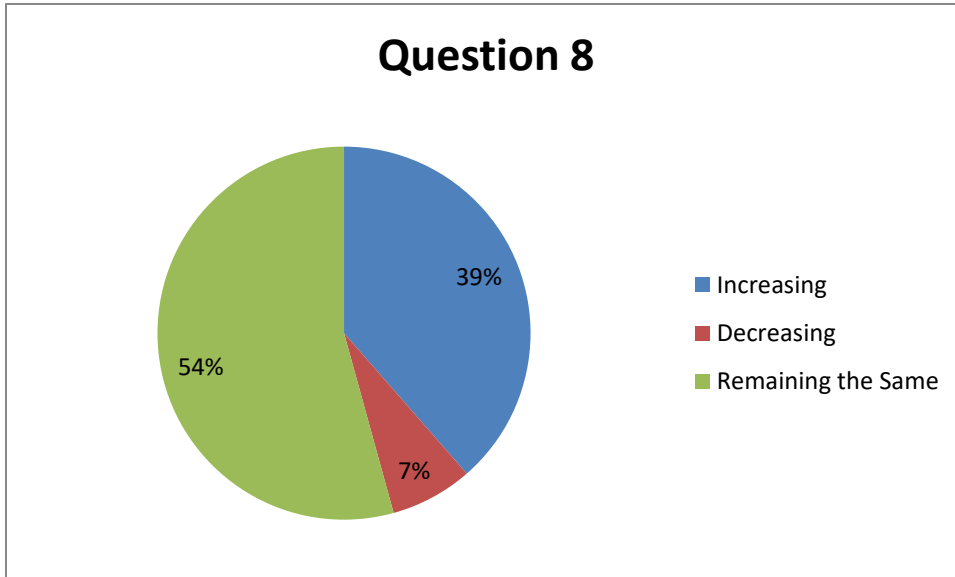
6) How important is Metro Connection to your ability to be mobile and independent?



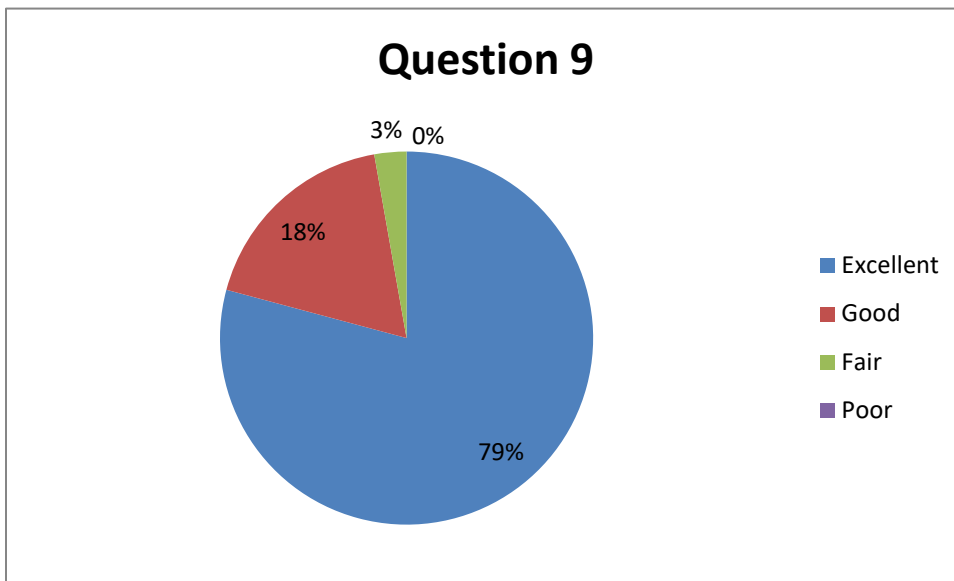
7) Prior to using Metro Connection, how important was having safe and reliable transportation to you?



8) How would you see your transportation needs changing in the next 5 years?



9) How would you rate your overall experience with Metro Connection?



Please offer any additional comments or concerns you have with Metro Connection or ways we can better our service:

- New drivers need to check notes about passengers and their needs and not ask them;
- Couple of times drivers didn't follow notes for my father; brought to wrong door and left walk on bus; didn't walk dad to door, he always needs help from bus to door;
- Staff are courteous and reliable and helpful;

- Drivers always use safe driving practices;
- I hope drivers continue to warn boarding passengers about little half step up when necessary;
- Metro offers an important service in that it helps senior citizens to maintain an independent lifestyle;
- Best ride for the price and really happy with the services;
- Stay as good as you are, you're GREAT!
- Service on Monday holidays;
- All the drivers are very friendly;
- NAME is exceptional;
- I wish there was something to hold on to in order to get up off the seat and for when they go around corners;
- In bad weather and winter, driving into circular driveway at Wasserman;
- I just wish you were in business on the weekends;
- We have NAME in Howards Grove as our primary physician and the bus does not go there, why?
- New bus not good; ride is rough, wheels;
- NAME goes above and beyond, is courteous and helpful;
- Service is wonderful only wish CUSTOMER NAME was not first pickup;
- Return wait at least :45 to an 1-hour;
- The new buses are too small, less room, uncomfortable and only hold 10 passengers without wheelchairs and walkers, with wheelchairs and walkers only 5 people, more driving for the drivers; prefer the bigger buses, more room, less driving;
- This was my first time I used Metro they made it very easy;
- Everyone was very professional, I felt very safe;
- I was more than happy with your service, I will probably not be using it too often but I am glad it is available when and if I need it, Thank you;
- Sunday church runs;
- NAME is amazing at his job;
- Very good and helpful;
- Drivers should mind their own business;
- Drivers should have more patience, passengers should be able to take their time getting on and off the bus, and should be helped on and off the bus to prevent all injuries;
- I wish I could ride Metro Connection to my job, don't start that early, I am glad you can pick me up at my job, thank you;
- This probably is not possible but same day appointments would be nice;
- They help me with all my packages;

- Metro is good in picking up at home but the waiting to back home is sometimes too long;
- The new bus with the wheel hubs exposed is very hard to get to your seat. There is nothing to hang on it. Dangerous navigating;
- I will be limiting my trips to go grocery shopping. It is not practical to be limited to a few bags. I will pay a friend to take me shopping and stock up on non-perishables. Thank you;
- It's ok for us;
- There are two drivers that are very nasty, house cleaning in your bus drivers bad, or you're going to get sued;
- I am very happy with the Metro. The drivers are very kind and courteous;
- Rides on Saturday;
- One time they did not have a ride for me at first and I was late. Sometimes the bus is not on time and comes late. Sometimes I'm late for work;
- To have rides for me all the time and put me on the computer and make sure I'm on the computer and that the bus is on time for me and I'm not late;
- As I continue to recover from a serious auto accident, Metro Connection allows me to maintain a fairly normal life, thank you! It would be nice to have extended Monday through Friday hours;
- Above and beyond;
- I am happy Sheboygan has the Metro Connection bus. The only problem I have is the waiting. Last week I waited :15 to be picked up from therapy;
- Will be inquiring as to whether services are on Hwy 42 as far as Hwy J;
- I think the Metro Connection service is an excellent service. I would not want to live without it! NAME provides great service along with NAMES and everyone else else;
- In reference to #2, most do. One doesn't make any extra effort. Some are extremely friendly. Great;
- Pickup no later than 9:00 a.m. Notify before 8:35 a.m. if bus is going to be late;
- They seem to be doing a great job and have helped me a great deal. I know they will be only better;
- Very accommodating and always assisting;
- Everyone is always nice;
- Most pickup time is prompt, I believe one time I had to wait an hour to be picked up but that was the only time. I have had drivers walk me to the front door. Thanks;
- Always kind and helpful especially NAME;
- Going beyond or offering to help what is absolutely needed (Question #2);
- I am always very thankful for this service. I often say "what would I do without it?";
- Using Metro since shoulder replacement. Unable to drive now. Still in therapy;

- I am very happy with Metro's service. The only that would make happier would be if it were available on Saturdays and Sundays. Thank you. And extend Monday through Friday pickups later than 3:00 p.m. for doctor appointments;
- I am impressed with the drivers. They are helpful and courteous and do a good job. I use a cane or walker and they help plus they are cheerful;
- Could Metro Connection be used like a taxi?
- Some drivers come to the door to assist. Others don't. What is the standard?
- I use it to get to the senior center and if I have to go to other places;
- I wish you drive on the weekends;
- I don't have any concerns at all. I am very satisfied;
- Thank you for the service. The bus drivers and office workers are loved by this rider;

OPTIONAL INFORMATION

(This information is not required but is useful to Metro Connection for planning, grants, and customer service.)

1) Please describe your Ethnic Background:

- White – 97%
- African American
- Hispanic
- Asian or Pacific Islander – 3%
- American Indian
- Alaskan Native
- Other

2) Please describe your current situation (circle all that apply):

- I have a disability – 57%
- I am a veteran – 11%
- I am over currently over the age of 65 – 69%
- I will be over 65 within the next five years – 1%
- I use Metro Connection to get to a job – 11%
- I use Metro Connection to get to medical appointments – 52%
- I use Metro Connection for meal sites/nutrition – 28%
- Metro Connection is my only mode of transportation – 24%

Metro Connection thanks you for participating in this survey. The information obtained will be used in future planning and to ensure we're providing the most reliable, professional and safe transportation. Your opinion matters! Thank you!