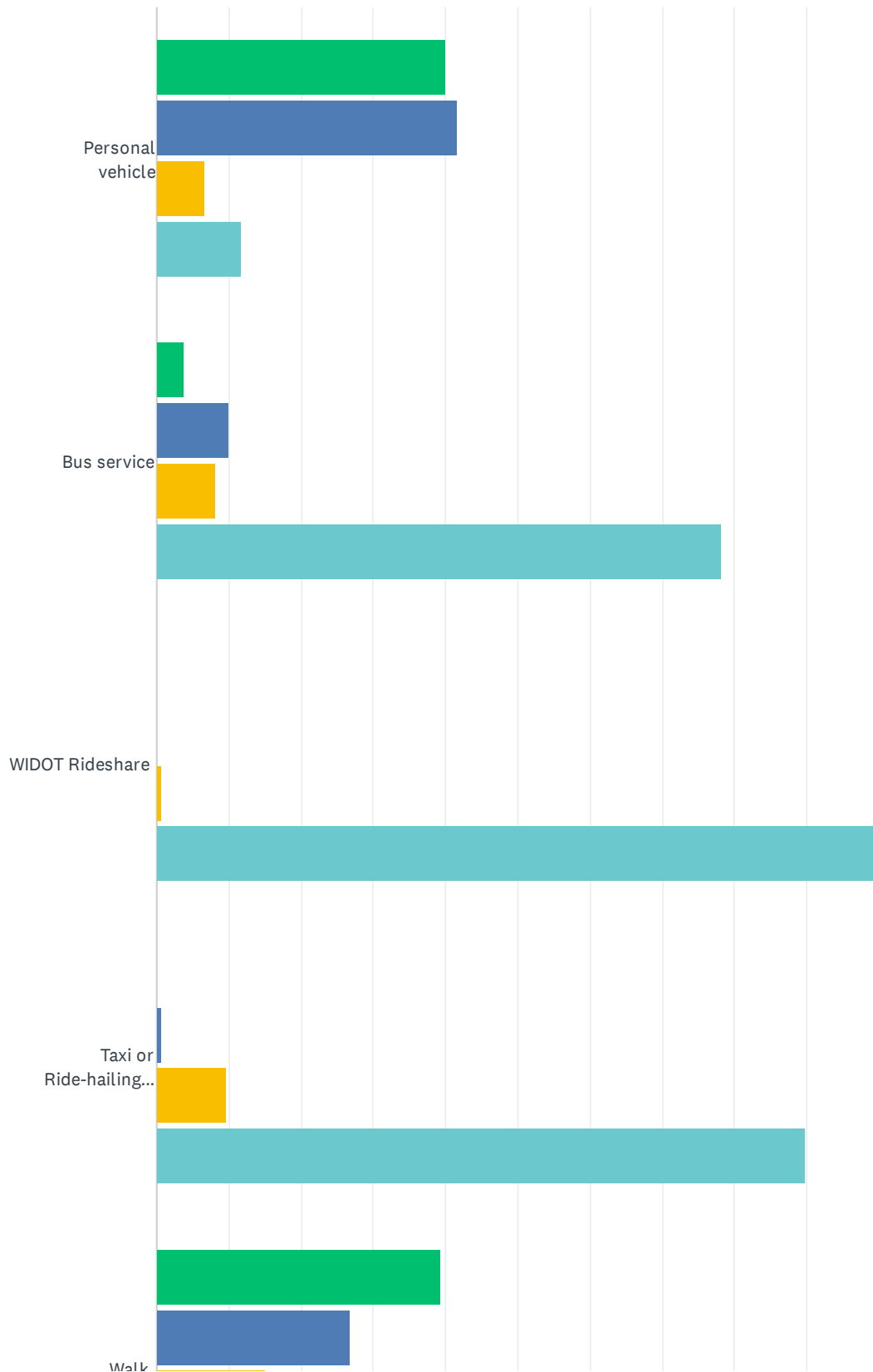
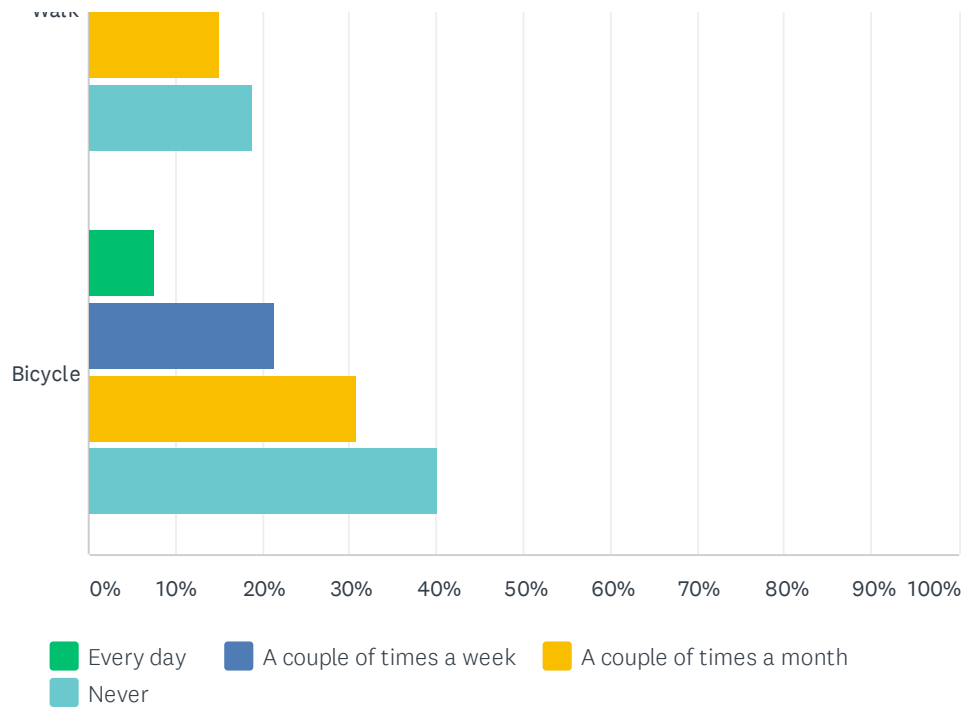


# Q1 In the past 30 days, how often did you use these different modes of transportation?

Answered: 166 Skipped: 1



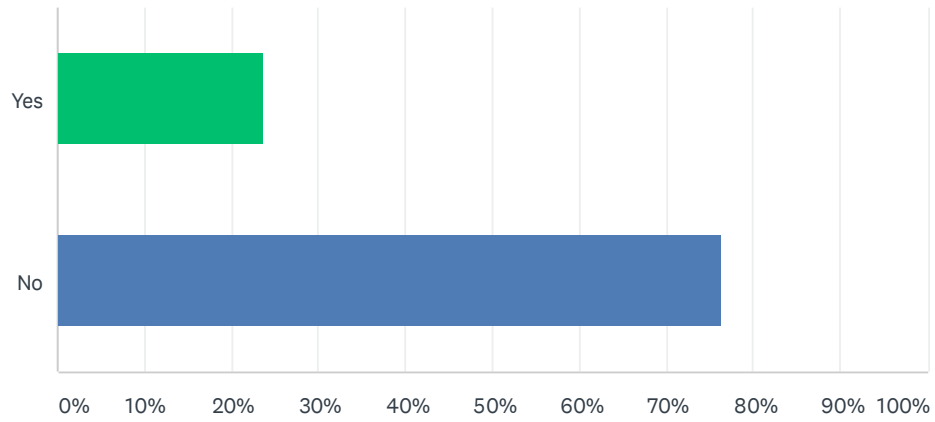
# Monona Transport Survey



	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

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

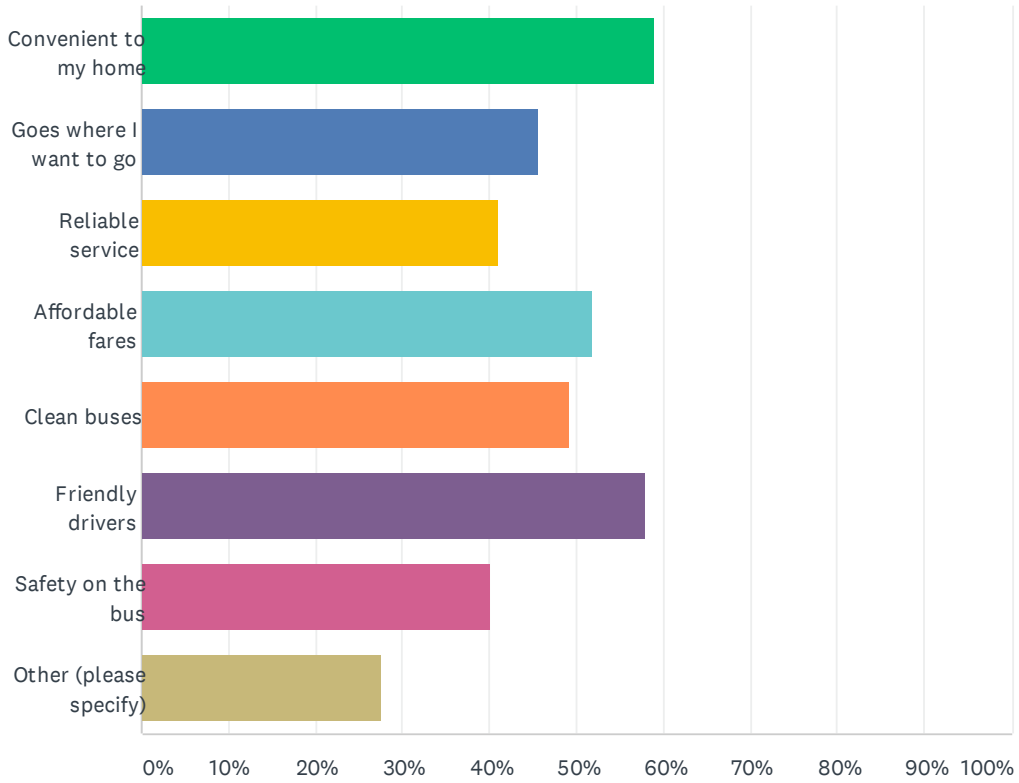
Answered: 165 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	23.64%	39
No	76.36%	126
TOTAL		165

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

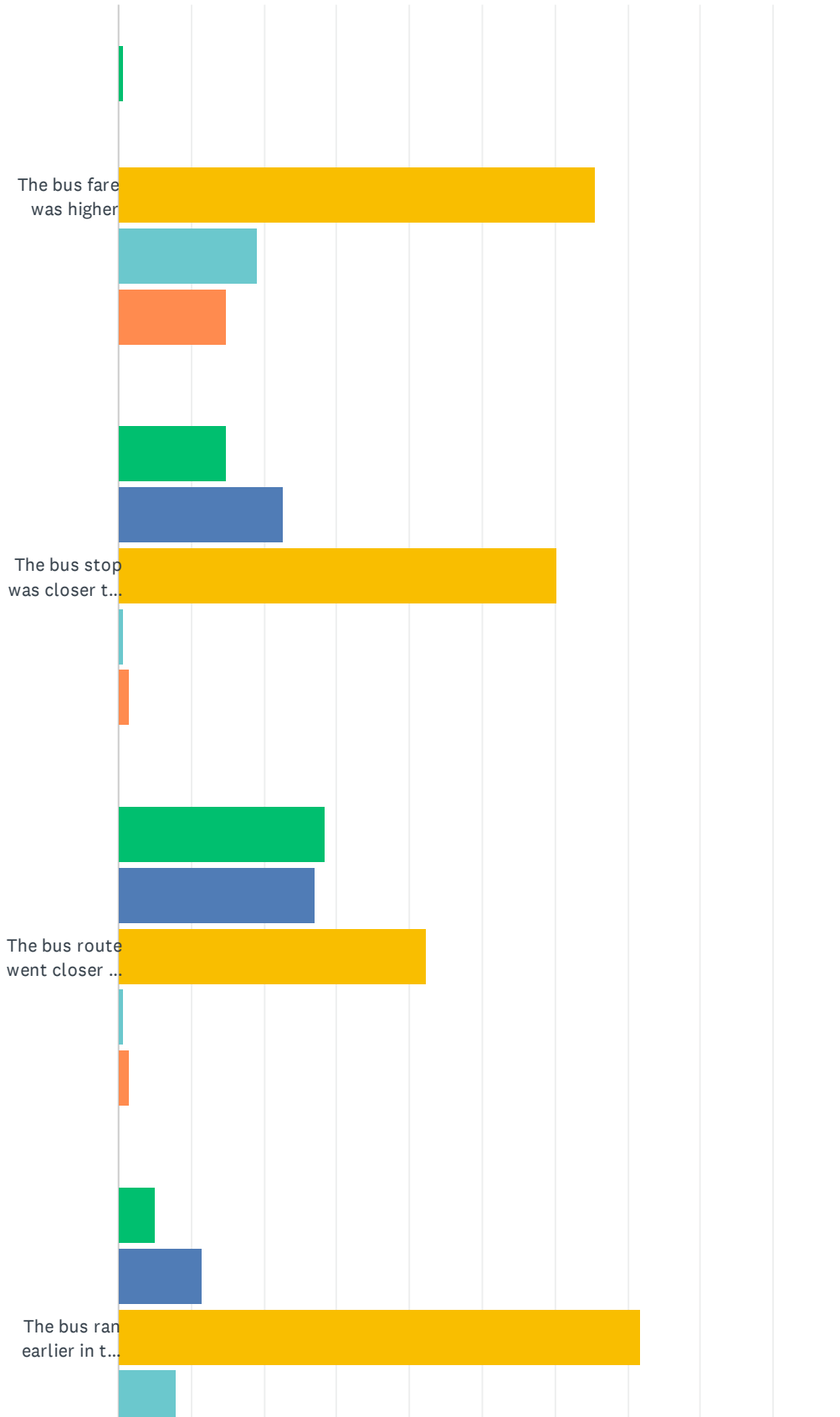
Answered: 112 Skipped: 55



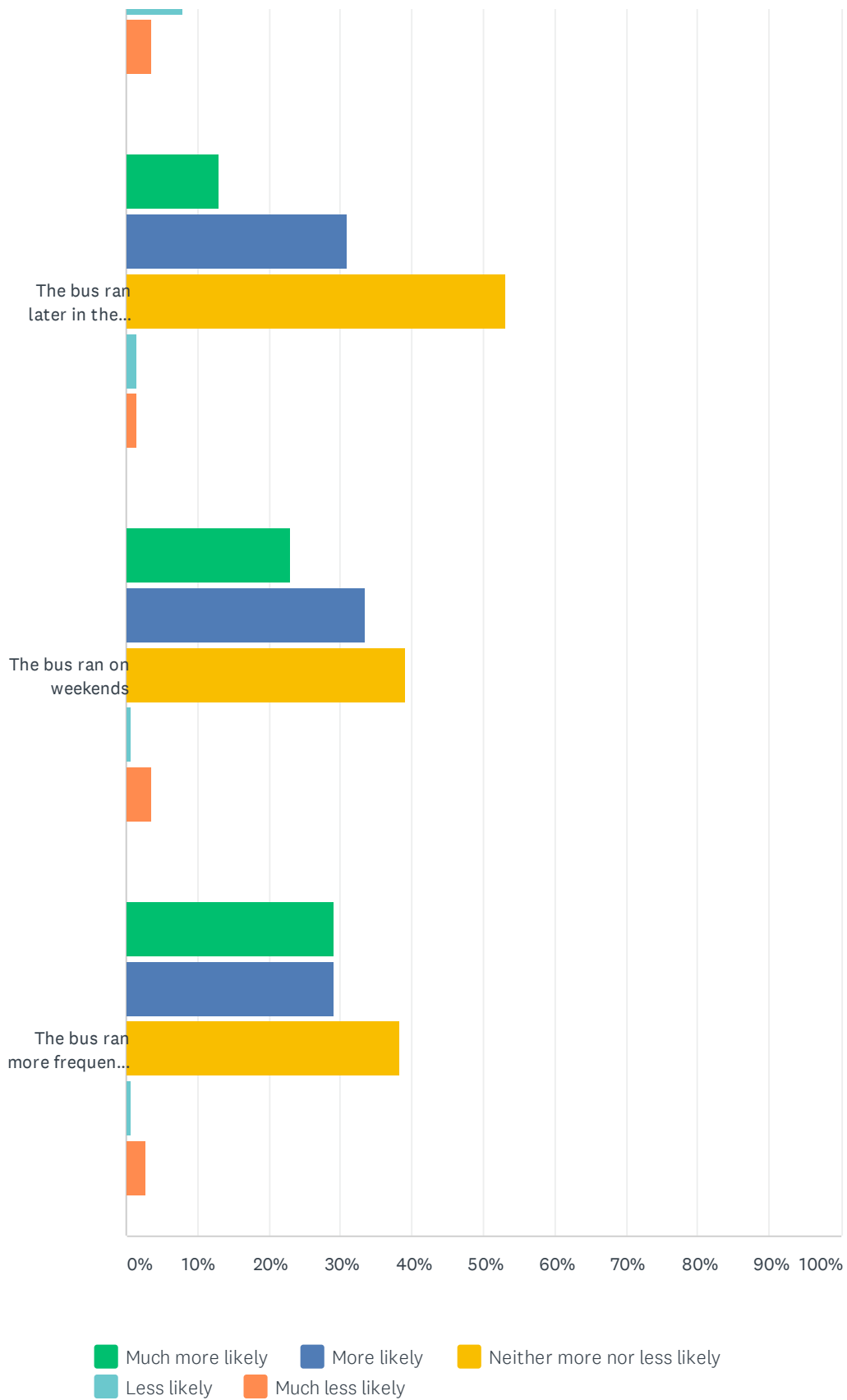
ANSWER CHOICES	RESPONSES	
Convenient to my home	58.93%	66
Goes where I want to go	45.54%	51
Reliable service	41.07%	46
Affordable fares	51.79%	58
Clean buses	49.11%	55
Friendly drivers	58.04%	65
Safety on the bus	40.18%	45
Other (please specify)	27.68%	31
Total Respondents: 112		

# 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	5.07% 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

## 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

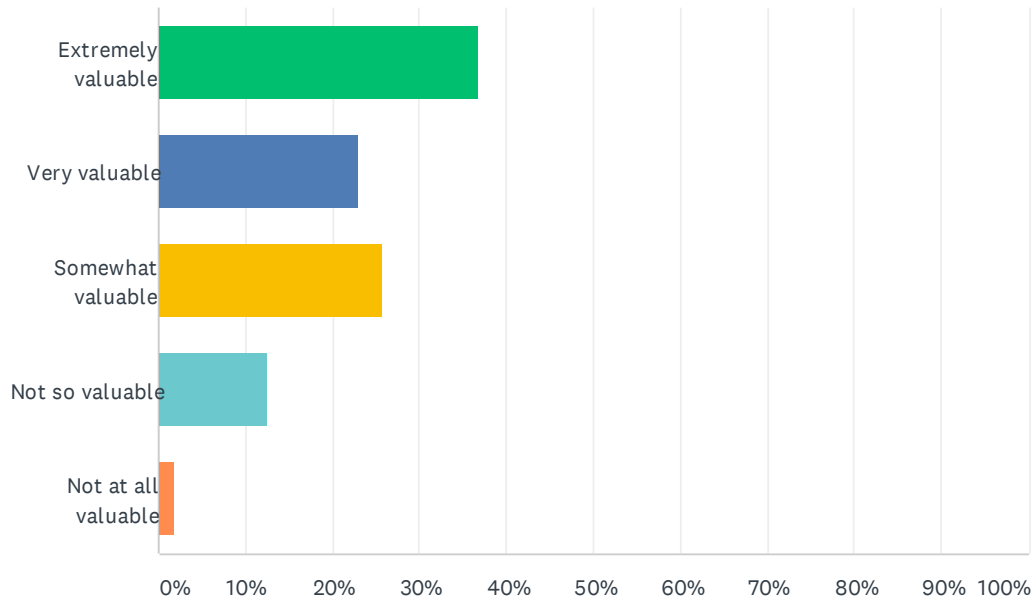
33	Monona webpage	7/28/2021 9:20 PM
34	pamphlets on the bus, and dropped off in my building and the internet.	7/26/2021 9:17 PM
35	Regularly poll the Monona citizens with from/to and preferred times. (Generalized by Monona/Madison neighborhood regions)	7/26/2021 8:08 PM
36	Online	7/23/2021 9:22 AM
37	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	<a href="https://www.mymonona.com/243/Public-Transportation">https://www.mymonona.com/243/Public-Transportation</a>	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

## 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
<b>TOTAL</b>		<b>152</b>

## 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

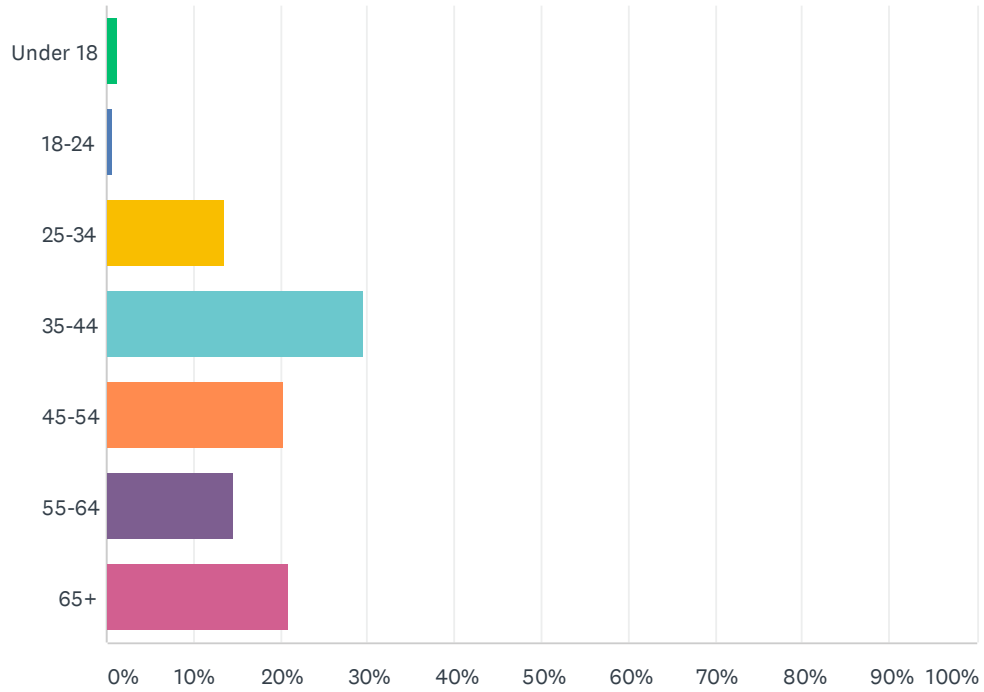
52	Would love Transit options to airport, badger games on Saturdays or other UW main stage events (Kohl Center, Field House, etc).	6/17/2021 1:21 PM
53	The pricing is absurdly high. I work for UW, as do many people, and am able to get a yearly Madison Metro bus pass (subsidized by UW, I know) for under \$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 an 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 expressed 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

## Q8 What is your age?

Answered: 163 Skipped: 4

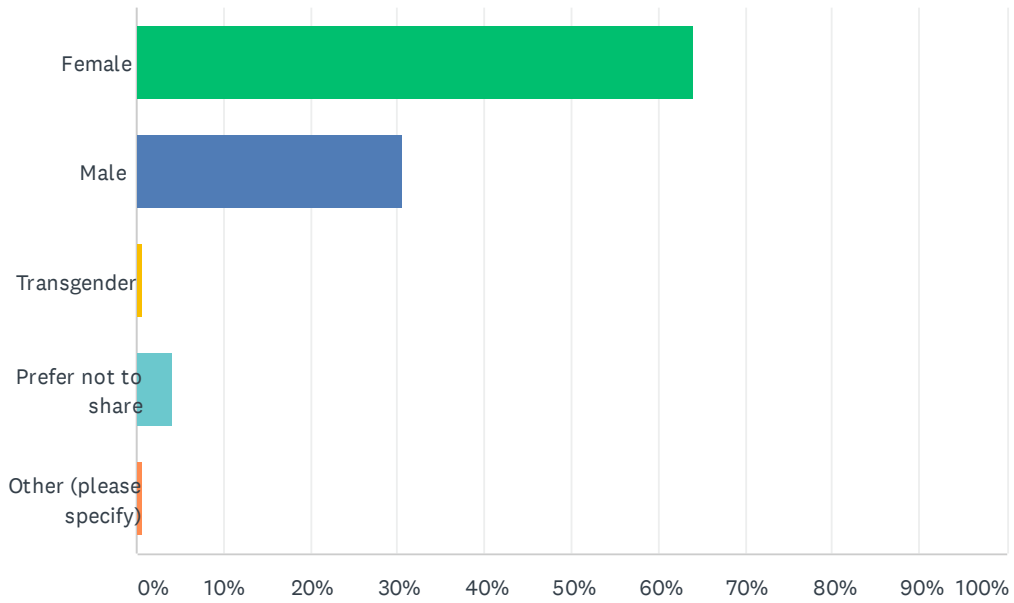


ANSWER CHOICES	RESPONSES	
Under 18	1.23%	2
18-24	0.61%	1
25-34	13.50%	22
35-44	29.45%	48
45-54	20.25%	33
55-64	14.72%	24
65+	20.86%	34
Total Respondents: 163		



## Q9 What is your gender?

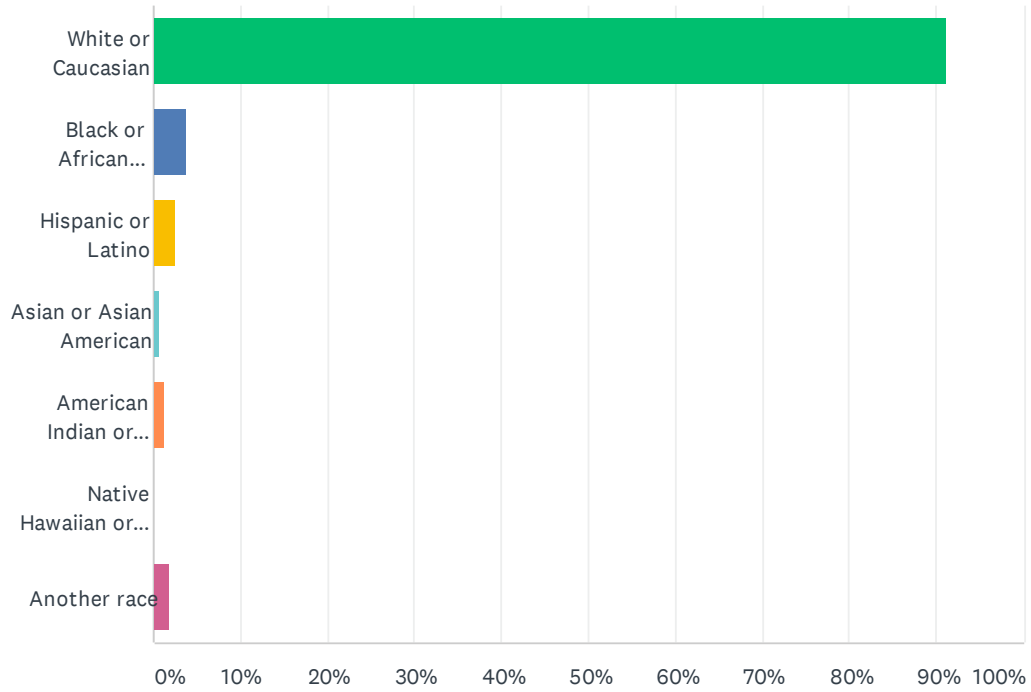
Answered: 164 Skipped: 3



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
<b>TOTAL</b>		<b>164</b>

## Q10 What is your ethnicity?

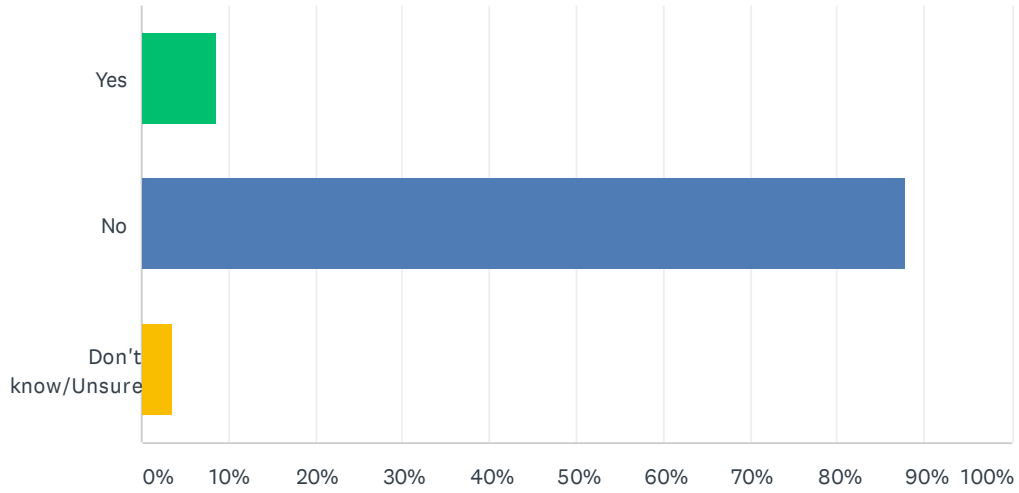
Answered: 159 Skipped: 8



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	

### 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

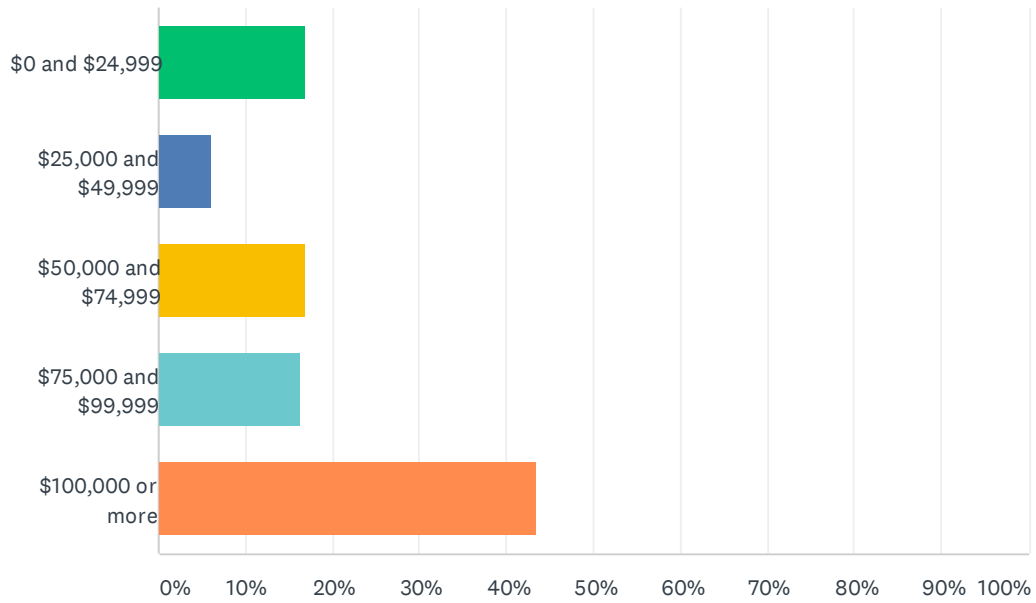
## Q12 How many people live in your household?

Answered: 161 Skipped: 6

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

## 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
<b>TOTAL</b>		<b>147</b>