

SLATS Transit Plan Stakeholder Discussion Guide

What agency or group do you represent?

What is your relationship to the transit system – Beloit Transit System, Rock County Transit, or Stateline Mass Transit District?

How familiar are you with the transit services available in the region? Do you have any questions about their service, funding, etc.?

Service Planning Topics

- Who currently uses Beloit Transit and/or SMTD (including fixed route service, on-demand rides and/or paratransit)?
- In general, how well does public transit meet people's mobility needs in the Stateline Region?
- Who does not use transit? Why not?
- What are some of the most important transit destinations?

System Performance

How would you assess the performance of each Stateline Area service (Beloit Transit, SMTD, etc.) in the following areas?

- Span of service – how many days, and how early and late buses run
- Frequency of service – time between scheduled trips, or trips per hour
- Affordability
- Condition of vehicles
- Understanding of customers
- Easy to understand/use
- Public perceptions of efficiency, reliability, convenience, and customer service

Trends

- What trends are present in the community that should provide an advantage for transit? Are there new geographic or customer markets that could be served by transit, or current markets that could be served better?
- What are the current risks/obstacles faced by the transit system? What would prevent each from accomplishing its mission in the future?
- Is there an organization or group of users in your community that we should be contacting that can be a partner in improving transit service or provide information relevant to the plan?