

City of Columbia

701 East Broadway, Columbia, Missouri 65201



Agenda Item Number: REP 2-15

Department Source: Public Works

To: City Council

From: City Manager & Staff

Council Meeting Date: January 5, 2015

Re: COMO Connect Update Report

Documents Included With This Agenda Item

Council memo

Supporting documentation includes: COMO Connect January 2015 Update Report

Executive Summary

During the summer of 2014, Columbia Transit's orbital pulse bus system was replaced with a networked system of bus routes, called COMO Connect. This system has now been in operation for three full months (September through November), and staff has prepared a report which includes ridership numbers and results from a customer survey.

Discussion

In August of 2014, COMO Connect replaced Columbia Transit's orbital pulse bus system. This project was a result of listening to customer suggestions and complaints via 10 separate public forums and two surveys regarding the orbital pulse bus system. The attached report is an update on the new COMO Connect public transit system over the last few months including total ridership numbers for September-November 2014, results from a recent customer survey, traffic and timing issues on Rollins and proposed solutions for the #2 Gold route, and details on new bus shelter building and installment.

Fiscal Impact

Short-Term Impact: None with this report

Long-Term Impact: None with this report

Vision, Strategic & Comprehensive Plan Impact

Vision Impact: Community Pride and Human Relations, Economic Development, Environment, Transportation

Strategic Plan Impact: Customer Focused Government, Growth Management, Infrastructure

Comprehensive Plan Impact: Mobility, Connectivity, and Accessibility, Livable & Sustainable Communities

Suggested Council Action

For information only.

City of Columbia

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Legislative History

6/02/14 (REP55-14) - Columbia Transit Rebranding as COMO Connect

2/17/14 (A) Public hearing to consider replacement of the current orbital pulse bus system with a networked system of bus routes as outlined in the CoMO Connect transit project.



Department Approved



City Manager Approved



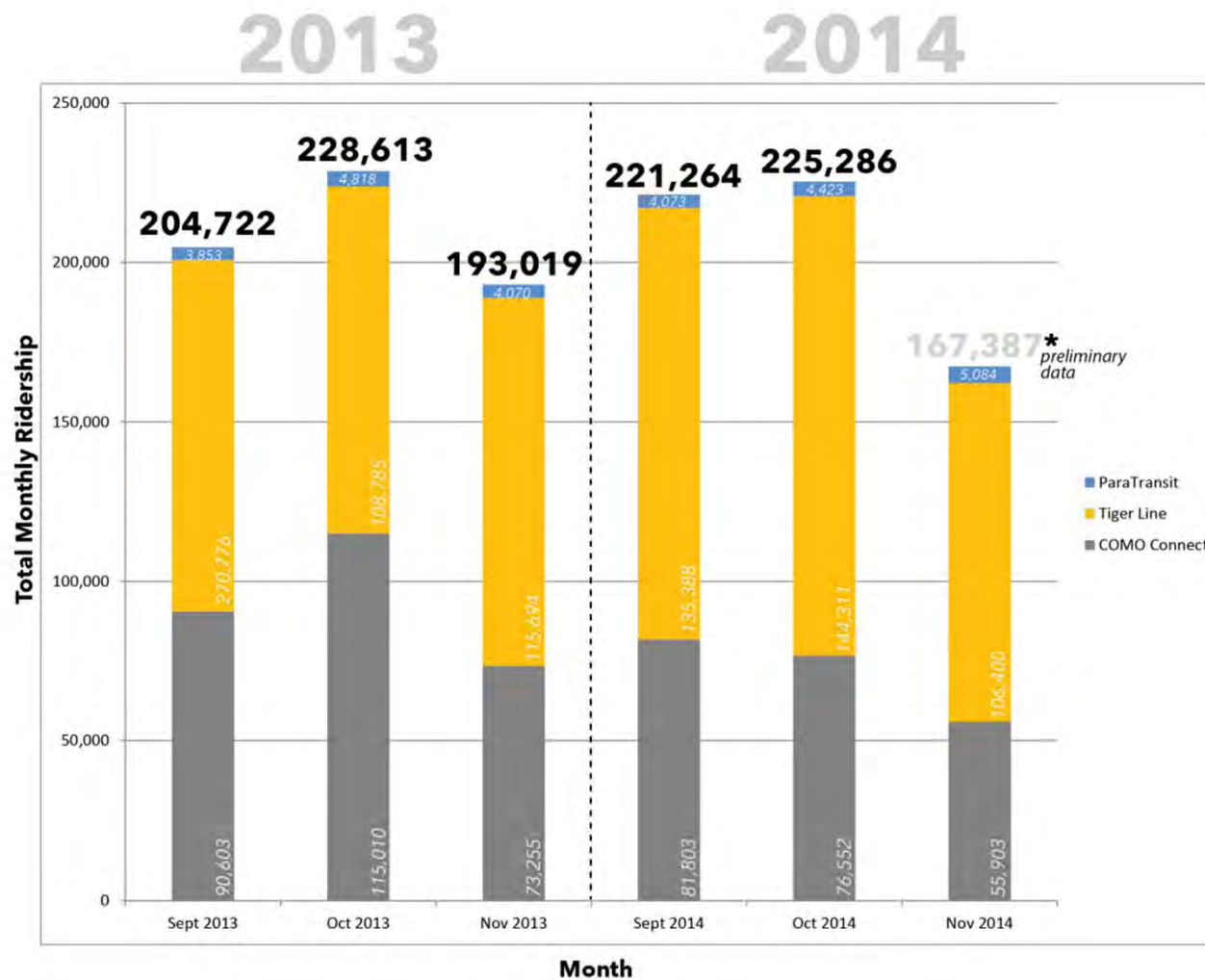
SUPPORTING DOCUMENTS INCLUDED WITH THIS AGENDA ITEM ARE AS FOLLOWS:

COMO Connect January 2015 Update Report

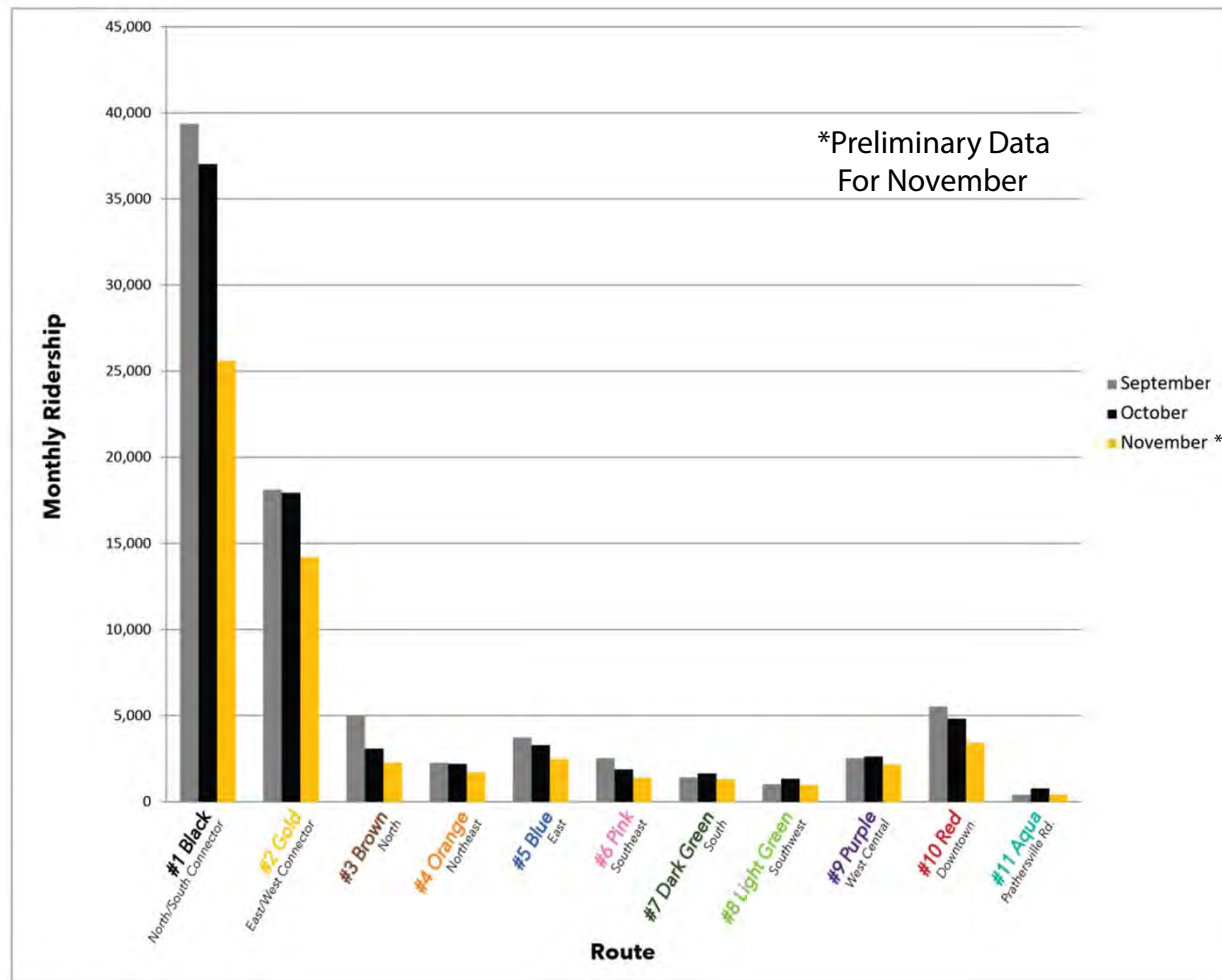
COMO Connect

January 2015 UPDATE

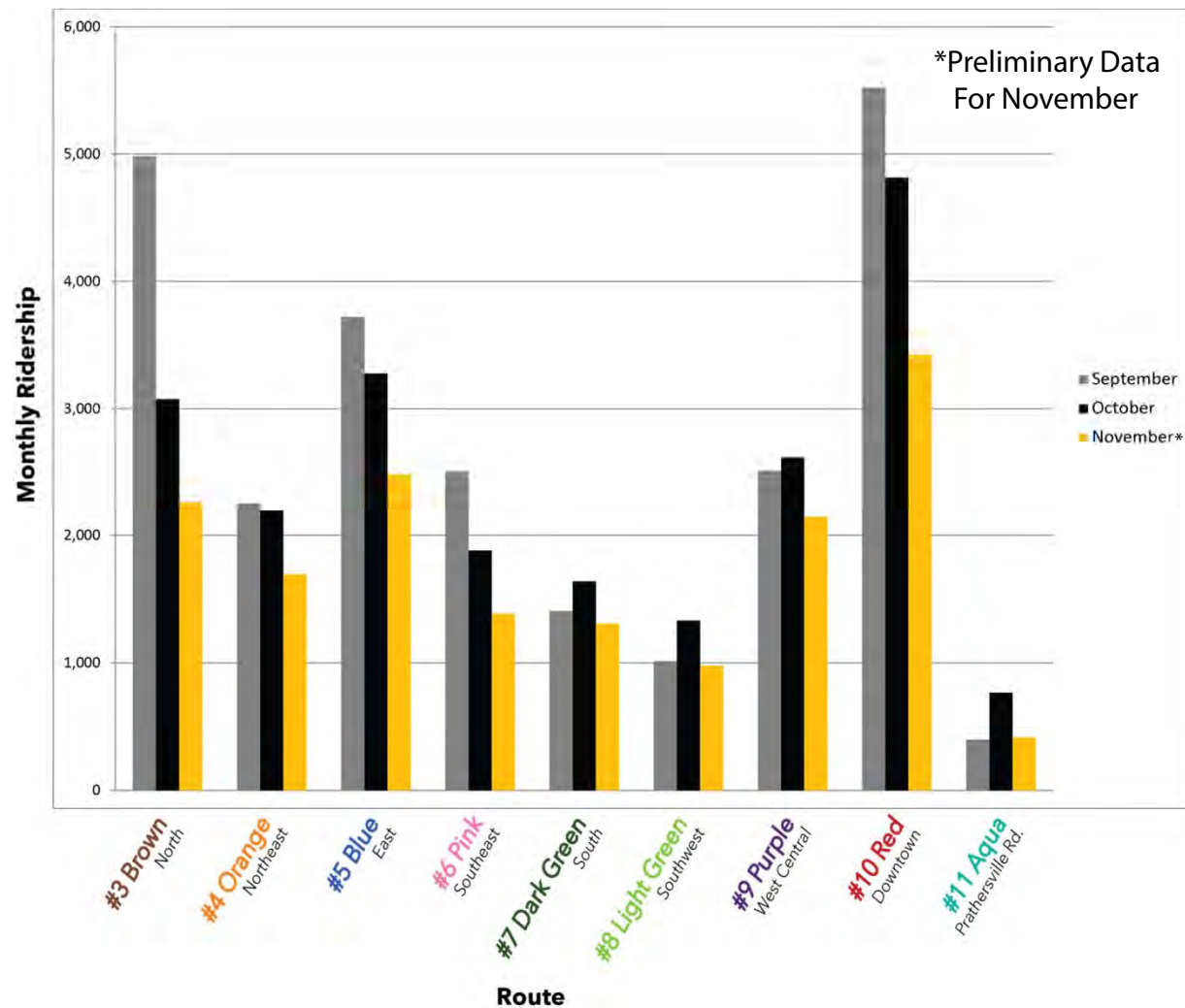
Total Ridership



Ridership by Route



Neighborhood Routes



Customer Feedback

Collection Period: November 3 - December 3

Surveys Collected: 433

Distributed on all Buses and Vans

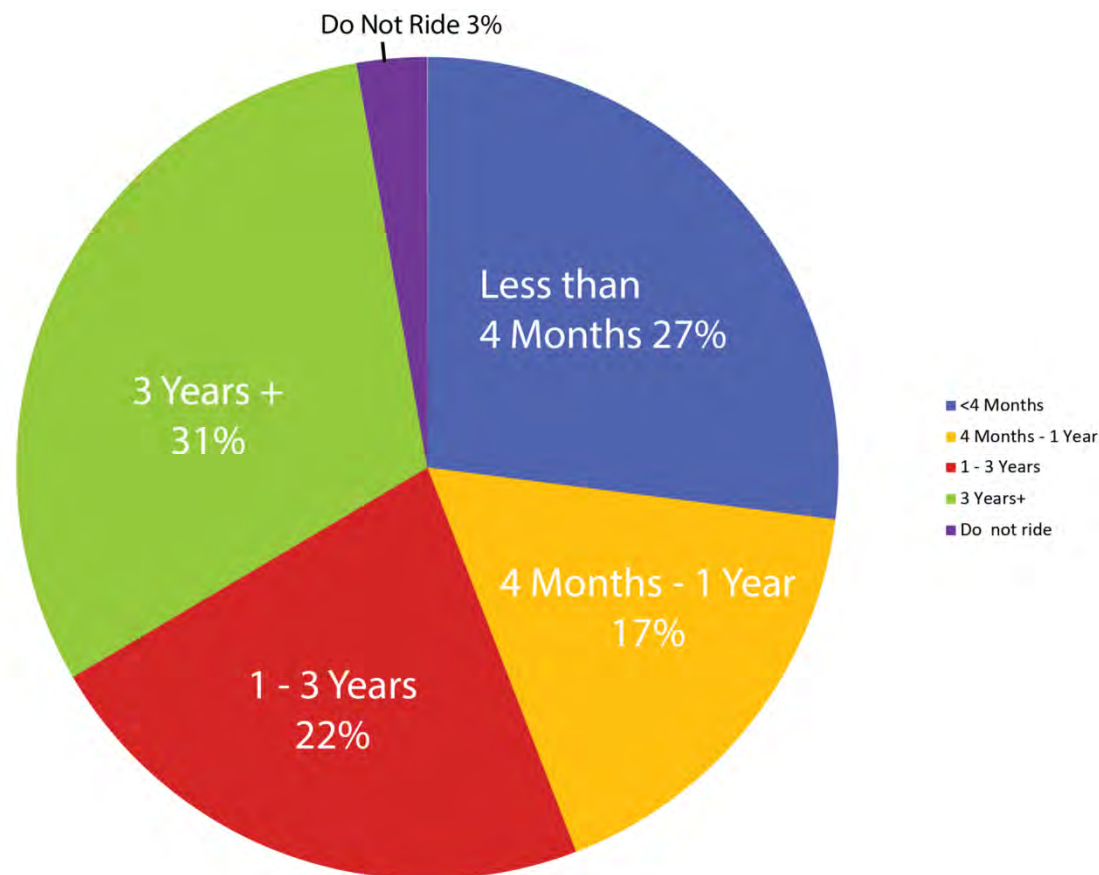
Customer Service Station

Website, Facebook, Twitter

DoubleMap App

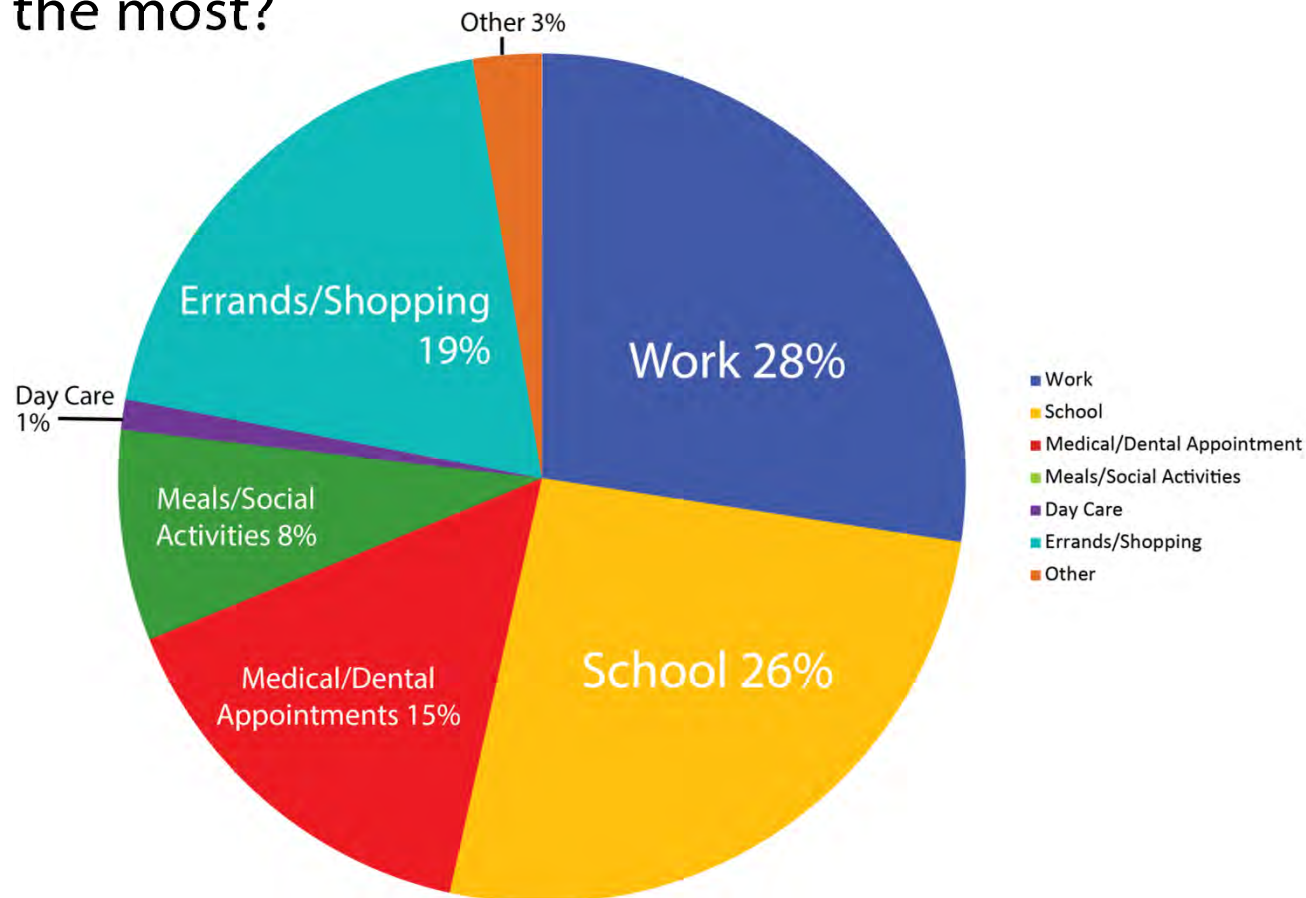
Customer Feedback

How long have you been regularly using Columbia's bus system?



Customer Feedback

For which of the following reasons do you currently use COMO Connect the most?



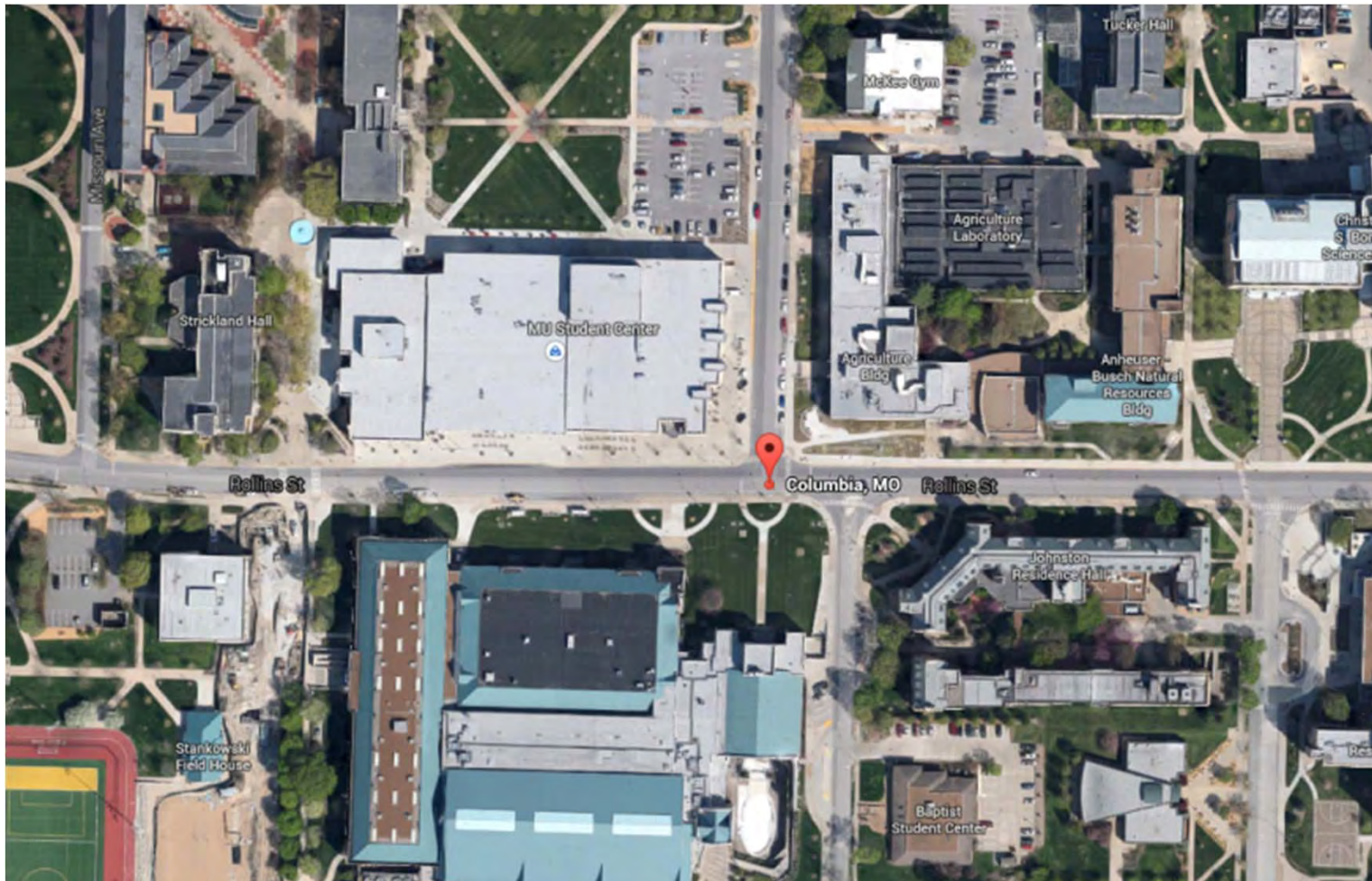
Customer Feedback

Overall, how satisfied are you with the service provided by COMO Connect?

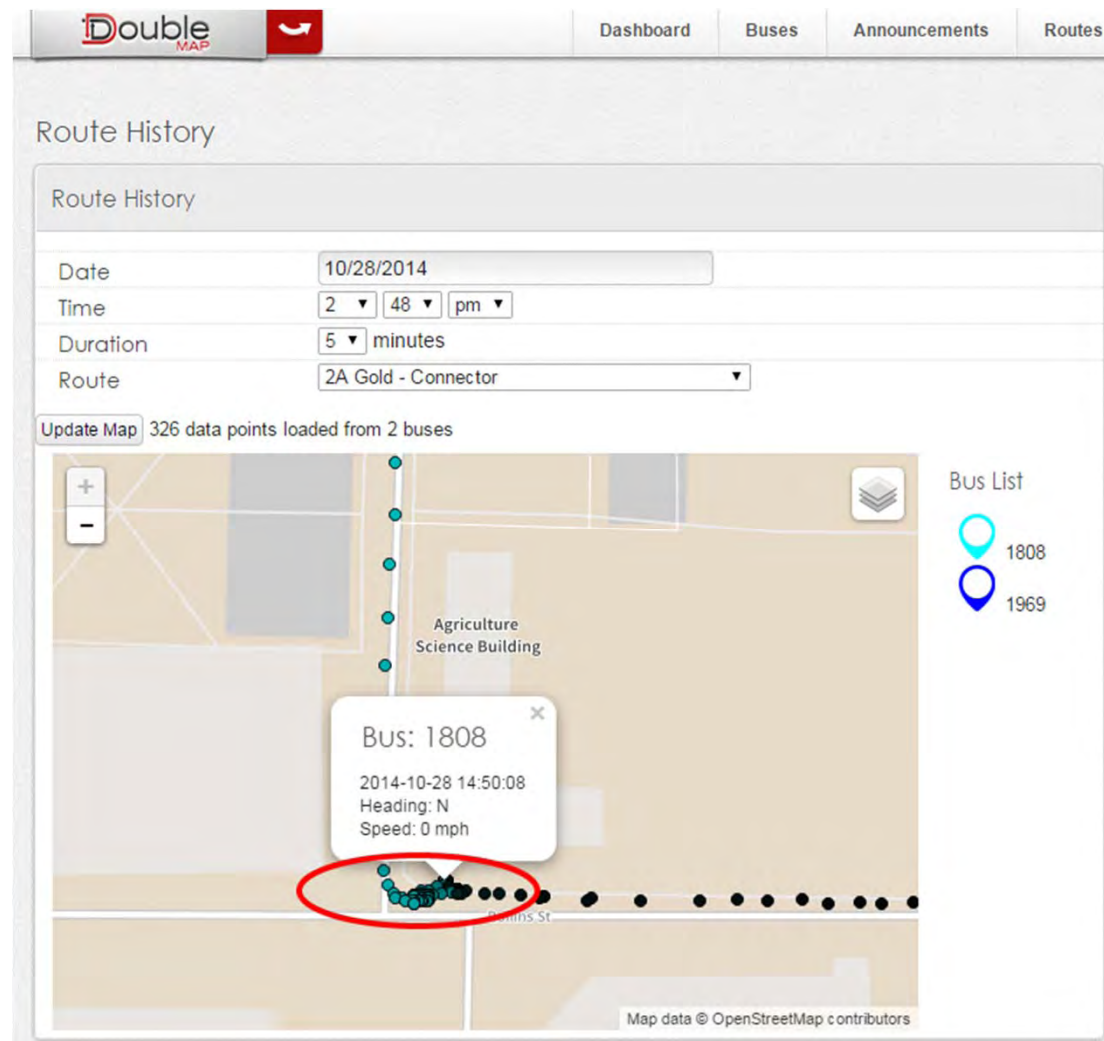
68%

**Very Satisfied
Satisfied or
Somewhat Satisfied**

Traffic Delays



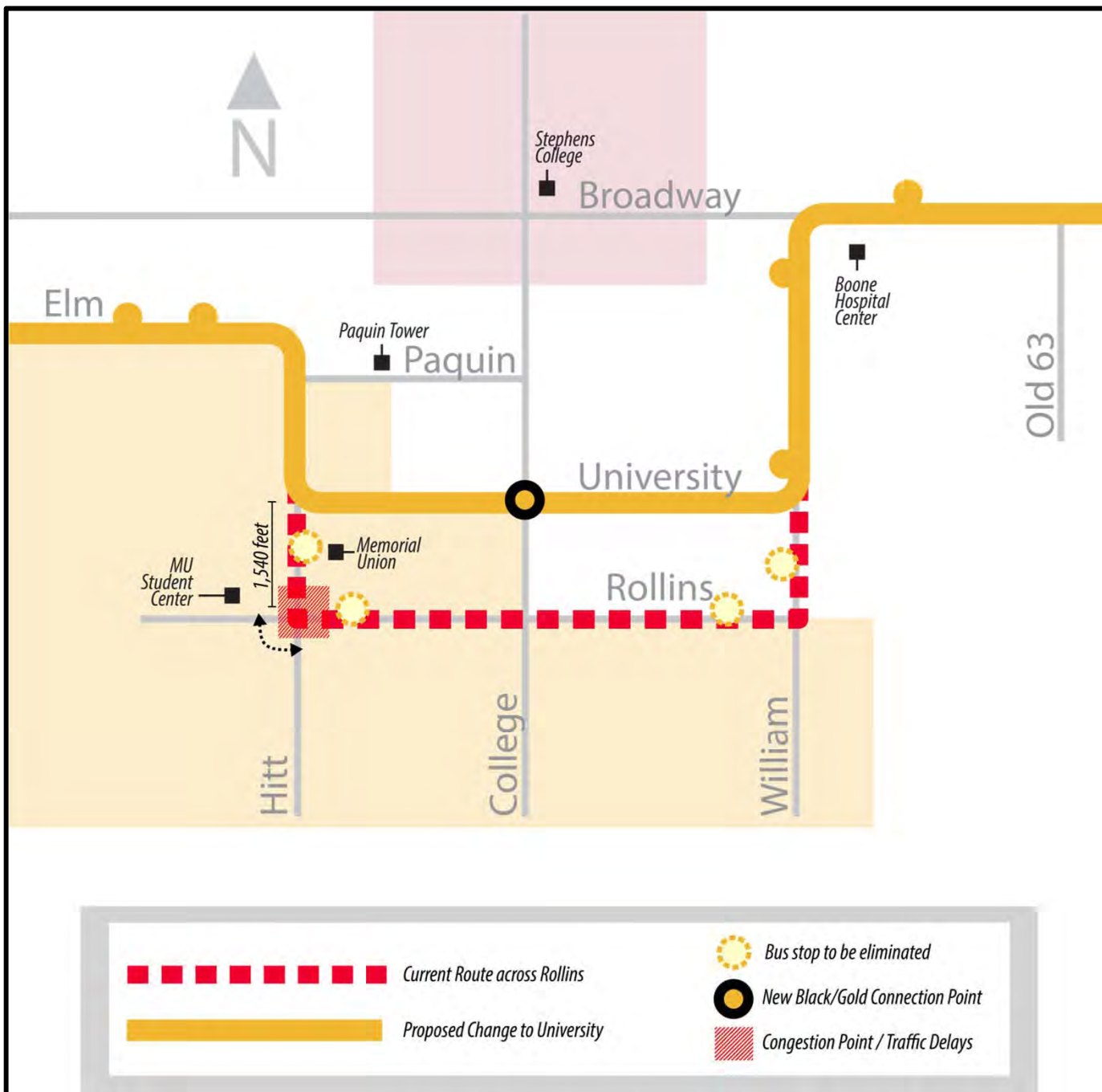
Traffic Delays

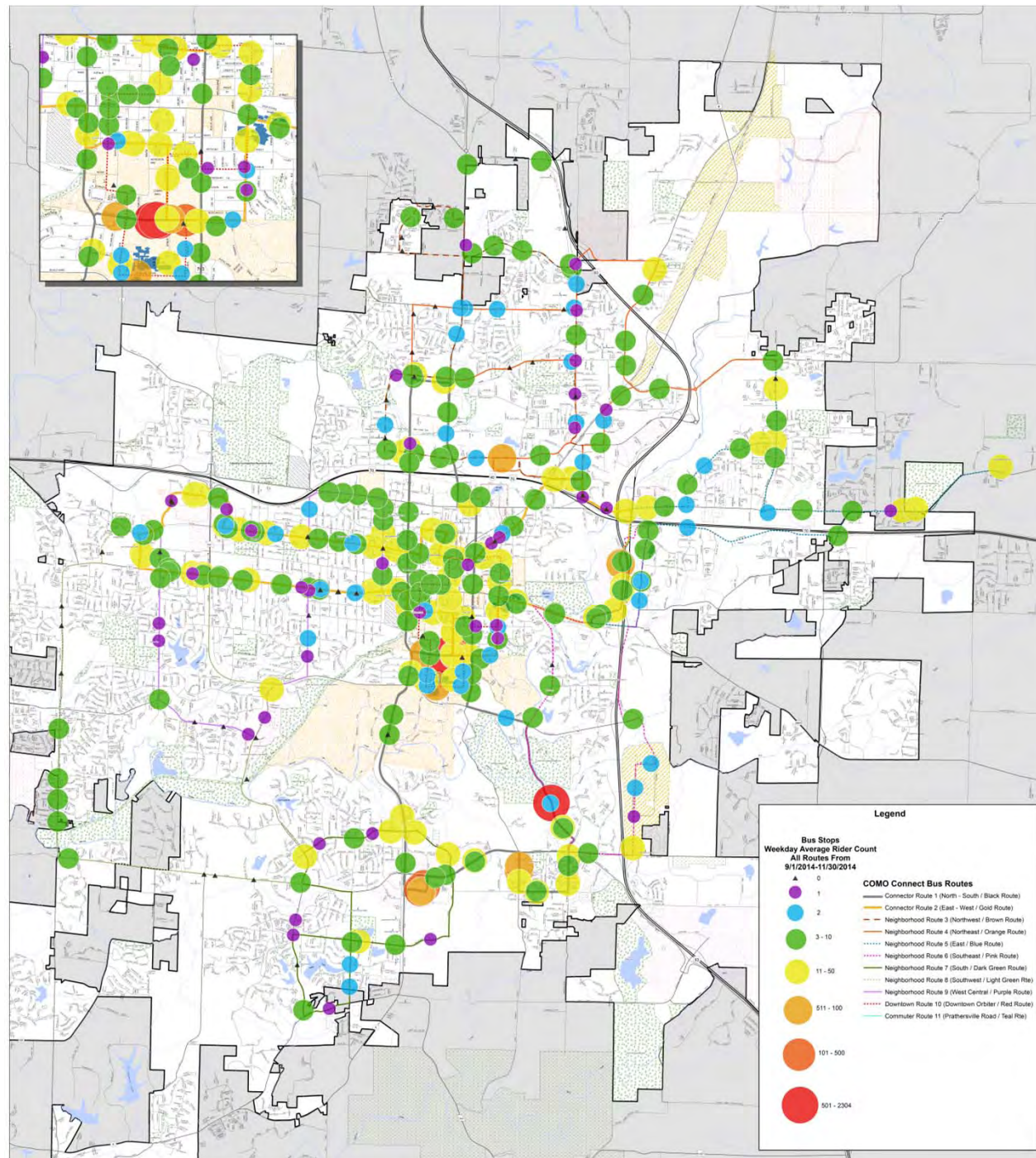


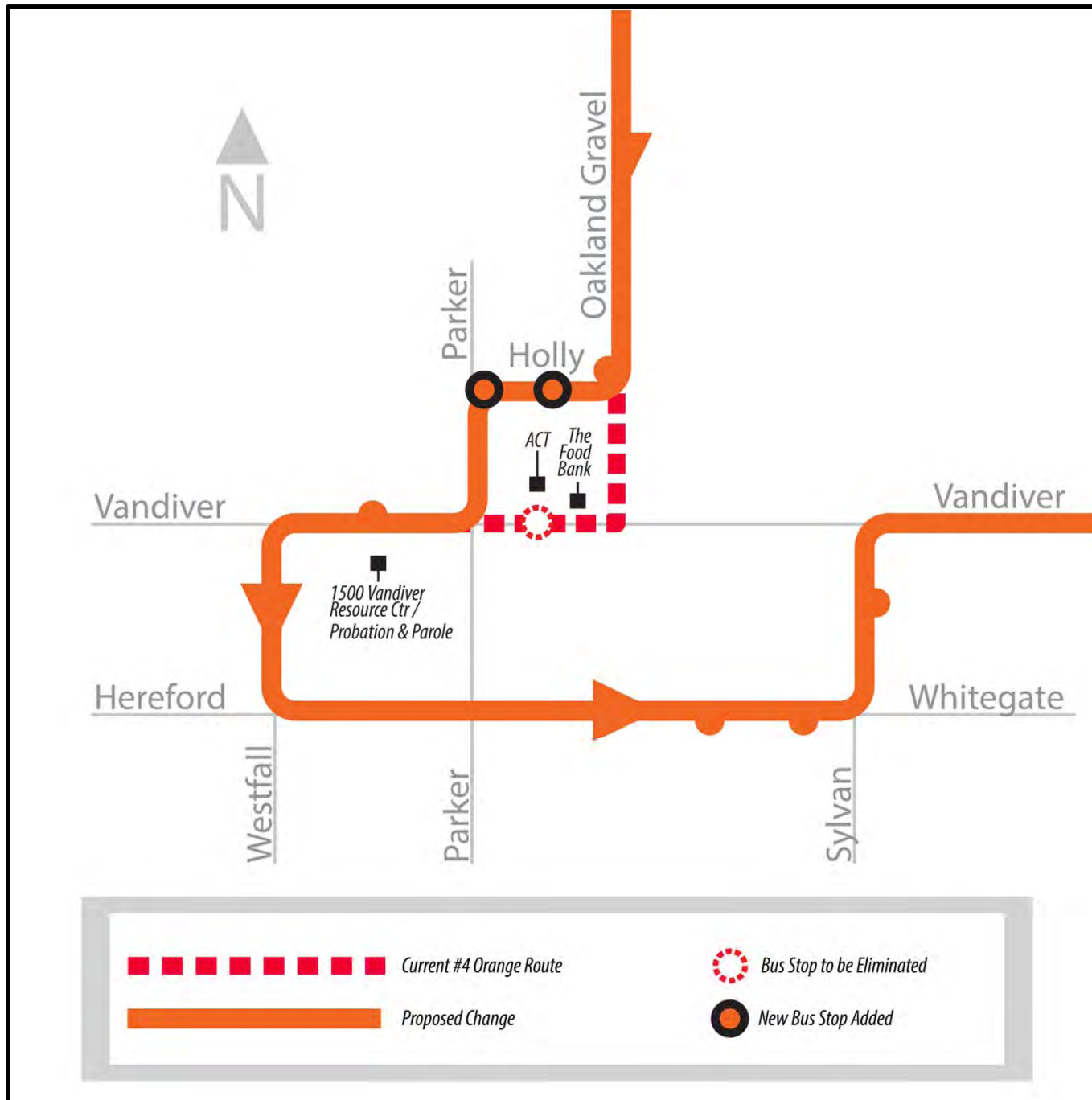
Schedule Adherence

ALL TIME POINTS								PAGE	16	
Rt - Gold West/East										
SCHEDULE ADHERENCE REPORT - INDIVIDUAL OBSERVATIONS										
10/1/2014 - 10/31/2014										
Weekday - Eastbound										
ON-TIME= Between -1.0 Min Early and 5.5 Min Late										

TIME POINT	TIME OF DAY	BLOCK	DATE	ARRIVAL TIME	DOOR CLOSE TIME	DEPART TIME	SCHDL TIME	SCHEDULE DEVIATION	STATUS	POSITION
HITTROLLINS	9:00-10:00 AM									
		24	10/07/14	09:20:24	09:20:24	09:21:39	09:10	11.65	LATE	MID-ROU
		24	10/09/14	09:14:41	09:14:41	09:14:41	09:10	4.68	ON TIME	MID-ROU
		24	10/13/14	09:18:35	09:19:05	09:19:19	09:10	9.32	LATE	MID-ROU
		24	10/14/14	09:20:06	09:20:06	09:20:06	09:10	10.10	LATE	MID-ROU
		24	10/16/14	09:17:10	09:17:55	09:18:40	09:10	8.67	LATE	MID-ROU
		24	10/17/14	09:15:27	09:15:42	09:16:04	09:10	6.07	LATE	MID-ROU
		24	10/21/14	09:12:03	09:12:18	09:12:42	09:10	2.70	ON TIME	MID-ROU
		24	10/23/14	09:14:20	09:14:35	09:15:02	09:10	5.03	ON TIME	MID-ROU
		24	10/28/14	09:14:56	09:15:41	09:16:01	09:10	6.02	LATE	MID-ROU
		24	10/29/14	09:18:28	09:19:13	09:19:26	09:10	9.43	LATE	MID-ROU
		23	10/01/14	09:42:38	09:42:38	09:42:38	09:40	2.63	ON TIME	MID-ROU
		23	10/02/14	09:44:27	09:44:41	09:44:57	09:40	4.95	ON TIME	MID-ROU
		23	10/06/14	09:39:33	09:39:48	09:39:57	09:40	-.05	ON TIME	MID-ROU
		23	10/07/14	09:38:22	09:38:37	09:39:18	09:40	-.70	ON TIME	MID-ROU
		23	10/08/14	09:43:27	09:43:43	09:43:59	09:40	3.98	ON TIME	MID-ROU
		23	10/09/14	09:44:09	09:44:54	09:45:07	09:40	5.12	ON TIME	MID-ROU
		23	10/10/14	09:42:21	09:42:36	09:43:06	09:40	3.10	ON TIME	MID-ROU
		23	10/13/14	09:57:02	09:57:17	09:57:41	09:40	17.68	LATE	MID-ROU
		23	10/14/14	09:43:01	09:43:16	09:43:36	09:40	3.60	ON TIME	MID-ROU
		23	10/15/14	09:44:29	09:44:44	09:44:56	09:40	4.93	ON TIME	MID-ROU
		23	10/16/14	09:43:11	09:43:26	09:43:43	09:40	3.72	ON TIME	MID-ROU
		23	10/17/14	09:40:30	09:40:30	09:40:30	09:40	.50	ON TIME	MID-ROU
		23	10/20/14	09:59:02	09:59:02	09:59:19	09:40	19.32	LATE	MID-ROU
		23	10/21/14	09:50:33	09:53:35	09:53:43	09:40	13.72	LATE	MID-ROU
		23	10/22/14	09:40:32	09:40:47	09:41:17	09:40	1.28	ON TIME	MID-ROU
		23	10/23/14	09:39:18	09:39:30	09:39:40	09:40	-.33	ON TIME	MID-ROU
		23	10/24/14	09:39:35	09:40:36	09:41:00	09:40	1.00	ON TIME	MID-ROU
		23	10/27/14	09:44:11	09:44:11	09:44:28	09:40	4.47	ON TIME	MID-ROU
		23	10/28/14	09:40:16	09:40:46	09:40:58	09:40	.97	ON TIME	MID-ROU
		23	10/29/14	09:52:12	09:52:12	09:54:15	09:40	14.25	LATE	MID-ROU
		23	10/30/14	09:39:19	09:39:34	09:39:42	09:40	-.30	ON TIME	MID-ROU
		23	10/31/14	09:42:15	09:43:15	09:43:29	09:40	3.48	ON TIME	MID-ROU
HR Average								5.99		

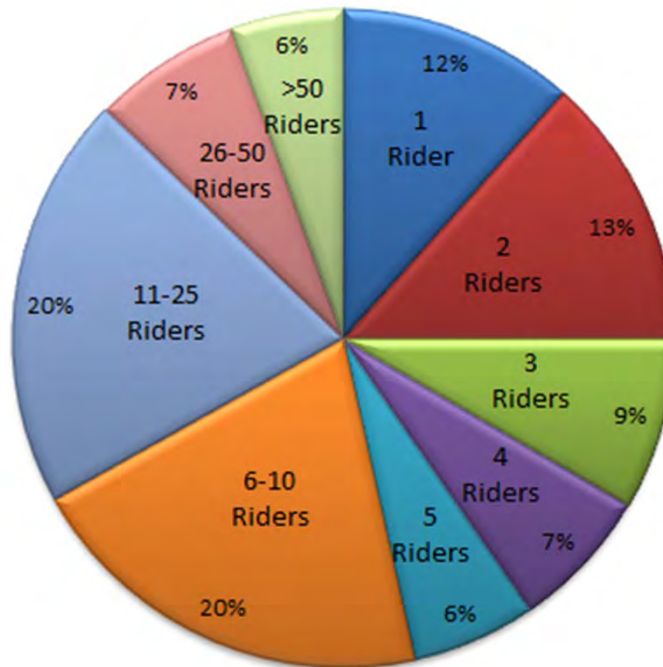






Bus Stops

How many riders are at each bus stop?



Shelters

CONCEPT

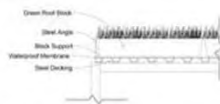
The Fato Colato version of the Columbia Transit System bus stop redesign is based on versatility, modularity, and sustainability. With aesthetics catching the eye of riders and art aficionados alike, the design solution will put a new face on the city's public transportation system. A living art gallery displaying Columbia's local artists will be featured at every stop.

GREEN INITIATIVES

The planned overhaul of the current Columbia Transit System bus shelters is backed by green design initiatives and sustainable technologies. The sustainability of the bus shelter design is a cost effective approach to sustainable design. All exterior panels are based on a 4'x8' template and are all fastened to one another and the underlying structure by plastic friction clamps. All panels are interchangeable allowing for a customizable shelter layout. Various works of art can be displayed on each section and if damaged, the repair process is as simple as unfastening and replacing them.

ENERGY: The consideration of a more efficient approach to saving electricity was acknowledged by the introduction of solar panels into our design solution. Photovoltaic will be located on a dual axis rotating panel located above the exterior bike storage area. Each set of solar panels will be site-specifically installed to maximize solar gain for each bus stop location. This system will be the source of power for the interior LED tube lighting for night use.

WATER: Sustainability is capitalized on our green roof system. Two thirds of the rooftop will be composed of green roof blocks to collect a large amount of rainwater and any runoff from the these portions of the roof including the backward sloping Choozy at top, will be collected by a gutter system and then displaced among the sun rounding site.



INDOOR AIR QUALITY: Circulation will be controlled by the open entry space up front and cross ventilation will be governed by perforated kick plates at the base of all transparent panels and through the open canopy at the rooftop.

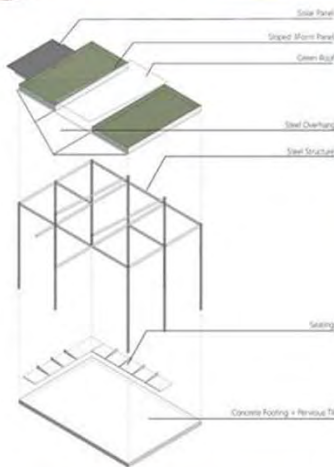
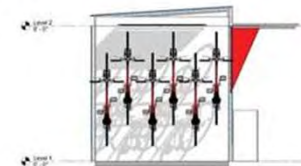
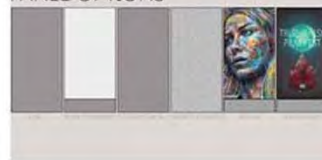
COST ESTIMATE

[illegible][illegible]

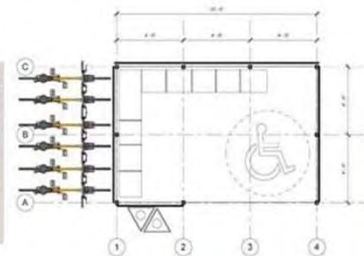
MANUFACTURERS



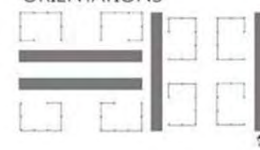
PANEL OPTIONS



CONNECTION DETAILS



ORIENTATIONS



THE FAB COLLAB
RJ BALDWIN, CHASE JOHNSON,
DUY TRAN + LINDSAY WEBB
MRJ ARCHITECTS

Shelters

Estimate of Probable Construction Costs

BASE BID

Sitework*	275*
Concrete*	1,625*
Metals - Framing	3,150
Metals - Panels	920
Metals - Decking	595
Roof Waterproofing	165
Sealants	55
Skylight Panel	45
Wall Panels - Clear	535
Painting	110
Subtotal - Base Bid	7,475

OPTIONAL ITEMS

Bench	785
Waste Receptacle	305
Green Roof Blocks	840
PV Panel and LED Light Package	2,250
Subtotal - Optional Items	4,180
Total (Base Bid + Option Items)	11,655
Total Less Green Roof	10,815

*Price varies based on site work and concrete requirements

Shelters

Bus Shelter Funding Sources

Two previous FTA capital grants with
Balances budgeted for shelters

- Grant 124: \$16,775
- Grant 133: \$48,402

FTA 5339 Capital Grants

- FY 2013: \$154,537
- FY 2014 \$157,050

Total FTA Funding	\$375,764
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Total Local Match	\$93,941
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Total Shelter Project	\$469,705
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Shelters

January 2015

- RFP for shelter fabrication
- RFP for concrete construction
- Finalize site selections

February - March 2015

- Concrete construction, contingent on weather
- Relocation of 9 shelters to new locations
- New shelter design fabrication

April - July 2015

- Install 20-30 new design shelters
- Source art components - possible contest

February 2016

- CDBG Staff will conduct a survey and Interested Parties meeting to determine locations for 10 potential new shelters based on stop level ridership data

August 2016

- Install 10 new design shelters

COMO Connect Customer Feedback Survey Results

Collection Period 11/3/2014-12/3/2014

Question 1: How long have you been regularly using Columbia's bus system?

- Less than 4 months: 117
- 4 months – 1 year: 74
- 1-3 Years: 97
- 3 Years +: 133
- I do not regularly ride the bus: 12

Question 2: For which of the following reasons do you currently use COMO Connect the most?

- Go to/from work: 188
- Go to/from school: 179
- Go to/from medical/dental appointments: 105
- Go to/from meals or social activities: 55
- Go to/from daycare: 8
- Running errands and/or shopping: 133
- Other: 18

Question 3: Overall, how satisfied are you with the service provided by COMO Connect?

- Very Satisfied: 73
- Satisfied: 112
- Somewhat Satisfied: 111
- Somewhat Dissatisfied: 49
- Dissatisfied: 28
- Very Dissatisfied: 45
- I Don't Know: 15

Question 4: Which of the following COMO Connect routes do you use most often?

- #1 Black: 198
- #2 Gold: 208
- #3 Brown: 35
- #4 Orange: 44
- #5 Blue: 57
- #6 Pink: 34
- #7 Dark Green: 17
- #8 Light Green: 17
- #9 Purple: 41
- #10 Red/Downtown: 62
- #11 Aqua/Commuter: 5
- ParaTransit: 30

Question 5: Which of the following ways do you prefer to receive information regarding updates, changes, or delays?

- Signs posted at bus stops/shelters: 207
- Announcements posted on DoubleMap App: 172
- Alerts posted online at www.COMOconnect.org: 97
- Social Media (Twitter and Facebook): 95
- Email: 75
- Other: 10

Question 6: Additional Comments or Specific Feedback:
(See attached pages)

Question 7: Please enter your email address here to be included on future COMO Connect informative emails.

(Not included in this report)

COMO Connect Customer Feedback

Q6 Additional Comments or Specific Feedback:

Answered: 75 Skipped: 13

#	Responses	Date
1	DoubleMap "Next Buses" estimate does not seem to consider bus schedule or time stops. Ever. Pretty bad when you're standing there in the rain or snow and that's the only source of information you have (even worse when you can only take one look before the device's battery dies)	12/3/2014 1:42 PM
2	I am dissatisfied with the new routes and problems with keeping the schedule, walking along clark ln, and additional transfer to downtown	11/24/2014 1:46 PM
3	you should not run any fixed routes on the university campus . Fixed routes and university buses need to be seperate from each other . Running fixed routes on campus is why buses do not connect on time	11/23/2014 11:41 PM
4	Need more routes south	11/23/2014 12:16 PM
5	The #1 Black route bus timings are weird in the morning. For example, if students were to have a 9am lesson, they would only be able to take the bus from The Reserve At Columbia at 8:15am because taking the bus at 8:45am will result in students being late for class. Therefore, there would be a lot of students trying to get on the bus at that timing. There were times when students were not able to fit into the bus. It would be a good option to have a bus at 8:30am. Thank you!	11/22/2014 12:21 PM
6	There was a big problem with reliability early on, especially with drivers leaving time stops too early. It seems to be getting better, but when buses are so infrequent, it is a disaster to miss the bus, and it's too cold to have to get there 10 minutes early just in case the driver isn't respecting the time stops.	11/21/2014 4:32 PM
7	I was prohibited from leaving question 4 unmarked even though it is not applicable, so I selected an answer randomly. This probably needs to be fixed.	11/21/2014 3:54 PM
8	I love the Bus system but it doesn't quite work for me in most cases. I love the way the routes have been adjusted and see how they benefit most people. For the system to work for me and allow me to ride more often there would need to be more buses on each route so there is less of a wait time. I understand the issue is funding. In my opinion, we spend way too much money on road expansion for personal motor vehicles and data shows that if build our roads for traffic and congestion we'll get traffic and congestion. This type of road expansion is wasteful, expensive, unsustainable, and not necessary. More of our transportation funding should be spent on bicycle and pedestrian infrastructure, and expanded road infrastructure that prioritizes our most vulnerable citizens as this type of infrastructure is safer, cheaper, and more efficient for all users, including individual motor vehicles. More of our transportation budget should also be spent on public transportation! Maybe the first step in spending more on public transportation could be put toward more busses on each route. Thank you.	11/21/2014 11:49 AM
9	I would ride the bus far more often if routes ran later. Even a barebones service would be good for late nights and much cheaper than a cab home. I believe that it would be a great way to curb drunk driving in CoMo which is a serious issue with the student population being as high as it is and cab service being spotty and expensive for a large number of people.	11/21/2014 10:40 AM
10	Running through campus makes the Gold route chronically late.	11/21/2014 10:07 AM
11	The black route is plagued with problems, constantly. There needs to be a change in how they are labeled on the Doublemap app. The south loop only bus needs a different designation than the buses making the full loop. I hate the new system. I never had a problem with the old one. Now I end up late for work or left on campus to wa@NASA_NAS: #NASA's Pleiades supercomputer moves up to #11 on the worldwide #TOP500 list after recent upgrade (3.38 Pflop/s) #HPC http://t.co/oib4KIZdh7lk home when the buses go out of service. This happens about once a week. Also all of the female drivers are incredibly rude, and ignorant to basic information about the route they are driving. And they are not helpfull. Please fix the way the buses are labeled for the app.	11/21/2014 9:49 AM
12	Good changes, but need put the time points on the connection points	11/20/2014 6:46 PM
13	Please add a stop in front of The Terrace on the Business Loop.	11/20/2014 5:26 PM
14	Not everyone has internet on their smartphone! Also, I cannot understand why most of the stops are without bench or shelter. With winter coming, I guess the elderly are expected to freeze to death standing while waiting for the bus.	11/20/2014 11:29 AM

COMO Connect Customer Feedback

15	I would like operators to have some discretion and be able to bus will stop anywhere its safe to do so, along the route of course.	11/19/2014 2:27 PM
16	DoubleMap has not been working on Saturday mornings at the very beginning of the routes. Also, an expansion of evening and Saturday morning hours would be extremely helpful.	11/18/2014 11:39 PM
17	please go back to the old routes because these new routes are making it difficult for individuals with disabilities and some people cant stand for long periods of time	11/18/2014 8:07 PM
18	Bus schedules should be more frequently than current. For example, you can use small bus (like para transit small vans) for this purpose. You don't need big bus , because many times , not many passengers in the bus . So small vans with more frequent services can make services better	11/18/2014 4:23 PM
19	Routes are much worse for south side maize students. Too many students on the busses, always having to stand up, and the schedule is horrible. Completely inconvenient and I hate it. Have rode the bus for two years and won't be purchasing a bus pass spring semester.	11/18/2014 10:06 AM
20	Bus routes with specific connecting routes (for example the gold route that connects with the pink/blue route at the Walmart on Conley road) need to be adjusted so that the busses meet at the connection point around the same time. If a passenger is trying to transfer busses and the bus they are trying to transfer to is scheduled to leave the exchange point 10 minutes prior to the arrival of the bus they are currently on and will not be back around for another 40-50 minutes that is very inconvenient, and dangerous considering the cold weather and lack of proper bus shelters (or even sidewalks) at many bus stops.	11/17/2014 3:06 PM
21	Younger guy bus driver for the T4 is a tool.	11/17/2014 1:49 PM
22	The maps & schedules were rather hard to decipher initially. The wait for your connecting bus at WalMart on Conley is too long. It's around an hour.	11/17/2014 10:22 AM
23	I bought car insurance and brought my car back...it's that BAD. Thank god for paratransit	11/17/2014 3:38 AM
24	This major change that has taken place. A lot of us feel that our needs are not being met, along with being heard. Service has gotten worse, when in the beginning we were told our needs are first.	11/16/2014 5:52 PM
25	New routes make the bus horrible for sout side Mizzou students. Old route was way easier for students, I absolutely hate the new route.	11/16/2014 5:53 AM
26	I know it didn't help everybody, but the new routes make my commute to work (at MU) shorter/easier--nice to have the bus when it's too cold to bike!	11/14/2014 1:53 PM
27	old system I had service door to door. now I must walk 6 blocks. I never know if the bus I am on is going to stop half way or go on the full route. still no announcing of stops or cross streets which IS an ADA requirement .	11/14/2014 9:51 AM
28	went are shelter coimg out	11/13/2014 8:49 PM
29	Sometimes the buses are really off schedule. Once I waited for more than one hour for my bus and was late to work.	11/13/2014 2:14 PM
30	Overall, the idea behind new system makes a lot of sense. It goes more places in less time by relying on the connector routes. However, since the Black and Gold routes aren't synched with each other, transferring between them can be difficult. It is often unclear where the best place to get from the Gold to the Black or vice versa is going to be depending upon how on schedule they are running at the time. I have also heard several drivers say it is almost impossible to stay on track with the schedule the way it is now. That can lead to late buses and even buses going out of service when according to the booklet, they are only halfway through the loop. This could be a really great set up though. I think the best way to make it great will be to make connections with the Black and Gold more reliable and understandable. Thanks.	11/12/2014 10:55 AM
31	I would like to see the bus stops have weeds cut down more and please make sure maybe when the snow starts flying and falling they will not pile it where we will stand or get off bus cause it will be tricky and dangerous on all the spots I get off bus sliding into traffic on South Providence and Rangeline kinda worried-----sense we do not have the safety of walbash anymore??	11/12/2014 6:00 AM
32	Love the new system. I'm saving at least a half-hour a day on my comute verses the old system.	11/12/2014 5:49 AM
33	I am brand new to columbia area and riding a bus! so I currently to go one mile have been on the buses for an hour and a half to two hours this is like from the area around Bicknell st like to the Phoenix House time of travel is like from 8:00 a.m. then returning around 11:30 a.m. what do you suggest for least time on bus and not having to stand out in the cold	11/11/2014 6:05 PM
34	The tractor always has trouble on tracking buses and the buses schedule not always right	11/11/2014 5:12 PM

COMO Connect Customer Feedback

35	It's getting cold; shelters should have heating elements installed as there is no indoor transfer facility anymore. I'm very serious about this. I hate the cold, and if I freeze out there, I'm much less likely to wait on a bus.	11/11/2014 4:19 PM
36	There is not a bus that runs on the north loop of the #1 route between 10 and 11am. They are all consistently out of service, south loop only, or heading south. There have literally been 5 busses on the south loop at the same time once	11/11/2014 10:10 AM
37	schedule is wried! every morning I take 1B to school and I am always late because the first one is :30, the second one is :55 to school. I have no time to go to the classroom in time! please add more or adjust flexible time. also, app always has bugs!!!!	11/11/2014 9:32 AM
38	Main deterrent for me is reliability on the evening route. I rode bus home from work once and haven't tried again. It was 30 minutes late - basically missed one whole cycle, then I still had 25 minute walk after I get off the bus so that it just too long of a commute for me.	11/10/2014 4:55 PM
39	Need to severely fix the south black route, never convent times and the buses are always crowded. The terrible bus situation this year is why I started driving to mizzou instead of taking the bus, even though the bus stop right outside my front door is way more convenient. I hate the new bus route, the thirty minute mizzou routes were unbelievably awesome, the new ones are terrible. I will no longer ride.	11/10/2014 8:24 AM
40	The current bus routes are horrible! It takes calculations to determine when you're bus will arrive. Is there any way we can get back to the older routes?	11/10/2014 5:46 AM
41	Bus responders are rude when you call them and very inaccurate when you ask where the busses are, the bus drivers are rude and run the routes on there own time when it is beneficial to them, you guys just have to get waaaayyy better on customer service	11/8/2014 3:34 PM
42	Although the bus service revamp was a good idea there are inherent flaws from a human services/ engineering standpoint. My suggestion have been laid out below: 1. Old service: Wabash was the center. Hence people can time their journeys and bus timings were very reliable. All points in the city were connected to the center of the city itself. Typically no delays and timeframes negated issues with frequency on buses for a given route. 2. New standalone service: Also good as it makes sense for a big city. Unfortunately standalone routes only work if they are well connected with other routes and the frequency of buses is high. For a given route there seems to be only 2 buses - not good. Some routes, only 1 bus - poor. This destroys the purpose of being standalone. Poor time reliability as there are no central points. Time schedules are redundant for systems without a center. Instead there should be 3-4 buses for a route so that every bus is equidistant and every stop receives a bus every 10min. Which means people should be only able to track the bus and get on time using a app rather than have a fixed time schedule. 3. Maps are bad compared to older times. Maps are not on scale therefore very confusing. Also the timings are very confusing to backtrack a given timepoint for a stop. It should be simple like previous times. 4. Sometimes buses have lunch time which should be announced prior on the app. As people see the app, they see the bus coming they go the stop. Only to find the bus suddenly dissapears on the map for 1 hr even though they are just 5 mins from the last time they saw the bus on the map. It is very very frustrating. Overall: New standalone route service can only work if bus frequency is increased and app services are better in predicting bus locations/ announcements. Time schedules become redundant when people prefer to just check where the bus is currently and go to the stop. I am just trying to be logical from an engineering standpoint. Hope that helps. Cheers.	11/8/2014 1:58 PM
43	1. OVERALL MORE FREQUENCY IN BUSES 2. MORE BUSES LATER IN THE EVENING (I DONT GET ONE AFTER 6:30 PM!) 3. TRANSIT PLANNING TOOL	11/8/2014 9:37 AM
44	I needed to take the #5 Blue line on October 30th around 8:10 AM. I had to wait for over an hour because the bus driver was running late. In order for her to not be late, she just waited at the Walmart for 20 minutes to start the next cycle. She missed an entire loop! Once I was on the bus, she drives very slowly and talks to people on the bus about her personal life instead of focusing on driving. This made my 30 minutes late for my dentist appointment.	11/8/2014 9:32 AM
45	More timely notice when routes change	11/8/2014 8:47 AM
46	I am legally blind and I would like to see the bus stop signs at eye lever because right now they are impossible to see so high up on poles. Also change the color of the bus stop signs so they are more visible. Also shorter bus routes/ more buses and Sunday service	11/7/2014 4:02 PM
47	Years ago when I rode the bus I could get to work in 20 minutes (green route I think) and if I needed to connect, the Wabash station worked perfectly. Recently I had to ride again and it took closer to an hour to get to work and I had to connect half-way through to another route that required standing in the rain with no shelter. Riding my bicycle would have been faster. Not a fan of the new routes. Thanks for listening.	11/7/2014 2:07 PM

COMO Connect Customer Feedback

48	It takes longer to get places centrally now. I suggest you adjust the downtown orbiter to go both directions (clockwise & counterclockwise) and change route to go to the library also. Serve the public, not just the students. Please add more bus stops! Many are too far apart, and what does it hurt? For sure neighborhood routes it could only help - It's better customer service to allow the option of giving someone a shorter walk to the bus stop. Make it easy to use the system. It's really such a chore to take the bus. Voluntary ridership won't increase unless it's less inconvenient. Otherwise riding the bus is just a last resort for most people.	11/7/2014 1:03 PM
49	I was getting on a city of columbia bus around 5 pm on 11/6/14. The driver opened the back doors of the bus, so I started to get on the bus through those doors, because they were open. The driver literally shut the door on me with half of my leg stuck in the door and didn't open the door to let me out. Then when I was able to pry myself out, she said "you have to get on the front" even though I have seen people get on through the back doors every single time I have rode the bus. I have never been told that when someone opens the rear doors of the bus, I am supposed to magically know not to get on. She had glasses, shoulder length brown hair and was driving the bus from the mizzou student center to the hearnes parking lot which arrived at hearnes at 5:08 pm. I highly suggest firing this driver if you wish to avoid future lawsuits.	11/6/2014 5:27 PM
50	i've been riding Columbia Transit since 1999, and this new system is the worst.	11/6/2014 5:14 PM
51	Wish route signs on the front of the bus was brighter and viewable more form an angle. Don't like it when the GPS trackers go out (or get tuned off?).	11/6/2014 4:21 PM
52	I think some of the bus stops are in weird places without side walks or shelters. Getting to them is treacherous and wouldn't be easy in the rain without trudging through muddy grass.	11/6/2014 3:48 PM
53	I have been left standing more than once at bus stops shown on your apps. I have found out you stop only at signed stops - and there are few of them. The location of your rare stops was not done with much thought. Putting a stop at a busy intersection. in a turn lane over a storm drain did. not require much intelligence. (Rangeline and Smiley)	11/6/2014 3:00 PM
54	PLEASE bring back the apartment complex shuttle routes, you could set your watch by them and the 10/40 departure times were conducive to getting to/from class. I have to drive to campus three times a week because I can't get out the door in time to catch the bus that leaves closest to my 11AM class (10:10 or 10:20 I think?) -- the 10/40 and 00/30 shuttle system was considerably more user-friendly. It was also nice to have a great regular driver (Lewis) too. He's fantastic. That's not to say the other drivers don't do a good job, but he's great. The doublemap bus tracking system is nice.	11/6/2014 2:05 PM
55	At the present my biggest problem is the slowness in getting your bus pass when you order it online. If it is going to continue to take a minimum of a week to receive your pass, then say that up front on the website. What happened to plan to buy bus passes out in the community? Otherwise right now i am so very happy with the gold route.	11/6/2014 1:02 PM
56	If the DoubleMap App isn't working, riding the bus feels impossibly difficult.	11/6/2014 12:19 PM
57	The 5 route consistently runs 20 minutes late. This is not a problem specific to the driver, every driver on this route has had the same problem due to the length of the route and traffic patterns. Please adjust the schedule, allowing more time per run if necessary, to reflect this so we can plan our commutes, including connections to the 2A and 2B routes at the Conley time point. This will also help protect drivers and improve their working conditions at minimal cost. I have seen customers be verbally abusive towards drivers when complaining about the bus being late. There is no excuse for such behavior from customers but it would make it less difficult for the drivers as well if the schedules were adjusted so that the buses run according to people's expectations.	11/6/2014 8:57 AM
58	I am very thankful for this! I ride the bus after school (Battle) to get to work, at Hyvee (Conley Rd.) I love at it is free for students. It sure does help out a bunch!	11/5/2014 10:52 PM
59	I am hoping for lower intervals between waiting time. I am glad Comoconnect is doing it's best to accomodate to our needs! I think that advertising may be a way for the operator to earn more money to support improvements. As an international, in my home country, advertisements was a huge part of the money made by bus operating companies to continually fund and improve the public transport system.	11/5/2014 6:17 PM
60	-The doublemap app doesn't work half the time; is it possible to get a different provider, so I can always know if my buses are coming? -Why are all of the bus stops at the tops of hills? Why can't you put them at the bottoms of hills? Or at least at the top and bottom. I don't want to walk up a really steep hill if the bus can stop in both places. -Please hurry up with the bus shelters.	11/5/2014 3:17 PM

COMO Connect Customer Feedback

61	I want to be able to tell which way the #1 is going, north or south, from the student center. The #2 needs to be more reliable, but I haven't tried it since the updated schedule so that issue may have been fixed. Finally, the two major busses -- #1 and #2 -- should run later, until at least 10pm. That way they can be used for things like getting to after-work activities, dinner, etc. Having all service stop before 8 requires me to use a bike (which is scary) or a car. I'd like to rely on your service more	11/5/2014 2:38 PM
62	The adjustments made in November seem positive.	11/5/2014 1:52 PM
63	1. When I first took the Gold route to Walmart on Conley I was SHOCKED that it let me off basically on the highway across from Staples and then I had to walk all the way down to Walmart. WHY would a stop be on the highway? This is NOT safe at all. I quickly noticed that if a person in a wheel chair had to get off there would be NO WHERE for this person to get off at THEN they would have to wait to cross the street. Clearly somebody wasn't thinking when they made these routes. 2. The bus that goes to the Columbia Mall is odd, if passengers want to go to Macy's, Old Navy, etc we have to get off at Crossroads & walk all the way over to Macy's then have to walk to the mall to catch the bus in front of Dillards. This is a mighty long walk, trust me I have had to do it a few times. 3. WHY would you move the bus stop from Target to in front of Dillards? This doesn't make any sense. Now that Target carries groceries I saw a lady carrying several bags across the parking lot, almost dropping her groceries, again another long walk to the bus stop. You should try it with your hands full of grocery bags! Please consider putting the bus stop back on the side of Target that was the perfect location. 3. WHY did you get rid of the bus stop in front of Lakewood Apartments near Stephens Park? That area is a highly student/elderly populated area. My mother who lives behind Lakewood Apts takes the bus often to run errands. But now if she wants to catch the bus she has to walk all the way to Boone Hospital which is a 15 min walk & catch it in front of the hospital. Then on the way back home she has to get off on Paris Road and walk ALL THE WAY down Old 63 which is about a 15-20 min walk to her apt OR get off at Stephens Park at the stop across from the Save A Lot grocery store THEN walk through the park to get to her apt. HOW is this suppose to work in the winter time when it starts snowing and we get ice? Lakewood residents are mostly students, elderly & young mothers w/o cars, yet you take the ONE bus stop that they need to rely on to get to school, work, etc. This new bus system has only made things WORST not better, it has been a complete headache. Clearly the engineers who designed the routes have never had to rely on the bus for their transportation needs! I had an appointment on Keene Street & I think its ridiculous that I have to get off at Walmart on Conley & wait for another 10-15 mins for a different bus to arrive. If you want these bus to "connect" then they need to show up ON TIME. They are constantly late! I do appreciate you expanding your routes but the city has dropped the ball on this one. You expand to to other areas which is great but yet you take away stops in areas such as the Stephens Park area that we desperately need? Thanks for reading and considering my suggestions. I really hope you look into this especially with the weather getting bad. Thank you.	11/5/2014 1:52 PM
64	With the new schedules for 2 and 5 routes it has become a problem for me to go to work. When i take 2B to hop stop i have to wait at least 30mins to board the next bus. Waiting time used to be 10 mins before the new schedules for the number 5 bus. Could you please do something and reduce the waiting time as it is getting really cold out there.	11/5/2014 1:36 PM
65	The bus drivers on the 5 route never run on time. Please assign a regular driver who knows how tp follow a schedule.	11/5/2014 1:29 PM
66	The routes, I've noticed, don't match up as well as they are advertised to. Also, you can't say you have routes every 15 minutes if those buses are going in opposite directions; people won't get on the other bus 15 minutes early just to ride it 45 to their destination. Some of the neighborhood routes cover too much ground, and I constantly find myself wondering why there is so much overlap between the neighborhood routes and the connectors. In a town of no more than 115,000, there is no reason why someone should have to take three buses (which is a very real possibility with the new system) over the course of an hour and a half to get to where they're going. If you guys are promoting the DoubleMap app so much, it needs to work consistently, but sometimes buses don't even show up or drivers don't switch over when they transfer lines. Over the last couple of months, I've seen so many people (including myself) miss transfers due to unannounced delays, schedule changes, or route shifts. The bus drivers are often very unhelpful, and it seems as if that stems from them also not really knowing what's going on. There is no reason I should leave my house at 7 am to get to work 2 miles away at 8; it would honestly take me a shorter amount of time to walk there, and I would if I hadn't recently broken my leg and ankle. Mild frustration is the best attitude I've had towards the new system (with an urge towards extreme physical violence being my worst attitude), and I hate that I constantly wish for the older system because of how much easier it was to know exactly when I'd arrive at my destination. I'm honestly saving up for a reliable bike because of how many times I've had to call into work and tell them I'll be late or to wait too long for a bus that is making an unannounced stop to "catch up" when they are almost where they should be from being so far behind anyways; the bus system interferes with my life more than it helps my lack of a car. I think the people planning the routes need to ride the buses, for it seems like they are completely unaware of how people move around the city. All in all, I would call the new "COMOConnect" brand a failure.	11/5/2014 10:28 AM

COMO Connect Customer Feedback

67	A. Riders need to be able to connect to either the 2A or 2B at the same stop/time point on Conley. B. Some drivers are either unfamiliar with or ignore some of the time points on the #6 route.	11/5/2014 7:33 AM
68	Overall, CoMoConnect has improved Columbia's transit system. With the news system, it's very important that the bus tracking app works for every trip, but this hasn't always been the case. Occasionally, I have walked because the bus I would have waited for (sometimes the 10 or the 405) does not show on the app or website.	11/4/2014 10:04 PM
69	This change was/is suppose to provide less travel time. No, it doesn't! Its causing people over and hour of travel time. In fact, there have been times of when the bus doesn't even arrive at the bus stop. "should provide text messaging on cell phones to let citizens know running late or skipping a complete route." The, bus schedule is not readable. The lettering is excessively small, causing vision difficulties, it should provide all the streets it passes, especially on the connection points. Maybe even offer a program that people can go to, entering addresses to help instruct us on what buses to take an where the bus stop is located. As of on the bus schedule, the colors red and orange are hard to tell apart. Again, it would really help citizens get places if a service is provided on better directions and more detail on schedule. I'd be happy to give further input on helping improve service and procedures. Your welcome to contact me at 573-356-2453	11/4/2014 7:25 PM
70	Sometimes buses do not show at the listed times, whic becomes extremely inconvenient and frustrating.	11/4/2014 6:58 PM
71	It's unfortunate that the Black routes have changed as now there are very few quick transfers between Pink and Black. In positive news, you should give a raise to the evening Pink Route driver! (Meaning the evening driver for the beginning couple of months since the relaunch. I haven't been on the evening Pink bus in a while and don't know if his shift has changed.) He is incredibly friendly, informative, personable, and goes out of his way to be helpful. He is a great face and representative for Como Connect.	11/4/2014 5:31 PM
72	The new system is somewhat better once you figure out just what buses you need to take to get where you need to go, and I like the all day pass option when you don't want to spend \$50 on a monthly pass. You still have to wait too long between buses, especially during the 10-2 "lag time" and if your bus is late, an errand that might take 45 minutes by car can take you 3 hrs. by bus, especially if you're connecting to another bus and miss it due to your first bus running behind. Furthermore, if your bus is late, they evidently skip that run and you're stuck waiting for the next bus on that route to show up. I thought the new system was supposed to cut way down on waiting times and the big connectors were supposed to run buses every 15 minutes during peak times, not every half hour. I regularly ride the Gold Connector and it has enough riders to run it more often than every hour from 10-2. However, it's often behind schedule due to the clogged traffic on Conley Rd. and the student foot traffic on campus, especially at the crosswalk on Hitt by Memorial Union. I also think CoMo Connect relies too heavily on the assumption everyone has a smart phone and those of us who don't never know when the bus is running late or not. Even worse is the lack of shelters at bus stops. It's no joke waiting out in the open during the summer or in the dead of winter. I realize some bus stops, due to their location, don't have that option but I heard about some contest for new bus shelter designs last spring and never saw anything further on this issue. I think the new system could still use some tweaking to make it more convenient and easier to get around town in less time.	11/4/2014 4:23 PM
73	Longer hours, and more frequent service would be nice	11/4/2014 4:23 PM
74	There really needs to be an alternate location to purchase tickets now. It is not convenient to go to Wasbash and the few times I tried - the office wasn't manned to sell me a ticket even though it was supposed to be open.	11/4/2014 4:03 PM
75	i will be transferring from gold to blue routes every time and most of the when i get a perfect transfer when drivers communicate with each other that great. But sometimes i dont really get a right transfer and i have to wait for 40 mins for the blue bus to come back. And the worst part is standing in this cold weather at walmart without any proper shelter to protect you from this cold winds.	11/4/2014 3:54 PM

I really appreciate the ComoConnect service provided. However, it would be wonderful if the service could be extended beyond 7:45pm for at least a couple of hours.

students would benefit from having the bus run until 9pm on weekdays. the bus should also run on sundays. on time everyday and get to school with plenty of time to spare. great job!!!

try.

take heed and listen to what the riders say

usually very good but sometimes I have been late to /from appts

all the drivers are very pleasant and helpful. the music is usually nice but please desist from airing rush limbaugh. it gives me heart palpitations.

i enjoy your services. it helps me very much.

not enough time, takes too long and some bus drivers aren't helpful

none

don't like change. preferred the other system

connectors leave 5 mins before you get there then have to wait 30 mins. routes very confusing

i would just like the bus to be on time

who uses the bus is dissatisfied.

creates unnecessary drain for drivers

run too slow

have given up protesting will buy a car as soon as i can. the old system was much better for me.

schedules should assume traffic will be heavy on MU campus

keeping it positive, you all have handled the transition of routes very well. just keep making improvements and taking peoples critiques and working with those and all will be well. thanks!

communication skills with some drivers

home. i waited over an hour for the purple 9 bus.

instead of just at bus stops think about what it's like to be a passenger. i'm at the bottom of a hill. the bus drives by there, but the bus stop is at the top of the hill, so i have to climb the hill at 7am everyday. it's annoying. doublemap is terrible

i think the buses are doing good

i will not be taking the bus next semester because of all the unscheduled "out of service" drop-offs on the 2B routes. it should be posted on the scheule if the bus is going to go "out of service" mid-route.

i just be glad when they get the buses on schedule

more all weather shelters. i enjoy having a new system but the shortage of buses at connect points make customers like me who use the bus for important business Dr. appts can't rely on being on time. comoconnect would be wonderful only if you invested in more buses/shelters for elderly/disabled customers

none

please keep buses on their time schedules

i couldn't use the bus system without the doublemap app

the old system was better. i now have to walk farther and wait longer at connecting spots.

for a connection point to work more no. of buses are needed for every route. 1/2 bus does not help the situation. app should notify bus lunch/break times to avoid confusion

what are the bus going to do when the weather gets bad

one out of five times the bus is so late it skips a route

akjaniachristian@gmail.com

i would just like to see more shelters put up so people can have a place to set and to have bus stop signs put on both sides of the street.

need more frequent buses, then the lack of consistent schedule wouldn't matter as much, better coverage for lunch breaks. i use the bus to get to work, that i can be on time is vital to keeping my job.

my old routes took 25 mins to and from work. new routes to 40 mins to almost 2hrs. they told me it would be faster. how is this faster?

the website seems to be "glitchy". i have trouble on my PC & phone.

i preferred going to the station but the drivers are mostly on time so i can't complain doublemap is great!

good system overall

thank you comoconnect

buses are often late in the afternoons

they want to ride.

we need shelters for winter months please help

changers to schedule should have been posted on buses. I am not satisfied with new routes.

times. let's make things smoother and better connecting for customers. inform all the drivers to do this. the connecting bus is just a matter of checking with other drivers.

none

the winter months i need help on the van and off

should be fired!

no

its always on time from work to home.

i would like all the PT drivers to help me off and on the van in bad weather in the winter months. thank you

i am more than satisfied with the drivers assistance and help. they are genuinely concerned and dedicated to helping the passengers get to where they need to go. i appreciate all their help. thanks

get time points and shelters

better connection times. most times a 30 min layover. no shelter at most stops. more connections for students at MU center then other places for citizens. gold/blk are always late. brown always on time!!

need shelters for people to wait for the buses. let the bus drivers pick up people between bus stops esp. if it is a long way to the next stop.

need schedule to be ready before time to transport

about it.

your app stinks! it shows lots of stops that do not exist! you turned a 2nd rate system into a 4th rate system, what good is a system w/o stops.

the driver for 6 pink is so nice and friendly. she's always professional and entertaining at the same time. keep her around she's great

teaghancasey@yahoo.com

bus stops to far apart

far to walk for some and blue always run late so can't catch connection to gold at walmart. where is stop for gold b at walmart? bus drivers cannot answer questions about other buses. PT is a great way to go, for those who can no longer walk to bus stop.

i transfer a lot from the MU student center and there are always buses going south. i have to spend a lot of time waiting on a north bound bus. most of the time a hour or more wait. need more north bound buses

it would be very helpful if service ran later at night (e.g. 9:00pm).

on time

bus stops are too far apart and not convenient to where you have to go and to transfer bus. connection from blue to gold is bad. too long to wait and blue runs late alot

the system gateway used last yr was much better. these buses are rarely on time w/ the posted schedule.

i wish the buses would run more close to the times on the written schedule (especially when picking up at MU).

it would be great if the buses were consistent with the times they are scheduled to run. also, all running buses should have their GPS locator turned on so it can be seen on the mobile app. otherwise it's pointless

i appreciate the bus system however i live at gateway apts and it was much easier to get to and from school with the buses that came at 10 and 40 every hour!

:50 especially to make it to class on time w/o too much waiting/being late. same w route home from MU, should leave at :00 and :30 to give adequate time to walk class to bus. also, need more buses for amount of students served on 1black south! keep getting left b/c bus too full from other complexes before it reaches us!!! last years schedule was ideal!

more bus times

i use the app daily to see where buses are at, i love the app

for the black line, put if the bus is going north or south on the front of the bus, not just the side. include on the app the times for the last bus.

no

mail

please go back to the old routes

stay with timing

don't know

#10 has the best drivers

need to run on sunday at some time

times under signs simple like KC MO. signs there simple

it was horrible. I cried for an hour because someone told me to take another route & that bus driver told me take another bus. someone gave me \$ for taxi. i won't ride bus again.

i love riding PT for the fact it get me to places door to door service and i love the drivers

none

none

sometimes it's 2 buses or 3 buses. however many it takes, it takes more time

used the buses significantly less once there was no more student discount for college students!

the 2B to park de ville is late too often.

i am very satisfied w/ the morning route. sometimes the afternoon/evening can be hit or miss. (running close to scheduled times) but it's improving. also, you have some fantastic drivers! i appreciate that the most!

the new system does not better anything/anyone. have to take 3 buses just to get somewhere, bus signs are not explanatory enough. bus schedules, not even benefical... the map doesn't detail all streets. not even close of being beneficial to those who don't drive, we not knowing all streets

all of the bus drivers i've ridden with have been very friendlyand helpful. the change to the purple routes schedule has worked out well for me too.

thanks so much ro all the great changes you've made!

if the connectors could run every 20 min, it'd be a lot more convenient. i appreciate the new routes

to leave there.

i always use your website for tracking buses, but sometimes the position of buses disappear from website. please keep it updated!

the change back in august was great. i can tell the riders and drivers like it so thank you for all your hard work!

usuallly try to be at the stop 5 minutes early, but even then, i'll still miss it. very friendly and helptrul drivers! keep it up!

tracking is not working. some bus stops are also missing on the app like the one at w.broadway and bourn ave (on the map only for a week in september!) afternoon buses are often late. lunch buses are too far apart. drivers are very nice!!!

everyday i ride the gold 2B at around 9:45am. everyday my driver has to explain the route abruptly ends. i don't see why it needs to. post schedules at each stop.the 2B is only on doublemap half the time.

the more ways you post, the better to reach everyone. passes-when will they be available in other locations, besides wabash? this is no longer convenient & mailing process takes too long. have you considered selling them on campus? many riders there. problems with someone being at window. sunday service would be good

thank you so much. great service and really awesome drivers. especially gold 2B morning shift!!

this service has been a life saver. all drivers are wonderful and very helpful.

the booklet was very hard to interpret at first.

if you had two buses running on the neighborhood routes, things would run a lot smoother.

sometimes buses don't even show up. i think the columbia transportation system needs more funding.

a stop at alpine dr on the other side needed bad

need to be on time more especially the first bus of the day.

please bring bus routes back inside residential areas. walking for up to 2 miles to get to a bus is a bit much. the old system was better & you all know it.

need more shelters sunday buses, need to run on time & every 30 minutes and more bus stops

the paper schedule tends to be off most of the time. usually just use the app now.

the buses are late a lot and sometimes don't even come at all.

enjoyable

please arrange more buses running for #1 black

put schedule on signs

anyone. on doublemap add if the buses are going north or south. the intervals between buses are too long. separate north & south routes.

it could be very good if at least one more bus. go to midnight everyday and service on sundays

run more buses on the #1 route. sometimes they are full and i cannot get on.

maybe make a little easier to get off campus and go south

times are a little weird since people get out of class at :50 and buses come at :30 usually and they usually don't come when they are supposed to anyway.

very friendly drivers!

it would be nice if buses were always on time, or if you provided more south loop buses

terrible new system

think they should go back to what the bus routes were last year

never shows up!

i am interested in purchasing a semester pass. is a reduced rate available?

overall, the bus always late, although the schedule have already showed the bus coming time, sometimes i waited for half an hour.

buses get way too packed and often make students late to class.

barely ever on time in the mornings. never on time after about 3.

the bus stop are in bad stop on nifong.

i have met some of the nicest bus drivers riding the buses here! unfortunately, i have also met some of the worst bus drivers with bad attitudes and zero patience. some are plain grouchy in their demeanor & i can't even walk to my seat before they start driving. i have an issue with the fact that the 2A & 2B will drop me off at a connection point & i have to wait up to 35 minutes for my connection. i had a way easier time before this new bus schedule. i liked it before when i could get where i needed to go in 20 minutes & did not have to wait for half an hour to catch a connecting bus. it is even more annoying when the connecting bus won't wait for the 2A or 2B when it is just 5 minutes away; it takes a really long time for these buses to make their loops but there doesn't seem to be any rhyme or reason when it comes to "connecting"? i would go on and on, because it is a big hassle now for me to get to school from connecting buses. some mornings it is swift, but most mornings it takes upwards of an hour; sometimes an hour and a half, even. this is a big change, but NOT for the better and i've spoken with many people who completely agree with this view. therefore, this is not just my view, but the view of a multitude of people who

the gold routes are often running behind because they must loop around town. there is no alternative route to take when you live in the ARC area and need to get downtown/MU, and sometimes i must wait 45 min. for the next bus to come around. it doesn't help to switch to the B or A, vice versa. a 3rd bus on the loop might help. also, my bus route was changed so that i no longer have access to a shelter. are steps being taken to get bus shelters out before winter hits? i am 30, and not looking forward to winter-i can't imagine how some of the older bus riders must feel. thanks for asking for feedback! paper forms were a good idea. also, i must compliment how friendly and

i wish you put another bus stop on e.broadway before turning to broadway bluffs dr (for #2Agold). a lot of people get off on bluffs dr. and walk back to broadway village apts.

better

hire all part timers after 6 months. i wonder what the dept of transportation would say if they were especially when you are short or am i short. i short hey i'm 5'3"

if the #2 gold bus route takes another cycle it would be really helpful

i hope you can add another 2 gold B around 6:20 pm. the former one is about 5:45 and the last one is 6:50 near my office. that's too long waiting

need a route on business loop 70 i'm 6 months pregnant. walk too far for bus

please add more shelters

gold route is broken in the app 2 weeks now! fix it!

the city is growing, so there is a need for more drivers and more communication with passengers if transit will be excessively late and if original pick up times are changed

como has been a savior to me. especially PT

excellent service! schedulers always pleasant and helpful as all the drivers too!

awesome service!

drivers thoughtful in assisting me and excellent on driving-times scheduled allow me to be prompt for appts & get home comfortably. thank you for this service.

I travel with paratransit and would like person to person when there are changes.

using paratransit, will be nice if they answer the phone. if driver is late they need to communicate to client had wrong days cancelled transp.

sometime you always late to pick me up at home to take me to work which makes me late for work about 5-10 min next time be here early pretty please

now forced to use paratransit for medical reasons as present routing and scheduling caused long delays, multiple transfers, nowhere to sit during waits for connections. Last 4 paratransit transfer requests, of those 3 were improperly scheduled for wrong days. resulting in misuse of system

a lot of stuff. It help me out a lot

over all paratransit does a great job

am very disappointed that bus does not stop @ bethe! & diego. too far to walk to bus stop...now use paratransit. sometimes have to wait a long time on ride back home-sometimes 1/2 hour to 45 min. Pick up time to location usually OK appreciate the bus service availability

a lot of time buses are late and only a few times you're early only 10 times bus was on time.

i'm very pleased with the service, wonderful staff. thank you

sometimes things are very confusing

almost all drivers are nice, courteous and will do whatever they can to help riders, the problem is the routes and how when they run late I miss a connection and have to wait sometimes more than a half hour-this will be tough in the freezing temps. before, I only had 1 bus to catch to go & come home from work

need shelters and stops at brownstation & mexico gravel on other side at alpine dr. please thank you

need benches and shelters

i hope you can get the shelter up before the weather relly gets bad

running on time very important to me!

stop at brown station & mexico gravel coming back from ballenger by alpine dr please!!

bus from home to work-ride. Not happy! If I choose a 2-bus route- I have to walk several blocks to arrive at my destination, but it's quicker.

app has some bugs which provide inaccurate bus tracking/route identifications

awerui @ communicating, and while doublemap is finally useable, a seperate, non-app map needs to be on the website too. also, new drivers never know where stops are & run behind. also, sat. service is confusing & much less useful than the weekday routes

bus.

i would like to see the black & gold routes have all buses running all day even during non peak times

i am highly impressed with the kindness and concern of the para-transit drivers

direction at the given time. to fix this, institute a policy that takes into account delays due to traffic. sometimes, perhaps a single bus will run south twice to get back on schedule. basically, implement dynamic error-checking of some sort.

takes me 2 hrs or more to get to anywhere I need to go. too long wait time

route back

seem like the bus routes are more for college kids then anything else

to much wait time puts me late for work

we need shelters at more stops

undependable. I'm always late, even though I take off 2 hours early. system is set up for college students

need shelters at stops and on time buses

could of just extended the routes further n, e, s, w

no 3 bus driver, Nancy, is very helpful, and her driving is very smooth

or can't follow a route or time schedule. not enough stops. mismatched stops, courteousness & attitude of some of the drivers

there is no bus stop sign of 1b at the cross of ashland rd and stadium blvd

worse new system in 19 yr of service

horrible! new system is horrible! I hate using it. I drive to avoid buses.

buses are inconsistent and are going the wrong direction for their stop time. these kinds of mid-day adjustments are unacceptable. also, many drivers seem to have uncontrollable irritability.

thank you for providing the transportation

on doublemap, it would be helpful if it specified north or south. some of the times are inconsistent & overcrowding/bus breakdowns are inconvenient for getting to school on time.

actual departure time, they keep going. but i've been on the bus and they stop & wait at gateway and the reserve. it's frustrating when I am walking to the stop 5 mins early & I still miss the bus. as it gets colder, I really don't want to be outside waiting for 10 minutes.

so far, so good

there is a big gap from 5:05 to 5:50 during which there is no 1b. but many students go home during this time.

always need more routes but other than that, the bus drivers are always very nice & respectable & helpful!

if there are more buses in the morning, it would be much better!

I hate when it's late

it would be better for routes with multiple buses to have more spacing, like the one in the morning. also, it would be nice if at least the one and two could run sundays

sometimes the buses leave early & the tracker isn't always accurate

i like this expanded routes. a tip for improvement: have each driver know where each bus stop is on a route. Have the drivers quickly glance to see if there is someone there for pickup there have been times when I have had to wave the driver to stop the bus.

solid schedule posted at specific stops. have a 10:25 bus on tuesdays. coach drivers on schedule, some do not know it. buses at student center should leave at the top of the hour, not the 50 min. More frequent southbound black buses

throughout the day. this system is so much worse than last year. need more pick-up times from campus in afternoons

there should be more bus shelters

maybe find a way on the app where it shows you if the bus is north or south bound

you folks sure did screw it up. & your just now tore counting-after eliminating all ash st. it seems like a student service now. & smartphones & they complain too. I'm another that's going back to my own car.