Analysis of the Public Transportation System

-City of Columbia-

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Introduction:

The Columbia Transit System has been a critical component of the city for over 100 years. For this public transportation service, it has been and still is a service to the city that helps its entire people in getting to work, school, appointments, and more. However, recently many people have desired change from the Columbia Transit System. With the systems set routes and time schedules, most of Columbia’s citizens who most frequently use the transit system must schedule their days around the transit system. This can be good and bad. This is good in that it keeps structure within the community; yet, this can be bad because the service that the transit system provides is no longer enough. Ridership has begun to decline due to the transit’s inability to reach areas of the city limits that are not part of the current set routes. In addition, the time schedule is not flexible in aiding those citizens who need transportation to and from work, school, and other appointments just before 7:00 pm or at 7:00 pm on weekdays except Thursday and Friday’s. Each route has a Thursday and Friday schedule that runs from about 7:00 pm to about 10 pm (Please note that some routes end around 9:40 pm, where others end at 10 pm or 10:05, 10:20, or 10:35 pm on the Thursday and Friday time schedule).

Recognizing a need for change and improvement, the Columbia Transit System, in association with the Boon County/ Columbia Department of Health and Human Services and The PedNet Coalition, decided to conduct a survey that would help in understanding what the citizens want to see changed in the system.
Design of Project:

Before explaining what steps were taken in the development and execution of the survey, the analysis process, and the results from our project, it is first best to explain the methodology that was used in analyzing the Public Transportation System and the method of design chosen to complete this project effectively. Our analysis team first began by brainstorming the best way to achieve results from the Columbia community and understand where the problems came from within the system. We concluded that the best way to gather this information was through the voices of the people who rode the transit system. Therefore, we began creating questions to ask the community and decided to keep the questions we developed within six categories. Those six categories are as follows: astute intelligence gathering, ability to cope with disturbances, coherent organizational and operational strategies, adequate overall structure, adequate sub-system structures, and effective communication. For the particular system that we were analyzing all these categories coincide with the types of questions that we desired to formulate for the survey, which became our main source for data collection. However, first the categories and reasoning for those category choices must be explained.

1. Astute intelligence gathering:

   a. This category was thought of as more a means of gathering information about our ridership and from our ridership. It was from this category that our analysis team decided to conduct a survey as a way of gathering a good sampling of people from the entire population of the City of Columbia and analyze that data as a representation of the city. This was more of a way of understanding demographics of ridership such as age, household income (or what type of riders depend on the transit for means of transportation), and
educational backgrounds. This category gave our team a way of really understanding our ridership and the people that the Columbia Transit System represents.

2. Ability to cope with disturbances:
   a. For this category, the analysis team decided this would produce good questions regarding customer preferences because it allowed people to take into account what type of disturbances he/she may experience during the day that keeps them from riding the transit. These disturbances may include weather, the time schedule, the placement of bus stops, and the wait time for a bus. This can affect a passenger’s decision to ride the bus depending on how far he/she must walk to reach the nearest bus stop, if he/she will reach their appointment on time, etcetera. In addition, this also allowed us to ask people how often they must ride the Columbia Transit System and for what purposes; keeping in mind all the things that could keep people from using the transit.

3. Coherent organizational and operational strategies:
   a. This category formulated a series of questions to be included in the survey. The organizational and operational strategies of a system are the most important structures of a business. Without a firm organized system and set operational method, a business will fail. Out of this category, our analysis team generated questions about customer satisfaction, such as: the Columbia Transit’s overall satisfaction rating, customer service ratings (i.e. bus drivers, staff at Wabash Station, and staff that answer questions over telephones). In addition, this category also produced questions that related to reliability and cost for riding the
transit every day. These were the most important questions generated because if the transit system does not have satisfied customers then it cannot continue to fund itself or keep a reliable reputation. Therefore, it was important that our analysis team stressed these questions in the survey.

4. Adequate overall structure:
   b. The overall structure of the Columbia Transit System is very sound; however, there are always areas that need improvement and that this was one of the main reasons that the transit system wanted an analysis done. This category allowed the analysis team to develop questions that asked riders what they wanted to see changed as in longer service hours, increasing service frequency, longer service areas, more en-route amenities, more days of service (Sundays), earlier morning weekday services, later evening weekday services, and longer service on Sundays.

5. Adequate sub-system structures:
   a. The Columbia Transit System has a sufficient system that works well because of its sub-systems, which includes the fleet of buses, routes and time schedules. Without these many sub-systems, the Public Transportation Service would not work; therefore, our analysis team wanted to make sure that our customers felt that the transit system was working well by asking for direct opinions from surveyors. These questions would consist of rating the overall time reliability of the buses to reach their bus stops on time, areas customers felt that the transit system did not expand to, and asking for other helpful comments that could improve the Transit system in its entirety.

6. Effective communication
a. In order to have effective communication, all parts of the system must work in union and that takes a mass effort of knowing where everyone is at every moment. For the Columbia Transit System, the bus driver’s communication with the managerial staff is extremely important if the transit system is to work effectively. In addition, the transit system must also have effective means of communication to its customers. The transit system wanted to clearly know what the best way would be to give customers updates about the bus system or new information on routes. Therefore, our analysis teams put together questions that would allow people options of how they would like to receive those updates through technology or physical mail.

The desire of the analysis team in developing the categories was to think of every angle that we could possibly ask a citizen of Columbia who rides the bus of their opinions. This survey was not created to just help in knowing what the people want to see changed, but to help the City of Columbia to change for the betterment of its occupants. A system can only work as well as its staff and customers work together. That is why change is necessary if the transit system wants to see improvements in ridership, funding, and overall reliability and satisfaction ratings.
Problem Solving:

Now that the background and reasoning for choosing the type of project that would be performed has been explained, we will produce for you the problem solving analysis that our analysis team went through to conduct, gather, and analyze this citywide survey.

To begin, we will first discuss the problem at hand and how our analysis team began to assess that problem. Our primary problem/goal was to clarify the direction of the Columbia Transit System and to identify customer needs. In addition to the problem/goal, the transit system re-routed many of the routes in August of 2010, which had a minimal impact on their annual budget but had both good and bad impacts on ridership. Now, the transit system would like to make greater changes that require more budgetary funds. Here lies the big problem: Where within the transit system should changes be made and how can that change be funded? If the transit system could have more money from the City of Columbia to expand the present system then customers would be happy and the transit system would be more prosperous.

Our analysis team began investigating ways to understand ridership and customer needs. It was determined that the most direct way to hear what people wanted was through a survey. Within this survey, our team asked a series of fifteen questions that touched upon demographics, customer satisfaction, and what changes people would like to see within the transit system (See Appendix I). Then after judging which hours of the day were the busiest for the transit system, our team developed a schedule that would hit every one of the 14 routes at their busiest time on their busiest day (See Appendix II). Then, by following the schedule, and creating an online adaptation of the written survey, we had volunteers and members of our analysis team distribute surveys for three weeks. The survey distribution was completed on May 13, 2011 and was
collected by various means. We had 337 participants take the survey online, and an additional 570 people who filled out the survey by hand. This gave us 907 total participants. The organizations that participated in the survey are as follows: 201 participants from the Wabash Station for the Columbia Transit System, 58 participants from Russell Chapel, 15 participants from the Farmers Market in Columbia, 63 participants from the Second Missionary Baptist Church, 29 participants from Tree Top Childcare, 23 participants from the Boone County Minority Health Network, 22 participants from Fifth Street Christian Churches, 43 participants from the Moving Ahead Program, 32 participants from the Columbia Center for Urban Agriculture, and 84 participants from the Friendship Baptist Church. After the survey distribution and the participation break-up completed, then analysis of the results commenced.

The analysis process took three weeks to complete, which included data input (paper survey entered into online system) and data analysis. The data analysis gave us many conclusions about what the transit ridership wanted to see changed from the current system. We asked two very important questions on the survey that all participants responded to and that struck the interest of our analysis team. Those questions included: “Please rate from 1 to 5, with 1 being your primary choice, which changes you would most like to see put into action: longer service hours, increase service frequency, longer service areas, more en-route amenities, and more days of service (Sunday).” In addition, the second question that we asked was: “Please rate from 1 to 4, with 1 being your primary choice, which changes you would like to see if the hours of operation were to be longer: early morning weekday services, later evening weekday services, service on Sundays, and longer service on Saturdays.” The results that were produced from the first question asked was as follows:
From the data table above, the category that most people selected to be their primary choice that they would like to see changed was the **longer service hours** (45.2% or 350 of participants). The second highest in this data was the **longer service areas** (26.4% or 185 of participants). From further analysis of the comments given at the end of the survey, our largest responses came back from those people who live in the Prathersville, Lake of the Woods, Scott Boulevard, and Rockbridge areas. These happen to be the three areas of town (Prathersville- Further North East, Lake of the Woods- Further East, Scott Boulevard- South West, and Rockbridge - which is closest to the current bus routes, but not easily accessible) which are neglected by the current bus route system (See Appendix VI). In addition, the results that were produced from the second question asked, regarding if the hours of operation were to be longer, are as follows:
It is apparent from above that the category of later evening weekday services received the most responses as a primary choice (45.8% or 356 of participants).

Our analysis team could not help but see the correlation of data between these two charts. The majority of participants wanted to see longer service hours and later evening weekday services for a primary reason, which from the data chart below, is work.
From the data chart above, over 300 participants in the survey stated that their main reason for riding the bus was that they needed transportation to and from work. This very large detail has seemed to be overlooked. Since our data proves that the majority uses the bus for work (about 330 participants), then that same majority are those people that need longer service hours because their place of business does not close until the later evening hours and that is when people need transportation; however, that is not available to people currently. Another supporting detail that correlates to our significance of data is the income levels that we gathered from the majority of our ridership:
The above graph shows the income levels of our surveyors. It is apparent that the majority of our ridership makes under $10,000 a year. The current poverty level for a household of two people for 2011, according to the Department of Homeland Security (U.S. Citizenship and Immigration Services) is $18,387 annually for a specific occupation; however, for one person the income level is $9,193.5 annually, for a specific occupation (See Appendix III). Therefore, a majority of ridership for the Columbia Transit Public Transportation System, according to the distribution given by the Department of Homeland Security is under poverty. This further stresses the need for increased service hours for their city’s public transportation service because a majority of its ridership desperately needs transportation to and from their place of work.
Although many correlations appeared from the data and all of the solutions (longer service hours, later evening weekday services, and longer service areas) would make a positive impact on the transit system, only one solution can be chosen for implication. The optimal solution that our analysis team chose for implementation is longer service hours. By selecting this solution for change, the transit system will gain ridership, customer satisfaction, and is an easy budgetary increase that would not put too much strain on the City of Columbia’s financial stability. In terms of ridership, an increase will occur because more people will be able to use the transit system after 7 pm, which is incredibly convenient for those who work later shifts. In addition, those people who have appointments and other errands to do will be able to complete those using an easily accessible transportation system after they have free time in the evenings. And, for the students, both high school and higher, post-secondary education, who use the transit system during the school months will be able to complete afterschool activities, be able to study late at the library, and complete other necessary tasks but still be able to go home when is most convenient for them. In terms of customer satisfaction, people will be much happier because they are seeing positive changes from actually participating in the previous survey. From the experience of our survey distributors, most people stated that they would be much happier with the Columbia Transit System if they finally saw changes that they wanted implicated towards the system. In addition, if people start seeing those changes, then they will be able to pass on the positive word to their friends, family, and more. Therefore, ridership will in turn increase. Finally, in terms of budgetary changes, which are the most important part of this report, by increasing ridership and customer satisfaction, the transit system will be able to increase bus fares, the price of annual passes, and more. From our data collection, we noticed that most people would be very happy with paying more if they are able to get where they want/ need to go
at the time that they need. The chart below shows the final data distribution in terms of fare increase for the Transit system:

![Bus Fare Options](image)

**Bus Fare Options**

From the chart above, it is plain that people would be willing to pay between $1.00-1.50 for a bus fare. By increasing the price, this would allow the transit enough money to make small changes, such as distribute fliers on the buses about updates for the transit system. This price increase, however, will not provide the total amount needed to offset the cost of the additional cost of lengthening the service hours of the transit system. The deficit will need to be secured from the City of Columbia. Before describing the “new system” that would develop from lengthened weekday service hours, it is best to give a brief overview of the current Columbia Bus Transit System. Currently, the hours of operation for the transit system, Monday through
Wednesday, are 6:25 A.M to 6:25 P.M. For Thursday and Friday’s, the hours of operation are 6:25 A.M to 10:25 P.M. Lastly, for Saturday’s, the current system runs from 10:00 A.M to 7:00 P.M. The hours of operation that we are looking to change is to extend the current Monday through Wednesday hours to the hours that are currently laid out for Thursdays and Fridays.

Now that the current system has been discussed, we will now introduce the “new system” that would be implicated if the transit system is willing to accept our results and the City of Columbia is willing to increase funding. Our analysis team has taken the time to calculate the potential increase in budgetary funds that the transit system would need for the 2012 fiscal year. To account for the changes that the transit would make, it would mainly affect fuel costs of the buses and compensation of employee wages. For the current transit system, there are currently 31 buses that have a monthly fuel cost of about $4,000 per bus, which makes an annual cost for all 31 buses to be $1,488,000. Based on the current time schedule, the buses run for 77.5 hours a week, which is a total of 4,045.5 hours per year. Therefore, our analyst team calculated that if we were to increase the hours of operation by 4 hours for Monday, Tuesday, and Wednesday every week, then hours would be 89.5 per week, or 4671.9 per year. Therefore, the annual fuel cost for the new system was calculated to be $1,718,400, which is an increase to the current budget of $230,400 per year. In addition, for the current system, in terms of employee wages, there are 27 full time drivers and 47 part time drivers. For the new system that would be implicated, we would only have use of the part time drivers. For the 47 part time drivers that work for the current Columbia Bus Transit System, they make $11.25 per hour worked, with no benefits. Therefore, if the hours of operation were to be increased by 4 hours on Mondays, Tuesdays, and Wednesdays, then that is 12 hours a week. And, since the additions to the time schedule would affect every bus route on the current system, which is a total of 15 bus routes, our analyst team
configured that it would cost $105,705 annually to support the staff for these additional weekly hours. Therefore, the total budgetary increase that the City of Columbia would have to account for with the changes that the transit system would like to make would be a total of $336,105 annually. However, our analyst team knew that this amount is not completely accurate due to unpredictable price changes in fuel and employee rates; therefore, the adjusted total would come to about $450,000 a year (See Appendix IV for complete calculations).

According to the 2011 official budget distributed by the Public Works Department of Columbia, Missouri, the Public Transportation Fund received $9,877,232 (See Appendix V). If we were to incorporate our new changes and budgetary adjustments to this 2011 total, the estimated total for the Public Transportation Fund for 2012 would be $10,327,232. Although adding the additional $450,000 to the Public Transportation Fund for 2012 is an increase, it is only a 4% increase from the 2011 budget.
Solution/Conclusion:

Based on the budgetary changes described previously and based on increasing weekly service hours, it is apparent that funding is necessary to implement these changes for the transit system. The current busing system needs the financial assistance of the City of Columbia in order to satisfy customer needs and strengthen the community. Lengthening the weekday service hours is the most cost effective solution because changes can be made to the transit system without forcing the current system to drastically change. For instance, the transit system could buy new buses, employ more bus drivers, and change the current bus routes; however, what our analysis team is trying to accomplish is to work with the current system and make changes that will only improve the system. In summary, based on comprehensive survey and data analysis, it is recommended that the transit system increase service hours by adjusting the hours on Monday, Tuesday, and Wednesday. The additional service hours would require additional funding from the Public Transportation Fund of $450,000 and an increase in bus fare to $1.50. The primary goal of this analysis project has been to put the best interests and needs of those who live in Columbia, Missouri and meet or exceed their current and future public busing transport needs.
Appendix I

1. How old are you?
   ___ 13-18
   ___ 19-24
   ___ 25-40
   ___ 41-55
   ___ 56-70
   ___ Older than 70

2. What is your total household income?
   ___ Less than $9,999
   ___ $10,000-19,999
   ___ $20,000-34,999
   ___ $35,000-49,999
   ___ $50,000-74,999
   ___ Over $75,000

3. Do you attend a post-secondary school (University/Community College, etc.)? If yes, please write where:
   ___ Yes
   ___ No

4. Please rate from 1 to 5, with 1 being your primary choice, which changes you would most like to see put into action:
   ___ Longer Service Hours
   ___ Increase Service Frequency
   ___ Longer Service Areas (i.e. the bus runs in areas in which it does not currently)
   ___ More on-route amenities (i.e. more benches, shelters, etc)
   ___ More Days of Service (Sunday)

5. Please rate from 1 to 4, with 1 being your primary choice, which changes you would like to see if the hours of operation were to be longer:
   ___ Early Morning Weekday Services
   ___ Later Evening Weekday Services
   ___ Service on Sundays
   ___ Longer Service on Saturdays

6. How much are you willing to pay for a one-way ride to or from your destination (Select one)?
   ___ $0.50
   ___ $1.00-1.50
   ___ $2.00-2.50
   ___ $3.00 or More
7. How far do you bike, walk or wheel to reach the closest bus stop?
   ___ 0-5 minutes  ___ 6-10 minutes  ___ 11-15 minutes  ___ Over 15 minutes

8. How often do you ride the Columbia Transit buses (Select one)?
   ___ Daily  ___ Weekly  ___ Monthly  ___ Occasionally  ___ Never

9. What is your primary reason for riding the bus (Select one)?
   ___ Work  ___ School  ___ Grocery Shopping  ___ Appointments/Errands  ___ Leisure activities/Recreation

10. How would you like to receive Columbia Transit updates (Select one)?
    ___ Email  ___ Text  ___ Twitter  ___ Facebook  ___ Direct mail  ___ Flyers on Buses, Shelters, and at the Wabash Station

11. How would you rate the Columbia Transit service overall:
    ___ Excellent  ___ Good  ___ Average  ___ Poor

12. How would you rate our Customer Service in the following areas (friendliness, helpfulness, etc.)?
    a.) Bus Drivers:
       ___ Excellent  ___ Good  ___ Average  ___ Poor
    b.) Customer Service Staff at the Wabash Station:
       ___ Excellent  ___ Good  ___ Average  ___ Poor
    c.) Staff who answers telephones (Paratransit or Customer Service line):
       ___ Excellent  ___ Good  ___ Average  ___ Poor

13. Please rate our reliability (on time, consistency, etc.):
    ___ Excellent  ___ Good  ___ Average  ___ Poor

14. List any areas of town where you would like to see the bus service expanded:
    ______________________________________________________
    ______________________________________________________

15. Is there anything else you would like to tell us?
    ______________________________________________________
    ______________________________________________________
    ______________________________________________________
    ______________________________________________________

Thank you for taking our survey and for riding Columbia Transit!

P.O. Box 6015 • COLUMBIA, MISSOURI 65205-6015
(573) 874-7282 • FAX (573) 874-7276 • TTY (573) 874-7288 • www.GoColumbiaMo.com
## Public Transportation Survey Sign-Up Sheet:

<table>
<thead>
<tr>
<th>Route #</th>
<th>Day of Week</th>
<th>Continuous Time Frame (M-F)</th>
<th>Departure [Start Loop]</th>
<th>Route Locations/Route</th>
<th>Arrival [End of Loop]</th>
<th>Name Sign-Up</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Week 1A</strong></td>
<td></td>
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<tr>
<td><strong>Black and Gold Route</strong></td>
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<tr>
<td>UPRJ 128 &amp; 298 Route</td>
<td>Monday</td>
<td>5:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
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<tr>
<td></td>
<td>Tuesday</td>
<td>7:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
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<td></td>
<td>Wednesday</td>
<td>7:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
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<tr>
<td></td>
<td>Thursday</td>
<td>7:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
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<tr>
<td></td>
<td>Friday</td>
<td>7:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
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<tr>
<td></td>
<td>Monday</td>
<td>8:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
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<tr>
<td></td>
<td>Tuesday</td>
<td>8:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
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<td></td>
<td>Wednesday</td>
<td>8:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
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<td></td>
<td>Thursday</td>
<td>8:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
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<tr>
<td></td>
<td>Friday</td>
<td>8:00 am – 5:00 pm</td>
<td>M&amp;H Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>M&amp;H Student Center</td>
<td></td>
</tr>
<tr>
<td><strong>Office Route</strong></td>
<td>Monday</td>
<td>7:30 am</td>
<td>M&amp;H Student Center</td>
<td>Gateway @ Columbia</td>
<td>M&amp;H Student Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>7:30 am</td>
<td>M&amp;H Student Center</td>
<td>Gateway @ Columbia</td>
<td>M&amp;H Student Center</td>
<td></td>
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<tr>
<td></td>
<td>Wednesday</td>
<td>7:30 am</td>
<td>M&amp;H Student Center</td>
<td>Gateway @ Columbia</td>
<td>M&amp;H Student Center</td>
<td></td>
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<td></td>
<td>Thursday</td>
<td>7:30 am</td>
<td>M&amp;H Student Center</td>
<td>Gateway @ Columbia</td>
<td>M&amp;H Student Center</td>
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<td></td>
<td>Friday</td>
<td>7:30 am</td>
<td>M&amp;H Student Center</td>
<td>Gateway @ Columbia</td>
<td>M&amp;H Student Center</td>
<td></td>
</tr>
<tr>
<td><strong>Rain Route</strong></td>
<td>Monday</td>
<td>11:30 am – 12:30 pm</td>
<td>Washack Station</td>
<td>Whittmere dr., Park Rd, Brown station, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>10:45 am – 12:45 pm</td>
<td>Washack Station</td>
<td>Whittmere dr., Park Rd, Brown station, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wednesday</td>
<td>9:45 am – 11:45 am</td>
<td>Washack Station</td>
<td>Morley &amp; Leeds, Health Dept, Columbia Mall, etc.</td>
<td>Washack Station</td>
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<tr>
<td></td>
<td>Thursday</td>
<td>8:45 am – 10:45 am</td>
<td>Washack Station</td>
<td>Broadway, Hyne, Garbes</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td><strong>Red Route</strong></td>
<td>Monday</td>
<td>5:30 am – 7:30 pm</td>
<td>Washack Station</td>
<td>Gateway @ Columbia</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td><strong>Green Route</strong></td>
<td>Monday</td>
<td>5:00 am – 5:30 am</td>
<td>Washack Station</td>
<td>Boca Hospital, Memorial Union, University Hospital, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>4:45 am – 5:30 am</td>
<td>Washack Station</td>
<td>Boca Hospital, Memorial Union, University Hospital, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wednesday</td>
<td>4:30 am – 5:30 am</td>
<td>Washack Station</td>
<td>Boca Hospital, Memorial Union, University Hospital, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thursday</td>
<td>4:15 am – 5:15 am</td>
<td>Washack Station</td>
<td>Boca Hospital, Memorial Union, University Hospital, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>4:15 am – 5:15 am</td>
<td>Washack Station</td>
<td>Boca Hospital, Memorial Union, University Hospital, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td><strong>Black Route</strong></td>
<td>Monday</td>
<td>8:45 am – 9:45 am &amp; 2:30 pm – 3:30 pm</td>
<td>Washack Station</td>
<td>Park &amp; MS&amp;T, MS&amp;T, MS&amp;T, MS&amp;T, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>8:45 am – 9:45 am &amp; 2:30 pm – 3:30 pm</td>
<td>Washack Station</td>
<td>Park &amp; MS&amp;T, MS&amp;T, MS&amp;T, MS&amp;T, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wednesday</td>
<td>8:45 am – 9:45 am &amp; 2:30 pm – 3:30 pm</td>
<td>Washack Station</td>
<td>Park &amp; MS&amp;T, MS&amp;T, MS&amp;T, MS&amp;T, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thursday</td>
<td>8:45 am – 9:45 am &amp; 2:30 pm – 3:30 pm</td>
<td>Washack Station</td>
<td>Park &amp; MS&amp;T, MS&amp;T, MS&amp;T, MS&amp;T, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>8:45 am – 9:45 am &amp; 2:30 pm – 3:30 pm</td>
<td>Washack Station</td>
<td>Park &amp; MS&amp;T, MS&amp;T, MS&amp;T, MS&amp;T, etc.</td>
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</tr>
<tr>
<td><strong>Gold Route</strong></td>
<td>Monday</td>
<td>7:30 am – 8:30 am</td>
<td>C&amp;SEZ</td>
<td>Berth and Slope Transit, Fossenden and Milling</td>
<td>C&amp;SEZ</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>7:30 am – 8:30 am</td>
<td>C&amp;SEZ</td>
<td>Berth and Slope Transit, Fossenden and Milling</td>
<td>C&amp;SEZ</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wednesday</td>
<td>7:30 am – 8:30 am</td>
<td>C&amp;SEZ</td>
<td>Berth and Slope Transit, Fossenden and Milling</td>
<td>C&amp;SEZ</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Thursday</td>
<td>7:30 am – 8:30 am</td>
<td>C&amp;SEZ</td>
<td>Berth and Slope Transit, Fossenden and Milling</td>
<td>C&amp;SEZ</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Friday</td>
<td>7:30 am – 8:30 am</td>
<td>C&amp;SEZ</td>
<td>Berth and Slope Transit, Fossenden and Milling</td>
<td>C&amp;SEZ</td>
<td></td>
</tr>
<tr>
<td><strong>Orange Route</strong></td>
<td>Monday</td>
<td>8:45 am – 10:00 am</td>
<td>Washack Station</td>
<td>Social Security Office, Foxon Shopping Center, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>8:45 am – 10:00 am</td>
<td>Washack Station</td>
<td>Social Security Office, Foxon Shopping Center, etc.</td>
<td>Washack Station</td>
<td></td>
</tr>
<tr>
<td>Route #</td>
<td>Day of Week</td>
<td>Continuous Time Frame (SHIFT)</td>
<td>Departure (Start Loop)</td>
<td>Route Locations/Route</td>
<td>Arrival (End of Loop)</td>
<td>Name Sign-Up</td>
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<td><strong>Week 1b.)</strong></td>
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<tr>
<td><strong>Main and Gold Routes:</strong></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>507 L&amp;N &amp; 296 E Dusk</td>
<td>Tuesday</td>
<td>5:00am - 6:15pm</td>
<td>MUI Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>MUI Student Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>6:30pm - 7:45pm</td>
<td>MUI Student Center</td>
<td>Campus View, Campus Lodge, The Reserve</td>
<td>MUI Student Center</td>
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<tr>
<td>508 Gold Route West</td>
<td>Tuesday</td>
<td>9:25am - 10:40am</td>
<td>MUI Student Center</td>
<td>Gateway @ Columbia</td>
<td>MUI Student Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>10:25am - 11:40am</td>
<td>MUI Student Center</td>
<td>Gateway @ Columbia</td>
<td>MUI Student Center</td>
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<tr>
<td>509 Week Rouse</td>
<td>Tuesday</td>
<td>8:35am - 9:50am</td>
<td>MUI Student Center</td>
<td>The Cottages</td>
<td>MUI Student Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>9:35am - 10:50am</td>
<td>MUI Student Center</td>
<td>The Cottages</td>
<td>MUI Student Center</td>
<td></td>
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<tr>
<td><strong>Blue Routes:</strong></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>510 Blue Loop</td>
<td>Tuesday</td>
<td>7:25am - 8:40pm</td>
<td>Washoe Station</td>
<td>Whitney Dr., Paris, Brown Station and Lawrige, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>6:45am - 7:50pm</td>
<td>Washoe Station</td>
<td>Wadley and Lasalle, Health Dept., Columbia Mall, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td>514 West Loop</td>
<td>Tuesday</td>
<td>12:05pm - 1:20pm</td>
<td>Washoe Station</td>
<td>Broadway, Hyve, Gertes, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>12:25pm - 1:40pm</td>
<td>Washoe Station</td>
<td>Broadway, Hyve, Gertes, etc.</td>
<td>Washoe Station</td>
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<tr>
<td><strong>Red Routes:</strong></td>
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<td></td>
</tr>
<tr>
<td>514 North Loop</td>
<td>Tuesday</td>
<td>5:05am - 6:20pm</td>
<td>Washoe Station</td>
<td>Rockdale Center, Smiley and Nargile, Ellis Ranch, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>5:45am - 6:50pm</td>
<td>Washoe Station</td>
<td>Rockdale Center, Smiley and Nargile, Ellis Ranch, etc.</td>
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<tr>
<td>515 East Loop</td>
<td>Tuesday</td>
<td>10:45am - 12:00pm &amp; 4:05pm - 5:20pm</td>
<td>Washoe Station</td>
<td>Renner Blvd, Acton and Anglina, Whitegate and Sylvan</td>
<td>Washoe Station</td>
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</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>3:45am - 4:10pm &amp; 3:55pm - 4:10pm</td>
<td>Washoe Station</td>
<td>Renner Blvd, Acton and Anglina, Whitegate and Sylvan</td>
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<tr>
<td><strong>Green Routes:</strong></td>
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</tr>
<tr>
<td>515 North Loop</td>
<td>Tuesday</td>
<td>8:25am - 9:40pm</td>
<td>Washoe Station</td>
<td>Regaline, Brown School, Oakland Jr. High, Hickman U.S.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>8:25am - 9:40pm</td>
<td>Washoe Station</td>
<td>Regaline, Brown School, Oakland Jr. High, Hickman U.S.</td>
<td>Washoe Station</td>
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<tr>
<td>516 South Loop</td>
<td>Tuesday</td>
<td>7:25am - 8:40pm</td>
<td>Washoe Station</td>
<td>South Shopping Center, Social Security Office, Ash St., etc.</td>
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</tr>
<tr>
<td></td>
<td>Tuesday</td>
<td>6:45am - 7:50pm</td>
<td>Washoe Station</td>
<td>South Shopping Center, Social Security Office, Ash St., etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td><strong>Week 1c.)</strong></td>
<td></td>
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<tr>
<td><strong>Blue Routes:</strong></td>
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</tr>
<tr>
<td>514 West Loop</td>
<td>Saturday</td>
<td>10:45am - 12:00pm</td>
<td>Washoe Station</td>
<td>Wadley and Lasalle, Health Dept., Columbia Mall, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>10:45am - 12:00pm</td>
<td>Washoe Station</td>
<td>Wadley and Lasalle, Health Dept., Columbia Mall, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td>514 South East Loop</td>
<td>Saturday</td>
<td>10:05am - 11:20pm</td>
<td>Washoe Station</td>
<td>Rockdale, Home, Center, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td><strong>Red Routes:</strong></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>516 Depot/ Wood</td>
<td>Saturday (Morning)</td>
<td>8:05am - 9:20pm</td>
<td>Washoe Station</td>
<td>Resort Simba, Memorial Union, University Hospital, etc.</td>
<td>Washoe Station</td>
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<tr>
<td></td>
<td>Saturday (Evening)</td>
<td>5:25pm - 6:40pm</td>
<td>Washoe Station</td>
<td>Resort Simba, Memorial Union, University Hospital, etc.</td>
<td>Washoe Station</td>
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</tr>
<tr>
<td><strong>Blue Routes:</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>516 North Loop</td>
<td>Saturday</td>
<td>10:05am - 11:20pm</td>
<td>Washoe Station</td>
<td>Rockdale Center, Smiley and Nargile, Ellis Ranch, etc.</td>
<td>Washoe Station</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Saturday</td>
<td>10:45am - 12:00pm &amp; 1:45pm - 3:00pm</td>
<td>Washoe Station</td>
<td>Rockdale Center, Smiley and Nargile, Ellis Ranch, etc.</td>
<td>Washoe Station</td>
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</tr>
<tr>
<td><strong>Green Routes:</strong></td>
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<td></td>
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<tr>
<td>516 North Loop</td>
<td>Saturday (Morning)</td>
<td>10:45am - 12:00pm</td>
<td>Washoe Station</td>
<td>Regaline and Brown School, Oakland Jr. High, Hickman U.S.</td>
<td>Washoe Station</td>
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<tr>
<td>Day</td>
<td>Hours</td>
<td>Location</td>
<td>Activities</td>
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<td></td>
</tr>
<tr>
<td>2nd South Loop</td>
<td>Saturday</td>
<td>8:00 am - 10:00 am</td>
<td>Social Security Office, Forum Shopping Center, etc.</td>
<td>Unknown</td>
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<tr>
<td>2nd South Loop</td>
<td>Saturday</td>
<td>10:30 am - 1:30 pm</td>
<td>Social Security Office, Forum Shopping Center, etc.</td>
<td>Unknown</td>
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23
Appendix III

<table>
<thead>
<tr>
<th>Sponsor's Household Size</th>
<th>100% of Poverty Guidelines*</th>
<th>125% of Poverty Line</th>
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<tbody>
<tr>
<td></td>
<td>For spouses on active duty in the U.S. Armed Forces who are petitioning for their spouse or child</td>
<td>For all other sponsors</td>
</tr>
<tr>
<td>2</td>
<td>$14,710</td>
<td>$18,887</td>
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<tr>
<td>3</td>
<td>$18,530</td>
<td>$23,162</td>
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<tr>
<td>4</td>
<td>$22,350</td>
<td>$27,802</td>
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<tr>
<td>5</td>
<td>$26,170</td>
<td>$32,712</td>
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<tr>
<td>6</td>
<td>$29,990</td>
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<tr>
<td>7</td>
<td>$33,810</td>
<td>$42,962</td>
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<tr>
<td>8</td>
<td>$37,630</td>
<td>$48,097</td>
</tr>
<tr>
<td>Add $3,820 for each additional person.</td>
<td>Add $4,775 for each additional person.</td>
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For Alaska:

<table>
<thead>
<tr>
<th>Sponsor's Household Size</th>
<th>100% of Poverty Line</th>
<th>125% of Poverty Line</th>
</tr>
</thead>
<tbody>
<tr>
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<td>For spouses on active duty in the U.S. Armed Forces who are petitioning for their spouse or child</td>
<td>For all other spouses</td>
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<tr>
<td>2</td>
<td>$18,380</td>
<td>$16,930</td>
</tr>
<tr>
<td>3</td>
<td>$23,160</td>
<td>$21,320</td>
</tr>
<tr>
<td>4</td>
<td>$27,940</td>
<td>$22,710</td>
</tr>
<tr>
<td>5</td>
<td>$32,720</td>
<td>$30,100</td>
</tr>
<tr>
<td>6</td>
<td>$37,500</td>
<td>$34,490</td>
</tr>
<tr>
<td>7</td>
<td>$42,280</td>
<td>$38,880</td>
</tr>
<tr>
<td>8</td>
<td>$47,060</td>
<td>$43,270</td>
</tr>
<tr>
<td>Add $4,780 for each additional person.</td>
<td>Add $4,700 for each additional person.</td>
<td></td>
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</tbody>
</table>

For Hawaii:

<table>
<thead>
<tr>
<th>Sponsor's Household Size</th>
<th>100% of Poverty Line</th>
<th>125% of Poverty Line</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>For spouses on active duty in the U.S. Armed Forces who are petitioning for their spouse or child</td>
<td>For all other spouses</td>
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<tr>
<td>2</td>
<td>$18,380</td>
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<tr>
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<td>$23,160</td>
<td>$21,320</td>
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<tr>
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<td>$27,940</td>
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<tr>
<td>8</td>
<td>$47,060</td>
<td>$43,270</td>
</tr>
<tr>
<td>Add $4,780 for each additional person.</td>
<td>Add $4,700 for each additional person.</td>
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</tr>
</tbody>
</table>

Means-Tested Public Benefits

Federal Means-Tested Public Benefits. To date, Federal agencies administering benefit programs have determined that Federal means-tested public benefits include Food Stamps, Medicaid, Supplemental Security Income (SSI), Temporary Assistance for Needy Families (TANF), and the State Child Health Insurance Program (SCHIP).

State Means-Tested Public Benefits. Each State will determine which, if any, of its public benefits are means-tested. If a State determines that it has programs which meet this definition, it is encouraged to provide notice to the public on which programs are included. Check with the State public assistance office to determine which, if any, State assistance programs have been determined to be State means-tested public benefits.

Programs Not Included: The following Federal and State programs are not included as means-tested benefits: emergency Medicaid; short-term, non-cash emergency relief; services provided under the National School Lunch and Child Nutrition Acts; immunizations and testing and treatment for communicable diseases; student assistance under the Higher Education Act; and the Public Health Service Act; certain forms of foster-care or adoption assistance under the Social Security Act; Read Start Programs; means-tested programs under the Elementary and Secondary Education Act; and Job Training Partnership Act programs.
Calculations for the Increase in Funding

Fuel Cost

CURRENT
Number of buses: 31
Hours per week the buses run: 77.5
Hours per year the buses run: 4045.5
Approximate Fuel Cost/Month/Bus: $4,000
Annual Fuel Cost/Year/Bus: ($4,000/month/bus)(12 months/year) = $48,000
Annual Cost of fuel for all 31 Buses: ($48,000)(31 buses) = $1,488,000

INCREASE *(note the number of buses is being kept the same)
Increase in hours/week: 12
Increase in hours/year: (12)(52.2) = 626.4
New total hours per year: (626.4 + 4045.5) = 4671.9
New fuel cost: 4671.9 hours
4045.5 hours
New fuel cost: $1,488,000
New fuel cost: $1,718,400

TOTAL INCREASE IN FUEL COST: $230,400 /year

Bus Driver Wages

CURRENTLY
27 Full-time bus drivers
47 Part-time bus drivers
Full-time hourly wage: $13.095
Part time hourly wage: $11.25

INCREASE *(note: we are assuming there is no need for an increase in drivers. Use part time driver)
Extra hours per week: 12 = (4 hours extra per day)(3 days [M,T,W])
Extra weekly cost of compensation to bus drivers:
= (15 routes)(12 hour increase)($11.25/hour)
= $2025 /week
Yearly increase of wages: =($2025/week)(52.2 weeks/year)
= $105,705/year

Total Budget Increase
(Increase due to driver wages)+(Increase due to fuel cost)
= ($105,705) + ($230,400)
= $336,105

Estimating other possible increases leads to a new estimated total of: $450,000
Appendix V

PUBLIC WORKS DEPARTMENT - SUMMARY

DEPARTMENT DESCRIPTION
The Public Works Department operates and manages the Engineering, Street, Traffic, and Protective Inspection Divisions; Public Transportation; Columbia Regional Airport; Sanitary Sewer Utility; Parking Utility; Solid Waste; Storm Water Utility; Custodial and Building Maintenance Services; and Fleet Operations Funds. Also, the Department is responsible for plans and specifications, contract management, and inspection of all public improvements made by the City of Columbia to ensure that the improvements are completed according to the specifications on a timely basis and in the most cost effective manner possible.

DEPARTMENT HIGHLIGHTS / SIGNIFICANT CHANGES
- Quality of life issues will continue to be a high priority for the Public Works Department. There will be continued emphasis placed on protection of water quality from storm water run off with the EPA Phase II Storm Water Regulations. Construction has begun on some major roadway projects, Mexico Gravel Road from Hilscon Creek to Route PP and the Old Route K Bridge over Hilscon Creek. Construction continues on Scott Boulevard from Smith/Riddles southeast to Brookview Terrace with anticipated completion in spring 2011.
- A major roadway project that will start construction in fall 2010 is Clark Lane from Ballenger to St. Charles Road. Other 2011 projects include Rolling Hills Road from the extension from Old Hawthrone to Richmond Road and Scott Phase II from Waver to Route KK. These roads are currently in preliminary design stage.
- Highlights of the coming year are to be the continued implementation of the five year street Capital Improvement Plan, continued work on various sewer districts throughout the city to eliminate private sewers, on-site septic tanks and lagoons, continued implementation of the April 2008 sewer bond with construction of the Wastewater Treatment Plant.
- Public Works will continue to work closely with MoDOT and the FAA on all aspects of state and federal funding and maximizing use of existing commercial air service and obtaining additional air transportation and work towards improving the one stop system in Building and Site Development. Construction of a fifth garage in the downtown area at 5th & Walnut to be completed in late 2010. Staff will aggressively seek to supplement limited local resources with grants that are appropriated to the department’s mission and will continue efforts to interactively communicate with the public in order to better understand and respond to the public’s needs.

BUDGET DETAIL

<table>
<thead>
<tr>
<th></th>
<th>Actual FY 2009</th>
<th>Budget FY 2010</th>
<th>Estimated FY 2010</th>
<th>Adopted FY 2011</th>
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<td>General Fund Operations</td>
<td>$1,421,843</td>
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<td>Capital Projects Fund</td>
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<td>516,198</td>
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<tr>
<td>Regional Airport Fund</td>
<td>3,101,701</td>
<td>4,828,642</td>
<td>4,712,178</td>
<td>3,588,830</td>
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<tr>
<td>Sanitary Sewer Utility Fund</td>
<td>20,624,714</td>
<td>77,316,512</td>
<td>72,584,103</td>
<td>24,383,733</td>
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<tr>
<td>Parking Facilities Fund</td>
<td>4,654,238</td>
<td>2,650,873</td>
<td>2,628,648</td>
<td>2,715,859</td>
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<tr>
<td>Solid Waste Utility Fund</td>
<td>16,450,736</td>
<td>17,725,523</td>
<td>17,160,055</td>
<td>16,857,655</td>
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<tr>
<td>Storm Water Utility Fund</td>
<td>2,353,926</td>
<td>1,472,806</td>
<td>1,435,667</td>
<td>1,482,071</td>
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<tr>
<td>Custodial &amp; Maint. Serv. Fund</td>
<td>1,150,881</td>
<td>1,430,585</td>
<td>1,264,000</td>
<td>1,863,472</td>
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<td>Fleet Operations Fund</td>
<td>6,699,729</td>
<td>7,058,179</td>
<td>6,970,421</td>
<td>7,109,386</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>$11,179,199</strong></td>
<td><strong>$12,823,944</strong></td>
<td><strong>$12,821,787</strong></td>
<td><strong>$9,929,528</strong></td>
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* Includes costs for Engineering Personnel assigned to work on General Government capital projects.

AUTHORIZED PERSONNEL

<table>
<thead>
<tr>
<th></th>
<th>Actual FY 2009</th>
<th>Budget FY 2010</th>
<th>Estimated FY 2010</th>
<th>Adopted FY 2011</th>
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<td><strong>Total Personnel</strong></td>
<td><strong>398.50</strong></td>
<td><strong>387.50</strong></td>
<td><strong>386.50</strong></td>
<td><strong>386.50</strong></td>
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</tbody>
</table>

Position Changes:
- Permanent Full-Time: 347.50
- Permanent Part-Time: 11.00
- Total Permanent: 358.50
Appendix VI
(Including Areas to Extend to and Additional Comments)

1.) Areas to Extend:

1st Ward
5/20/11 1:17AM View Responses
everywhere
5/20/11 1:16AM View Responses
Smiley Lane, Paris Road, Scott Blvd.
5/20/11 1:13AM View Responses
Bus service only on broadway road through downtown from east side to west side and vice versa. This bus dont need to touch wabash station and should run continuously and frequently. This bus needs to run whole day. It will cover two shopping area both on the broadway (east and west). The passenger can transfer from any bus to this service on the broadway.
5/19/11 11:56PM View Responses
everywhere!!
5/19/11 1:15PM View Responses
over by rock bridge near the student housing
5/19/11 1:13PM View Responses
Missouri area
5/19/11 1:08PM View Responses
I-70 SE
5/19/11 1:06PM View Responses
return of more frequent 106
5/19/11 1:05PM View Responses
prathersville
5/19/11 12:58AM View Responses
north side, off of range line
5/19/11 12:44AM View Responses
further areas off range line
5/19/11 12:39AM View Responses
Country
5/19/11 12:33AM View Responses
prathersville
5/19/11 5:38AM View Responses
all over--especially way out stores and shopping
5/19/11 5:33AM View Responses
Cross conley and Broadway
5/19/11 5:32AM View Responses
clearview
5/19/11 5:31AM View Responses
just expand/ make more routes
5/19/11 5:30AM View Responses
past Rice Road
5/19/11 5:29AM View Responses
rockbridge High school
5/19/11 5:27AM View Responses
rockbridge
5/19/11 5:26AM View Responses
every corner, everywhere
5/19/11 2:54AM View Responses
Just expand in general
5/19/11 2:51AM View Responses
LAKE OF THE WOODS EXIT
5/19/11 2:50AM View Responses
My work
5/19/11 2:49AM View Responses
Good average
5/19/11 2:48AM View Responses
Party bus to take me to and from the bars thurs-sat
5/19/11 2:46AM View Responses
By Shepard Elementary
5/19/11 2:46AM View Responses
fayette, Boonville
5/19/11 2:43AM View Responses
Smiley Lane
5/19/11 2:42AM View Responses
Sunrise Estates
5/19/11 2:40AM View Responses
North
5/19/11 2:36AM View Responses
South Providence Area
5/19/11 2:35AM View Responses
North of town Smiley Ln, Route VV, N. Moberly Drive
5/19/11 2:34AM View Responses
Smiley
5/19/11 2:30AM View Responses
Smiley Lane, Providence, Nifong area
5/19/11 2:29AM View Responses
Alternative grocery stories-clovers, root cellar, etc Farmers market
5/19/11 2:28AM View Responses
Prathersville
5/19/11 2:24AM View Responses
rockbridge, residential areas, southern columbia
5/19/11 2:24AM View Responses
North and South
5/19/11 2:22AM View Responses
Clearview
5/19/11 2:20AM View Responses
Providence Hill Apts
5/19/11 2:19AM View Responses
Creast springs to obermiller road. direct service to walmart and mall.
5/19/11 2:14AM View Responses
all over
5/19/11 2:11AM View Responses
Northeast
5/19/11 2:10AM View Responses
Prathersvilles
5/19/11 2:08AM View Responses
Georgetown
5/19/11 2:05AM View Responses
Prathersville Road
5/19/11 2:03AM View Responses
Midway, Praithersville
5/19/11 2:01AM View Responses
county area where there is homes
5/19/11 2:00AM View Responses
Areas of outer town
5/19/11 1:59AM View Responses
all over
5/19/11 1:59AM View Responses
the route south of town by rockbridge school, you knw have to walk to bethel and nifong. I always get to work too early or too late.
5/19/11 1:57AM View Responses
north end and some areas in the south
5/19/11 1:55AM View Responses
Scott Blvd
5/19/11 1:46AM View Responses
All Over!
5/19/11 1:45AM View Responses
North, South areas
5/19/11 1:42AM View Responses
Everywhere in the City limits. Places that are needed.
I would like to see the bus go by Bass Pro South
later hours until at least 9:30
I like the current routes, very efficient.
Midway
South Hampton all day service
all over
Scott blvd and other nonbus areas.
A Stop next to Bouldering Garden
By the sheriff’s department
10 miles out the city of Columbia and gold bad!
Stop at different areas around campus.
drop off/pick up at more parts of campus
Nifong and out to the mall
more campus stops
grindstone/copper beach
Range-line/ Bus loop
More on campus, towards middle near memorial Union or Loeb halls
Movie Theatre
Stop picking up Log Hill before Gateway
fairgrounds and broadway
You need to expand all bus routes, or make more routes.

Southside, grindstone, rockbridge, centerstate drive

Down providence towards/ past hwy 70

South side

Chipotle

Scott BLVD, Cherry Hill, Chapel Hill

Scott Blvd.

prathersville road

I believe buses should go to the theaters in town.

East St. Charles Road

Any of the public golf courses

to the Boone County Jail

On Route K because there is no bus to my mom's, it is hard to get to school.

Chris Drive Lake of the Woods

Lake of the Woods area and Chris Dr.

further out on south hampton

Moberly

West of Current routes; and East (Lake of the woods)

Prathersville

Blue Ridge Rd.

Scott Blvd-Bonkers
5/18/11 2:40AM View Responses
Golf Courses
5/18/11 2:40AM View Responses
Georgetown
5/18/11 2:32AM View Responses
clark lane, rice road
5/18/11 2:27AM View Responses
north central- moe secondary roads north of I-70
5/18/11 2:24AM View Responses
Bearfield
5/18/11 2:24AM View Responses
Route B, I-70 outer road
5/18/11 2:22AM View Responses
I-70 outer road between 63 and lake of the woods
5/18/11 2:21AM View Responses
The Falls
5/18/11 2:21AM View Responses
Brown School Station Road
5/18/11 2:19AM View Responses
North closer to jail, South closer to Ponderosa
5/18/11 2:18AM View Responses
ash
5/18/11 2:18AM View Responses
South and North of town
5/18/11 2:16AM View Responses
Down E. Walnut to Anita Ct. of Lakewood Apts. at the bottom of the hill.
5/18/11 2:15AM View Responses
exit 121, midway area
5/18/11 2:13AM View Responses
Near Gates Rubbes area- Industrial Textiles, Linen King, etc.
5/18/11 2:12AM View Responses
Scott BLVD, georgetown area
5/18/11 2:12AM View Responses
Scott Blvd, georgetown area, lake of the woods, el chapparal
5/18/11 2:11AM View Responses
Scott Blvd, georgetown area
5/18/11 2:09AM View Responses
I work at Hampton Inn on Campus- near University Hospital and live on West Broadway area.
5/18/11 2:09AM View Responses
University areas, motels, factories areas
5/18/11 2:08AM View Responses
North East Columbia- near new Holiday Inn
5/18/11 2:07AM View Responses
Stadium and College
5/18/11 2:03AM View Responses
Areas with metals, factories, other major employment areas in town
5/18/11 2:02AM View Responses
Main job areas- Linen King, Industrial textiles
5/18/11 2:00AM View Responses
We need rides in work areas- Linen King, Industrial Textiles
5/18/11 1:59AM View Responses
Further out on South Hampton
5/18/11 1:56AM View Responses
N/A
5/18/11 1:55AM View Responses
north side--rangeline and smiley
5/18/11 1:50AM View Responses
all
5/18/11 1:47AM View Responses
Valley View Garden
5/18/11 1:46AM View Responses
South Side
5/18/11 1:40AM View Responses
south side
5/18/11 1:39AM View Responses
evenings
5/18/11 1:35AM View Responses
southhampton/forum
5/18/11 1:35AM View Responses
All of Providence, Stadium, Nifong, a bus just for these significant trips
5/18/11 1:33AM View Responses
kohls
5/18/11 1:25AM View Responses
High Street
5/18/11 1:24AM View Responses
all of business loop serviced
5/18/11 1:21AM View Responses
everywhere it doesn't currently run
5/18/11 1:20AM View Responses
lake of the woods area and any area that is within the city limites
5/18/11 1:18AM View Responses
Garden city/wyatt lane
5/18/11 1:15AM View Responses
the north side of columbia, esp past prathersville exit
Prathersville Road and Willow Brooke Area
Lake of the Woods side of town
North East and South East
Grindstone Area
Grindstone
South
out north more
N.S.E. AND W.
Need to go further North: Lake of the Woods, Providence and Stadium
South, down Bethel Rd. past Rock Bridge at least to Rock Bridge elementary
lake of the woods area
All over
It should cover ALL of Columbia
I would like to see the service expanded on the outer roads and highways in Columbia and surrounding areas.
south, AC exit area
Bus service however can be facilitated, needs to be expanded. i have several elderly and handicapped friends who need car rides because of a lack of service, ie, times and routes
lake of the woods area
south
Brown School Road, Columbia MO 65202
LAKE OF THE WOODS
5/18/11 12:31AM  View Responses
Back at Bethel and South Hampton like it used to be!
5/18/11 12:29AM  View Responses
AC exit-Lemone Industrial
5/18/11 12:25AM  View Responses
Alpine ridge area by new major on Rangeline
5/18/11 12:19AM  View Responses
Scott Blvd
5/18/11 12:17AM  View Responses
Four Winds, Falling Leaf Lane
5/18/11 12:15AM  View Responses
Nifong
5/18/11 12:12AM  View Responses
nifong, bearfield road
5/18/11 12:10AM  View Responses
outside surrounding areas of town
5/17/11 5:34AM  View Responses
old plank
5/17/11 5:30AM  View Responses
all over
5/17/11 5:25AM  View Responses
Although I don't ride the bus myself, I know the major campaign is hours of operation. Getting to and from class efficiently and in a timely fashion is of great importance.
5/17/11 5:22AM  View Responses
As of now, I don't take Columbia Transit
5/17/11 5:17AM  View Responses
to areas outside of Columbia-towards I-70
5/17/11 5:03AM  View Responses
1st Ward
5/17/11 5:02AM  View Responses
Scott Blvd. Area
5/17/11 5:00AM  View Responses
South Providence
5/17/11 4:57AM  View Responses
Boone blind community center and surrounding areas
5/17/11 4:54AM  View Responses
Business Loop
5/17/11 4:47AM  View Responses
Lake of the Woods Area. Borgone area
5/17/11 4:43AM  View Responses
Northeast
5/17/11 4:36AM  View Responses
Movie Theaters, longer routes to encompass north and south Columbia.
5/17/11 4:29AM View Responses
1st Ward
5/17/11 4:27AM View Responses
Lake of the Woods
5/17/11 4:25AM View Responses
All around the city
5/17/11 4:09AM View Responses
south of town further
5/17/11 4:07AM View Responses
Lake of the Woods
5/17/11 4:03AM View Responses
Ash St. and Walnut
5/17/11 4:02AM View Responses
Closer to City Limits, Fourm Area
5/17/11 3:55AM View Responses
More accessibility for young people to get around even during the week
5/17/11 3:11AM View Responses
To the shopping center and the food stores
5/17/11 3:09AM View Responses
Ashland mo
5/17/11 2:51AM View Responses
Lake of the Woods
5/17/11 2:42AM View Responses
Everywhere!
5/17/11 1:41AM View Responses
It would be nice to get where I wanted quicker and without transfers
5/17/11 12:50AM View Responses
More areas on MU Campus
5/17/11 12:35AM View Responses
Campus, the mall, downtown. You should be able to get anywhere by the bus!!
5/17/11 12:06AM View Responses
Walmart; schools; work; and home
5/16/11 11:55PM View Responses
Better access to Chapel Hill area, Scott Blv area. Better and more frequent routes to the Forum Blv shopping areas. Greyhound bus station. Food bank on Vandiver. UPS office.
5/15/11 3:20AM View Responses
Western areas of city (beyond Hy-Vee)...Scott Blv
5/14/11 2:00AM View Responses
More routes in Vanderveen subdivision would be great.
5/13/11 11:13PM View Responses
Lake of the woods, MKT Trail/Forum Colonies/Wilsons Fitness, Walgreens-Nifong; Scott Blvd&Vawder School rd (Breaktime or Cherry Village/Chapel Hill - as far as city limits allow El Chapperal (WW) near Cedar Ridge elementary school

5/13/11 2:04PM View Responses
Would like to see a route that circles the district, the university, columbia college, stephens and stephens park. Buses every 10 minutes. $.25 per ride per person.

5/13/11 3:56AM View Responses
Chapel Hill, Fairview. All of stadium road. Old 63 south to Grindstone parkway! There seems to be a dotted line there on the map, showing it is seasonal, but I didn't see it when it was supposed to come by. That would be a useful permanent route.

5/13/11 3:47AM View Responses
Northeast area of town

5/13/11 3:13AM View Responses
North past Brown School Road

5/12/11 7:59AM View Responses
Lower Scott Blvd

5/12/11 3:56AM View Responses
lake of the woods, cherry hill

5/12/11 3:26AM View Responses
I would like you to go further north on Creasy Springs road.

5/12/11 3:19AM View Responses
I feel like coverage of the south side of Columbia is still more sparse and less frequent than it could be.

5/11/11 10:14PM View Responses
Brown School west of Rangeline

5/11/11 8:43PM View Responses
further outside of town, to serve people who live on the outskirts of town, such as out in the Vanderveen area and further out than that

5/11/11 11:55AM View Responses
Scott - NiFong - Chapel Hill - Forum

5/11/11 2:24AM View Responses
Prathersville

5/11/11 12:21AM View Responses
Lake Of The Woods

5/10/11 11:28PM View Responses
all over columbia

5/10/11 11:28PM View Responses
BrownStation Rd, Booville etc.

5/10/11 11:21PM View Responses
southern scott boulevard/nifong area

5/10/11 8:47PM View Responses
Areas of denser rental properties and lower income census tracts.
employment areas so folks can get to/from work

Northeast

I live near Creasy Springs and Proctor. I'd love to be able to bus to work, but it now would take about 4 times as long as driving one way. There has been a lot of development in our area in the last year or two. It would be nice to have a bus come up Creasy Springs.

Outer expanses North of Town

further south of town (off Rt K)

south side of town at providence and nifong

Further east!

Forum/Green Meadows (not just to Bethel with that weird one-way route.)

I'd like to see a connection between the Expo Center and downtown restaurants. There should also be a stop at the new parking garage by the post office, if there isn't one already. There should be a downtown fare free zone that includes The District as well as low-income areas north of Broadway.

Cover all main streets with efficient routes. To have to travel long distances out of the way to get somewhere is not a good idea.

Would like to see an east/west Broadway bus so people can get on line at one end and quickly go to the other end. Would also like a downtown shuttle, trolley or loop, so people can shop, work and play downtown and not have to drive.

Bethany Drive, Southwest Columbia

prathersville

north

Through U of Missouri Campus from the west side of town
5/7/11 2:02AM View Responses
Columbia, Missouri.
5/7/11 12:26AM View Responses
County Fair and detention facilities
5/6/11 10:41PM View Responses
Neighborhoods in Columbia's fringe areas, even if outside the city limits. That's where people without reliable transportation often live. Providing transportation there would connect people with jobs and benefit all. Partner with Jeff Tran or MoX and provide service from Jeff City via Wabash Station to Macon and back, AM and PM for commuters.
5/6/11 9:13PM View Responses
Need a bus route on Prathersville Road in Columbia.
5/6/11 2:06AM View Responses
Scott Boulevard to Cherry Hill and farther south
5/6/11 12:27AM View Responses
North as far as the City limits
5/6/11 12:09AM View Responses
It would be great if either the buses ran more frequently or if the routes criss-crossed in such a way that you could make it to your destination faster. As it is now, for me to get to work which takes 8-10 minutes driving myself, takes an hour and 10 minutes by bus and includes transferring between three buses.
5/6/11 12:05AM View Responses
Prathersville
5/5/11 9:14PM View Responses
Scott Blvd.
5/5/11 8:49PM View Responses
West and Southwest part of town
5/5/11 2:00PM View Responses
Chapel Hill, Fairview, Scott Blvd, Nifong
5/5/11 9:55AM View Responses
More neighborhoods
5/5/11 7:19AM View Responses
Lake of the Woods, Scott Blvd.
5/5/11 4:12AM View Responses
north to prathersville road
5/5/11 3:55AM View Responses
Prathersville Rd.
5/4/11 11:36PM View Responses
Prathersville Road
5/4/11 11:36PM View Responses
Prathersville road
5/4/11 11:28PM View Responses
Rock Quarry Center, Rock Quarry Road
5/4/11 11:18PM View Responses
westside
5/4/11 10:50PM View Responses
St. Charles Road area
5/4/11 10:25PM View Responses
Prathersville Road
5/4/11 10:13PM View Responses
Prathersville area
5/4/11 10:12PM View Responses
Prathersville Road
5/4/11 9:40PM View Responses
Prathersville
5/4/11 9:34PM View Responses
Prathersville
5/4/11 9:30PM View Responses
Cherry Hill
5/4/11 8:55PM View Responses
Scott Blvd
5/4/11 6:43PM View Responses
West Broadway
5/4/11 11:07AM View Responses
Fairview Rd between Rollins and Chapel Hill. Would like service to Lesmoine Ind. Blvd, Boone Hospital. Would like service to connect with Amtrak in Jeff City -- PLEASE!!!
5/4/11 10:28AM View Responses
N 763 to the roundabout at VV.
5/4/11 9:37AM View Responses
n/w business loop (Cosmo Park)
5/4/11 8:34AM View Responses
Prathersville
5/4/11 7:58AM View Responses
south providence to cedar lake drive
5/4/11 7:51AM View Responses
Thornbrook, further south on Rt. K, into more areas around Chapel Hill & Scott Blvd.
5/4/11 5:33AM View Responses
Cross Creek Villas; Clearview and Forrest Ridge. North of Brown School Road and West of Rangeline.
5/4/11 5:13AM View Responses
Cherry Hill (Chapel Hill/Scott Blvd.)
5/4/11 5:08AM View Responses
South of Chapel Hill to Scott and Nifong
5/4/11 5:07AM View Responses
Needs to cover all of Columbia
5/4/11 4:57AM | View Responses
---
scott blvd.

5/4/11 4:06AM | View Responses
---
North of Columbia

5/4/11 3:54AM | View Responses
---
I would like to see a bus line run from straight down Stadium - Eastward in AM (every 30 minutes 6:30 - 8 AM, Schnucks to Hollywood Theatres) then back straight down Stadium - Westward in PM (every 30 minutes, 5:00 - 6:30 PM) from Hollywood Theatres back to Forum-Schnucks.

5/4/11 3:43AM | View Responses
---
sexton rd was a great rte alot of customers. and with aldie store it would be better for the poor people

5/4/11 3:23AM | View Responses
---
Service to urbanized places in Boone County would be useful.

5/4/11 12:42AM | View Responses
---
Basically, just more coverage - of the uncovered subd.....&......businesses - to limit the walking involved to get to popular places.

5/4/11 12:01AM | View Responses
---
Grindstone area as close to Hwy 63 as possible

5/3/11 11:18PM | View Responses
---
Get to the Mall or Walmart from North/NorthWest side of town

5/3/11 11:17PM | View Responses
---
Nifong

5/3/11 6:08AM | View Responses
---
S. Providence

5/3/11 6:03AM | View Responses
---
Scott Blvd

5/3/11 4:07AM | View Responses
---
I think you all did a great job at expanding coverage this past route change update. But I also think expanding coverage areas increases your relevance overall. I understand the changes to the 101S routes and connector but because of your frequency, a trip to many stops on that route becomes quite a time investment.

5/3/11 2:54AM | View Responses
---
Georgetown Drive

5/3/11 2:53AM | View Responses
---
Silvey and West Worley

5/3/11 2:49AM | View Responses
---
out route b to the factories.

5/3/11 1:56AM | View Responses
---
west of broadway and park deville (example: cherry hill)

5/3/11 1:49AM | View Responses
---
Forum/Chapel Hill Chapel Hill/Fairview West Boulevard (North-South) Stadium Nifong (West) Scott
5/2/11 10:04PM View Responses
West on Chapel Hill

5/2/11 9:01AM View Responses
Lake of the Woods, Richland Road

5/1/11 11:08AM View Responses
Lake of the woods

5/1/11 6:28AM View Responses
Cottages of Columbia for later weekday hours.

5/1/11 5:02AM View Responses
Discovery Ridge, Creasy Springs Road, The Mall

4/30/11 8:19PM View Responses
Lake of the Woods, Route B, Creasy Springs, Bon Gor, Scott Blvd, Nifong near Woodcrest Church, down Providence past Rock Bridge Elementary, all parks and special places in town.

4/30/11 6:18PM View Responses
More on the north side

4/30/11 7:16AM View Responses
I would like see the south side of town Southampton---commuter run on Sat, as it does not also same runs later at least one nite thur-sat so I can shop late after work

4/30/11 6:55AM View Responses
Further southwest, further east to Lake of the Woods

4/30/11 6:37AM View Responses
n/a

4/30/11 6:21AM View Responses
Fairview/chapel hill area. Stadium/college park area.

4/30/11 2:43AM View Responses
Hollywood movie theater

4/30/11 1:15AM View Responses
Jeff City, Prathersville

4/30/11 12:14AM View Responses
The subdivision surrounding Cedar Ridge Elementary School, on WW, west of 63. Chapel Hill east of Scott. The entire length of S Fairview. Scott Blvd, especially north of Chapel Hill. The Stadium/Old 63 intersection and surrounding area is technically already covered, but the available routes are incredibly inconvenient. The black and gold routes work well when they're available, but they don't run year round or on weekends. And the new SE red route goes in wrong direction. I'd also like to see service expanded to some of the parks that aren't easily accessible via the trail system, such as the Columbia Cosmopolitan Recreation Area or Rock Bridge State Park.

4/30/11 12:09AM View Responses
Not really sure. I live off Creasy Springs just before that crazy curve. I think if the buses ran more frequently and covered more area and were affordable they would be utilized more which would cut down on traffic! THANKS!

4/30/11 12:02AM View Responses
Cosmo Park
4/29/11 11:46PM View Responses
Chris Drive
4/29/11 11:18PM View Responses
Southwest
4/29/11 10:16AM View Responses
Lake of the Woods & St. Charles Rd., Ballenger Ln., Cosmo Park & N. Stadium, Scott Blvd., W. Nifong, Airport, Central Columbia - between 70, 63, and 740 (improve and increase service in this area)
4/28/11 9:13AM View Responses
Providence and nifong a stop between the Columbia square apartments and the mall
4/28/11 2:16AM View Responses
None that I can think of.
4/28/11 12:11AM View Responses
College Park area
4/27/11 12:08AM View Responses
Farther down Ballenger, going toward Lake of the Woods, and the area around the Lake of the Woods I-70 exit.
4/26/11 11:54PM View Responses
Silvey/Smithton Middle School
4/26/11 11:45PM View Responses
Northeast
4/22/11 4:25AM View Responses
lake of the woods the links. also scott blvd.
4/21/11 10:46PM View Responses
Further down Old 63 (The Reserve, Campus Lodge, etc.), and to Old Plank Road (Brookside).
4/21/11 12:30AM View Responses
North of downtown
4/21/11 10:03AM View Responses
Timber Creek drive
4/21/11 9:32AM View Responses
A circular route that goes around the city to connect all the outer buses together away from Wabash would be nice for week days and weekends
4/21/11 8:53AM View Responses
Lake of the Woods, Praithersville, and more west
4/21/11 8:31AM View Responses
It would be nice if campus buses had bus stops for students not only in the middle of campus on Rollins but also on the edges of campus, say, at 9th/University or Hitt/University and at Hitt/Hospital
4/21/11 6:01AM View Responses
North South route on College and Rock Quarry RD
4/21/11 5:50AM View Responses
clearview subdivision
2.) Additional Comments:

Frequent service towards columbia mall will greatly enhance the service.
5/19/11 11:56PM View Responses

I haven't never used Columbia transit, this is directly because it is not implemented into Google's transit services. When visiting other major city's i thoroughly enjoy mass transit, and I believe it is our greatest tool to fighting global climate change and high gas prices. However Columbia's current implementation takes entirely to much work and planning on my part. In order to figure out when a bus will arrive and where the buses are going. I feel the convenience of Google Transit and its implementation with Google Maps on mobile devices would both help with customer convenience and increase the number of people using the transit systems as well as increase the revenue generated by the buses. If you are interested or don't know where to find the proper information for doing such a thing, you can find all the necessary information at the following address. http://maps.google.com/help/maps/transit/partners/ Thanks for your time.
5/19/11 9:51PM View Responses
thank you
5/19/11 1:12PM View Responses
need to know information about bus route
5/19/11 1:08PM View Responses
I think it will be best if the hours were extended
5/19/11 12:53AM View Responses
put pillows on the bus snack machine
5/19/11 12:45AM View Responses
they should have more hours/ go down more street/ bus go down same route/ clean bus well
5/19/11 12:39AM View Responses
buses run more frequently
5/19/11 5:36AM View Responses
I want more longer time of operation
5/19/11 5:34AM View Responses
may God bless all
5/19/11 5:33AM View Responses
no thanks for the friendly service with a smile!
5/19/11 5:32AM View Responses
get more buses to enhance/ expand bus routes
5/19/11 5:30AM View Responses
should have day passes and longer hours
5/19/11 5:28AM View Responses
more buses
5/19/11 5:24AM View Responses
more marketing to make the bus more accessible
5/19/11 2:54AM View Responses
Build bike lanes, no need for buses
5/19/11 2:52AM View Responses
There need to be more benches at station and enforce it more on where people can smoke at the station.
5/19/11 2:51AM View Responses
People will pay more if times are improved- just give us the chance to show you bus to jeff city?
5/19/11 2:46AM View Responses
Please extend hours for cottages and rock quarry, summer routes would also be nice
5/19/11 2:41AM View Responses
Better bike racks
5/19/11 2:39AM View Responses
More routes even without expanding service area
5/19/11 2:37AM View Responses
More buses in a time period
5/19/11 2:30AM View Responses
Moving off campus is a reason I will be riding the bus.
5/19/11 2:29AM View Responses
Should be free for students, low income
5/19/11 2:28AM View Responses
You could publicize the schedules better and be more available for extra information. I live at campus view and still do not understand the schedules. I can't count on the bus on weekend service.
5/19/11 2:24AM View Responses
Keep up the good work
5/19/11 2:22AM View Responses
I would like a bus schedule printed in the newspaper with a map at least quarterly. Not everyone used the internet and those of us who don't are NOT second class citizens.
5/19/11 2:11AM View Responses
Dana and James are super friendly and I enjoy riding with them.
5/19/11 2:08AM View Responses
Start expanding routes soon!
5/19/11 2:01AM View Responses
great job in what you guys do.
5/19/11 2:00AM View Responses
I would not be able to live here without columbia transit.
5/19/11 1:59AM View Responses
Some of the drivers are rude, the buses tend to run late. The buses don't get cleaned often enough. I would like earlier Saturday's and Sunday's
5/19/11 1:58AM View Responses
Everyone that I have met at the transit station is so helpful and nice!
It would be nice if the buses returned to the library and my job during PM on mon-wed

I like riding the transit but would love to see the routes extended and see good bus drivers.

Shelters: people wait at out of weather; definitely places/ shops/ at hospitals/ longer hours. To serve working peoples hours/ Cover all #3 shifts.

I dont like that i cant take the bus mon and wed nights, also, if i miss the bus on a saturday I dont like that i have to wait 1.5 hours

sunday service and night hours

trash cans at bus stops

Some of the bus driver's are rude and they drive too fast!

Run later on weekdays

Sunday's! Sunday's! Sunday's!

Love your service!

Staggering bus departures is an inconvenience for passengers

the old routes and schedule pre-2005 were much better!

Run school routes during summer.

Be fair on non stop pick-ups

Having the buses run more frequently would really be great!

most drivers are fantastic and 2 buses from the Reserve every hour is wonderful

more air circulation on bus

benches would be nice, but overall, its good.

Better online maps/ website more user friendly/ obvious run times for weekdays and weekends

N/A
Please continue to wait until elderly people are seated-thank you, I am almost 80
later service and more frequent service!!
all day, all night
I wish the bus ran 24/7 that would make things easier for those who walk.
Sunday service for church!
Be on Time
No more stops at Lodge Hill! Direct route from Gateway to mizzou and back. And be on time in the morning!!!!
Making more frequent trips to stops and being on time would significantly help, especially for those times when drivers leave earlier than they should. Another bus wouldn't be closer and not 30 minutes away! Drivers need work on leaving stops on time and being observant. Having the bus pull off 2-3 minutes early when you're walking towards the bus and it pulls away really stinks. If I can see the driver they should see me.
longer service hours 7 days a week
More police
I like that you carry bicycles.
Would prefer the $.50 fee to return
Pretty good with keeping schedule between 5-10 minuters but bus drivers sometimes rude to customers.
Add paintings on bus’ outer body are really annoying.
A few (not many) drivers do not drive SAFELY! For example, not stopping safely
N/A
I would like to see the comuter buses run more often than it does now.
You have a good and friendly staff. Please note that we need more stops on the main roads and that's about it. Also note which stops are for AM and PM. Thank you.

5/18/11 11:51PM View Responses
Thank you for all your services!
5/18/11 11:49PM View Responses
keep up the good work! make drivers more friendly.
5/18/11 2:47AM View Responses
New bus drivers aren't very nice and they don't know the right stops.
5/18/11 2:46AM View Responses
I am from Detroit and the bus service there sucks but I am a big fan of the transportation system-2 THUMBS UP!
5/18/11 2:40AM View Responses
Keep improving!
5/18/11 2:40AM View Responses
Cleanliness on bus seats!!
5/18/11 2:38AM View Responses
eyearlier morning weekend service
5/18/11 2:36AM View Responses
2nd day in town, so.....
5/18/11 2:34AM View Responses
I like riding the buses back and forth to mall, walmart, and grocery stores
5/18/11 2:32AM View Responses
I dont really ever ride the bus, but i know people who do and believe it works well, but I don't know firsthand.
5/18/11 2:30AM View Responses
I find the bus station very intimidating. I am afraid i will not be able to navigate the system and be where i needed to be.
5/18/11 2:26AM View Responses
Regarding the overall service, it is average compared to other cities i have lived in but poor compared to need.
5/18/11 2:24AM View Responses
I always miss the bus after class. Instead of coming at 25 and 55 after, maybe come on the hour and 30 after.
5/18/11 2:23AM View Responses
bus shelters
5/18/11 2:22AM View Responses
We need the route spread out further and more frequently.
5/18/11 2:18AM View Responses
the way gas is going up, I may start riding the bus.
5/18/11 2:15AM View Responses
I ride para-transit because I am disabled. I wish they would run later on Mon-Tues- Wed nights (8:00 pm)
Many refugees in the community depend on bus rides to go to work or school for English classes. The longer buses run, the better for our survival and economy.

Nelwood Drive West Broadway
We are many refugees in Columbia and work on edges of town. WE have no cars, we need bus services!

I am a new refugee and jobs are far to ride bicycle or walk. I need buses!

Many jobs finish at 11pm at night but there is no bus.

I would like to see the commuter bus run more often than it does now

Since you (bus service) the down town drivers in the down town area, why don't buses stop at each intersection. I am told by one point some drivers- females that we don't stop at all. The purpose of having a bus service down town is for even if you are not able to get off they are making telling you, you must get off. There is a female driver that is white and has blond hair. At times she is very rude and discomorting.

i have not been on the buses for a long time. checked the schedule a couple of years ago to try to ride to work due to high gas prices but the bus stop was too far away to walk to. would very much consider taking the bus if it came closer to me.

people should not have to go to Wabash to transfer buses to get to any destination

Let the Transfers be used anywhere not just at Wabash

You are excellent

I do not use the transit service at this time but would consider to use it in the future.

Stop times marked on bus stop

I do not need public transit but they are often in my area and many need it. we could use more of the south side of columbia. thank you

I will appreciate if buses can run for 7 days a week and for long hours

a driver of 103 NE (white male, shaved head and very loud) was announcing he was going to go home and drink (hard alcohol- seven and seven) because he had 7-up at home and needed a 7 & 7. He said it 5 times, then he announced it over the intercom. Then he called a pedestrian a
"freak" (they had on classes and a cane. I think he was blind because he was standing close to the road)

WE NEED A BUS FOR THOSE WHO COME FROM JEFF CITY.

I think he was standing close to the road)

I think he was standing close to the road)

have plenty of shelters to wait inside of

They should be located every area of town for everyone's convinience. Esp as gas prices ruce. everybody who is trying to make it out here in life. Thank you!

I rely on bus for work. Would like to see bus run until after 6pm M-W and earlier than 11am on Sat. Bus drivers are great!

Rob is a bad person (Customer Service)

5 minutes longer at bus stop

Yes I would like to see the bus go as far as Jefferson City and surrounding areas of Columbia.

make the walking distance shorter and have benches available to sit on.

thank you for accepting input!

Income is personal.

The staff is quite unprofessional, I have made multiple attempts to speak with the staff about various issues. I do not feel my feedback was taken seriously and I have been interrupted repeatedly by management when voicing concerns.

I support public transportation

more buses, more times

a bus system that comes and goes more frequently= happy, on time students

My boyfriends rides it from his apartment to campus and says it's reliable. But its hours after 5:30ish get a little weird

I think the buses should ride more often then what they do because you are either extra early or very late to where you are going.
I no longer take the bus service, because I live closer to everywhere I need to go, but when I did use it, I would have preferred more frequent and direct service on weekends
5/17/11 4:46AM View Responses

I love the new looks that you have gave the buses. I think if you have longer hours maybe you can some way decrease drunk driving
5/17/11 4:43AM View Responses

I don’t ride the bus, but the community needs buses. Try and try to keep the prices affordable because money is tight for everyone.
5/17/11 4:39AM View Responses

Having the Transit bus is a blessing. There are plenty of people that don’t have cars or maybe car trouble and the bus is very convenient at all times
5/17/11 4:37AM View Responses

NO
5/17/11 4:36AM View Responses

More control of passengers’ children on the bus. Language and manners too
5/17/11 4:34AM View Responses

buses would be more beneficial if they ran on Sunday’s. Longer hours during weekdays, and ran more frequently
5/17/11 4:29AM View Responses

God bless you and thank you
5/17/11 4:07AM View Responses

Hope to have good bus drivers and nice people riding the bus
5/17/11 3:09AM View Responses

God Bless you
5/17/11 2:48AM View Responses

I think you’re doing a great job considering inherent limitations
5/17/11 12:50AM View Responses

Those new advertisements are wild. Doesn’t even look like a city bus!
5/17/11 12:35AM View Responses

Your phone service needs work. But I love that the buses run so regularly. They are quite dependable.
5/16/11 6:32AM View Responses

I think it is a very good system already, improvements will only make it better
5/14/11 11:45PM View Responses

What is there is good, but until you have more frequency to more areas, the service is not very useful. Mass Transit works best when the frequency of trips is every 20 minutes or less. Buses spend an awful lot of time sitting at the end of a line right now.
5/14/11 2:00AM View Responses

More routes in Vanderveen subdivision would be great.
5/13/11 11:13PM View Responses

Drivers extremely courteous. I appreciate their professionalism & safety ... txt service to notify regular riders of bus delays would be helpful for patrons waiting. Esp those of us who depend on 2-3 transfers to arrive at final destinations at times. Thank you.
5/13/11 2:04PM View Responses
While i'm not a rider at this time i plan to be in the future if the service meets my needs and budget. Thanks!
5/13/11 3:56AM View Responses
Loop routes - like Red SE Loop, for example - are a real drag because it means I have to go west to go east and takes forever to get to my destination. If you change routes, please keep it in mind. Make less looped routes, so that the bus will go both directions on the each route. With a looped route, even if one direction is really fast to get from my desitination, if the opposite direction will take me over an hour to get to my destination, then I just won't take the bus. Either direction. I would love to be able to use it but I just don't have that much time to ride the whole route in order to go a couple miles.
5/13/11 3:47AM View Responses
system is great but needs expansion
5/13/11 3:13AM View Responses
I moved from Des Moines last year, and for the most part I feel like Columbia has a much better bus system!
5/13/11 2:18AM View Responses
The buses are always clean. Thank you for allowing the public to share ideas and opinions.
5/12/11 7:59AM View Responses
Longer hours used to be available on Saturday extending hours on Thursday, Friday and Saturday until 11 would accommodate most people.
5/12/11 5:35AM View Responses
I can't use the bus because it doesn't come to my area and the first bus stop is too far for me to walk.
5/12/11 3:56AM View Responses
I would like to see newly designed maps and schedules that make more sense.
5/12/11 3:19AM View Responses
Because I share a car with a family member, I use the bus fairly regularly. It would be easier, though, if the buses made more frequent trips.
5/11/11 10:14PM View Responses
get very tired of not being able to use these kinds of things because they have such limited areas where they go, and they have such limited areas where they pick up, so if you want to use them and you live out of town you pretty much have to drive to a bus stop to take advantage of it... almost not cost effective, especially for those of us that are disabled and have difficulty driving anyway.
5/11/11 11:55AM View Responses
yes when call sunday you get told to call before that not to call after that to call before that
5/11/11 6:27AM View Responses
I can't really fill out the customer satisfaction page because I don't use the bus. I'd LIKE to use the bus but it is prohibitively inconvenient.
5/11/11 5:32AM View Responses
being that college students have to work late or start there mornings early, I think we need longer and earlier bus routes. Especially on the week days because we get off late or outta class late

5/11/11 5:23AM View Responses
I don't ride Columbia Transit but the driver on the Garth Ave route between Worley and Providence runs the stop sign everytime I see her and has cut off myself and others twice that I've seen.

5/10/11 11:31PM View Responses
I would like the buses to run longer at night on a everyday basic

5/10/11 11:28PM View Responses
N/A

5/10/11 11:21PM View Responses
thank you for your service.

5/10/11 8:47PM View Responses
Bus stops with real time information on when the bus will arrive would be helpful.

5/10/11 11:31AM View Responses
need timetables simplified and posted at each site. It would also be helpful to have a basic system map so new folks can know where they can go other than just the trip they're currently taking. Be on time.

5/10/11 11:02AM View Responses
A person with a low income and no other form of transportation cannot get a second job to make ends meet given the current hours of operation especially on evenings and Saturdays.

5/10/11 8:03AM View Responses
Thank you for working on this

5/10/11 4:02AM View Responses
You should add a "not applicable" button to your survey questions.

5/10/11 3:41AM View Responses
overall I think the buses do a good job-- I have often been very pleased with the drivers - especially when I rode w/my kids -- extra shelters might be nice when weather is inclement...what keeps us from using bus more is proximity to our house-- we have to walk, drive or bike approx 3 miles to get to nearest stop - by then we usually decide just to drive rest of way.... if that distance was only 1/2 mile I would ride bus MUCH more often -- probably daily 1 or more member of my 5 member family would ride......

5/10/11 3:41AM View Responses
Football shuttle is very unreliable

5/10/11 3:29AM View Responses
thank you for offering a survey

5/9/11 11:43PM View Responses
I used to ride the bus daily, when I lived closer to the downtown area. It was not terribly convenient because of the timing of the buses, but I enjoyed not having a car to worry about and being more "green". If the bus service came closer to my current house, I would be more inclined to use it.

5/9/11 9:56PM View Responses
The weird one-way route thing on Bethel is the main reason I never use the bus -- I go into campus, not away from it, and having to go around the loop is a pain.

5/9/11 9:44PM View Responses
I don't ride buses often enough to really answer the Customer Satisfaction questions. I honestly don't know the answers.

5/9/11 9:20PM View Responses
I live in a neighborhood with several hundred people. We are connected to E. B'way by a sidewalk, but the bus stop is a substantial distance from our sidewalk connection. I'd like a bus stop at that point going east. Going west, I'd like a bus stop just after the bus turns from Trimble onto E. Broadway. As it is, I cannot use a bus to go into town as the Trimble hill is too steep for me to walk and to far in bad weather on top of it. I know only one person in this neighborhood who uses the bus to go into town and most are decades younger than me (I am almost 78) for this reason.

5/9/11 2:57PM View Responses
Increase frequency and evening service and downtown shuttle should be top priorities.

5/9/11 10:42AM View Responses
reliability was a problem last year & before, but the new schedule may have solved this...

5/9/11 2:37AM View Responses
Need more sidewalks - especially along Clark Lane. There are always people walking (many times to/from the bus stop), but it's a narrow road with no shoulder and it seems dangerous.

5/7/11 10:04AM View Responses
Until gas is 5 dollars a gallon the city is going to keep loosing money on public trans services. Cut the funding until people are forced into using the service and then charge them a lot.

5/7/11 6:41AM View Responses
No new power lines!

5/7/11 2:02AM View Responses
yes, frequency in service as well.

5/7/11 12:26AM View Responses
Frequency needs to improve. Schedule and route needs to be posted at each stop. Map needs to be imposed on a regular street map, show bump in the route lines for each stop, improve direction arrows. Change routes to provide an inner and outer ring (bidirectional) plus straight bidirectional connectors via Wabash, e.g. NE to SW, NW to SE, E to W, etc. Eliminate unnecessary loops. Run smaller buses on most routes at most times of day.

5/6/11 9:13PM View Responses
Make it easier to figure out your route

5/6/11 12:09AM View Responses
I really appreciate the south 105 commuter!! Also, the drivers are always friendly and most helpful to help direct you where you need to go. If the buses are running late, and you miss your transfer, I appreciate the office making sure you still get to where you need to go by sending you on an extra bus with a stand-by driver. Lastly, I've had problems in the past waiting for a bus that never came because some routes are down while the college is not in session for the summer. I think this needs to be more clearly displayed on the schedules or at the bus stops; or even better, run these routes at least a couple times a day when school is not in session. This may have changed and I could be unaware, so I apologize if this is the case.
5/6/11 12:05AM View Responses
I would like a park 'n ride at the MKT trail on south Scott Blvd. so I could use the bus to commute to downtown for work during the day and leisure activities on nights and weekends.

5/5/11 8:49PM View Responses
There is little sense in having a public transportation system unless it serves the entire city.

5/5/11 2:00PM View Responses
Make bus passes available for sale at grocery stores or machines. The ONLY way to increase ridership will be to serve more areas. No one is going to begin riding a bus that stops nowhere near their house!! Also you need a good marketing campaign. Other than gas prices, I would love to be able to go out with friends for dinner, say to Sophia's, and drink all the wine I wanted without freaking out about a DWI and rise the bus safely home!!

5/5/11 9:55AM View Responses
If you build it, they will come. We should have expanded our bus services instead of building a huge garage downtown.

5/5/11 7:19AM View Responses
Mid-Day Schedules can be a bit confusing. Having more runs around the noon hour would also help a lot. But I will also say that I think you guys do a great job considering the limited resources at your disposal.

5/5/11 5:03AM View Responses
Please ask the community to better fund Public Transit!

5/5/11 4:12AM View Responses
No

5/5/11 1:10AM View Responses
There are a lot of people that live on Prathersville Rd. that need public transportation.

5/4/11 11:36PM View Responses
no

5/4/11 11:28PM View Responses
I would use the bus regularly if Rock Quarry Center was added to the route

5/4/11 11:18PM View Responses
Bus participation is underutilized except for Student services. The subsidy is excessive. This survey is totally biased to expanding service.

5/4/11 10:37PM View Responses
More spaces on the regular bus line for wheelchair bound citizens. Add more vans to Paratransit to allow them to run longer service areas and hours on Thursdays and Fridays. Many times they only have two vans available and their run time ends before 10:00 p.m.

5/4/11 10:25PM View Responses
Transportation is needed in the north area of Columbia because of all the growth- it's 2 miles to the nearest bus stop from Prathersville Rd.

5/4/11 10:13PM View Responses
I'd ride the bus more if there were stops near my house. It's hard to use a half-*ss public transportation system. People need something regular and convenient.

5/4/11 6:43PM View Responses
We need a bus map that includes the location of all bus stops.
Would like bus hrs to concentrate on commuting times e.g. 530-9 AM and 330-630 PM weekdays.

I don't personally use the bus service, but there is a large community of workers in north Columbia who do not have adequate transportation for jobs. They can't afford reliable vehicles and have no access to public transportation.

Free fare for city employees going to/coming from work.

Buses should run more often to more places and do a better job of going downtown. Should be a downtown dropoff NOT at wabash. Cleaner buses.

Would like to see bus service more on a grid type route rather than the circuitous routes they are now using.

I greatly appreciate having the bus service. My children use it to get to school. The drivers have always been extremely friendly and helpful!

Would you consider partnering with some shuttle services already in the subdivision to take people to downtown areas on campus?

I would use the bus daily if it came within walking distance of my home. All of the service is bunched up to serve students at MU rather than the community as a whole. Need to take a look at the philosophy and adopt one that meets 21st century needs of the community. High gas prices and unemployment and underemployment means public transportation should be expanded.

Change things back to the way they were. IBM does not need transit system. They make enough money and they will drive to work.

you know all the survey's are good and all. However the City and Ken Koopman could really care less. What the general public thinks about this survey or any other's. He is going to do what the he and the city concil wants him to do.

Your current schedules are hard to work with. As a bus rider, I need to know when a bus is going to be close to my stop. If I don't recognize the names of the streets where you stop, I can't figure out when the bus will be close to MY stop.

I would like to ride the bus - but when you do not leave the station until 6 -- to pick me up would be 630 and then take back to station to get on another bus -- I would not get to work until 8 -- and i need to be there by 7 -- The city needs to run so people that work before the 8-5 crowd are able to ride the bus also.
I've been late to work twice in the last month because of bus drivers not showing up we should be compensated for our lost of wages.

For the most part, the Bus Drivers are GREAT.....with a FEW exceptions - related to "attitudes" (which could be contributed to "having a bad day-or-dealing rude people"). I realize that SOME people aren't happy - no matter what happens.....so, for those of us - that are usually "in a good mood" - they can be "irritating"....&......dealing with them - all day long, would "wear on their nerves". Also, it would be more helpful, esp to people that ask questions (because they haven't bothered to READ the schedule/map/signs, etc) - if the "newbies" - were more familiar with the routes, streets, area businesses, etc - before they were "released into the general public". Overall, I appreciate EVERYTHING that you do - & - I'm VERY THANKFUL - that you're available to provide "safe & reliable transportation" - to & from work - for those of us - that depend on you most.....YOU ARE DOING A GREAT JOB!! KEEP UP THE GOOD WORK!!

Thank you for the bike racks on the buses!

If all buses moved at a frequency of 15 minutes to more places, it would be a lot easier to rely on the bus for primary transportation.

Thanks for your hard work :)

I'll always be grateful that the Paratransit service was there when I needed it (2006).

I'd love to commute to work via public transport.

Absolutely! GET RID OF THE BIG HUGE BUSES. DON'T BUY ANYMORE BIG BUSES. WASTEFUL, never full, can't take corners in District. I Would feel more like riding a 'short' bus (so to speak). :-) I ride to save gas --I'm embarrassed to ride the BIG buses.

Consistency is a MUST when addressing public transportation. Drivers are still way too sporadic when leaving time point locations. If you really desire to grow, control every departure time better.

More frequency and longer hours are needed - especially during "peak" times (6-9am, 4-6pm). More people would actually ride the bus if they knew they could get to work on time and get back home in a decent amount of time.

The current system where all buses return to Wabash does not work well if you need to visit multiple areas of town. It would be nice to transfer from one route to another without having to return to Wabash.

Signs or posters with schedules and maps at each stop would be really helpful.
5/2/11 10:04PM View Responses
I would really like to use transit more often, but the schedule isn't very convenient if I ride the bus to work and then need to get to a meeting elsewhere. I would be willing to pay more for a more convenient schedule. It would also be nice if the routes crossed where you could transfer to another route instead of going to Wabash.

5/2/11 9:31AM View Responses
If the drivers have had a bad day they shouldn't take it out on the passengers!!!

5/1/11 6:28AM View Responses
The cottages african american male bus driver is amazing! Very friendly and recognizes the usual bus riders. The caucasian female driver reaks of cigarette smoke. The african american female bus driver has been very rude to the bus riders on many occasions.

5/1/11 5:02AM View Responses
having more times to catch the bus would be better. Such as Clark Lane area by Walmart, hyvee and Sam's

5/1/11 2:34AM View Responses
Consider "express" routes to select destinations.

4/30/11 11:18PM View Responses
If we expand the bus service, we also need to work to enhance the communication between neighborhoods. We have seen in cities like St. Louis and KCMO, that once given access to areas that they have never seen before there is more mingling with the youth and races, so we should be proactive to erase prejudice, and create events where people can truly bond. Not your organization, but you should be aware of what has happened in other cities.

4/30/11 6:18PM View Responses
Your drivers are very polite, one gentleman even welcomes everyone to the ride, and thanks everyone he is so great makes you feel very welcomed. I basically take the same buses(routes) most of the time but when I take others I noticed that maybe some drivers let females stand and talk to the drivers most of a ride, behind the yellow line but isn't that dangerous? Would be nice to have service on Sundays so I could hit church, I'm Catholic so if I go it would cost me about 30.00 to take a cab-----from where I live to and from---

4/30/11 6:55AM View Responses
More frequent bus service is so needed

4/30/11 6:37AM View Responses
n/a

4/30/11 6:21AM View Responses
The blue bus color is an eye sore. It makes them look old and unattractive.

4/30/11 5:01AM View Responses
Study the Champaign IL model. If Columbia had a model like that, we would reduce from 2 to 1 cars. Champaign ran buses every 15 minutes so we never needed to know the schedule if we knew the route. We used buses all over town. Here, it only goes to certain areas. If we have to ride a bike for 15 minutes to get to a stop, we might as well drive.

4/30/11 2:43AM View Responses
Keep up the good work! The "Sundays" is a hard one because everyone deserves time off to enjoy leisure and family.

4/30/11 1:17AM View Responses
I used to ride the bus a lot more than I do now. My primary trip was for work, from the Wabash station to State Farm on South Providence. Between the fare increase and new routes, I find that taking the bus has become less of a good value time- and money-wise. It's not too bad on the way there (switching buses to the new south commuter loop is something I'd prefer to not do, but it's a minor hassle), but because of the way timing and routes work with the new commuter loop, it takes me nearly 50 minutes from the time I leave State Farm to the time I get to my front door. That's longer than it takes me to bike that route. The old route was much more convenient for me. I enjoy and appreciate Columbia Transit, but it's become much less convenient for me to use with the recent changes. I will use it in the future, but less than I did before.

4/30/11 12:22AM View Responses
I would like to see the bus back on East Broadway to get to shopping center and downtown

4/30/11 12:14AM View Responses
Question 3.2 ("Please rate our Customer Service in the following areas") is broken: I had intended to rate all three as "average" (as I have had neither exceptionally bad nor exceptionally good service from any of them), but the survey won't let me.

4/30/11 12:09AM View Responses
I, and I believe, others would ride buses more often if they were less than a dollar one way (including the possibility of free buses) and had more routes. When I was in college, I lived in a college town that had free bus service in a 12 mile radius around campus and it was what most people used. I believe now the bus is a low rate for locals and still free for students.

4/30/11 12:02AM View Responses
I think loops are a bad idea - have the buses run on one or two streets back and forth. Have a clock online or somewhere to call so we can time the buses. I have no idea what 4:15 is to the bus station compared to what I have as 4:15. Have bus etiquette or rules posted in marketing materials on the bus.

4/29/11 10:37PM View Responses
Cleaner Buses!

4/29/11 5:17AM View Responses
Promote the bus so that residents view it as something that everyone does rather than as something that only those who don't have cars do.

4/29/11 12:12AM View Responses
If we have empty parking garages that drain money, why don't we have full buses that elevate our city's quality of life? The Council is responsible for representing the city, but the administration should be adamant in putting only good ideas before the dais. Many of those ideas should focus on improving our bus system. Any city manager, or assistant city manager, should be proud to have that as their legacy, not an underused waste of money that tarnishes the skyline.

4/28/11 9:13AM View Responses
I moved here from another country and was very disappointed in the bus service. The bus service does not run frequently enough or late enough into the evenings to be a viable alternative to driving a car.

4/28/11 3:24AM View Responses
When there are traffic jams, possibly use extra buses to make sure the riders are not two hours late
I had just transferred from the 102E and the Bus driver on the 102N told me that I could not use the transfer. The bus driver did check on it and let me ride but I don't understand why I could not have used the transfer. I was not making a round trip. I was going on a continuous journey to school at MACC. Does it matter or make sense if you catch the bus at 5th and Ash to be told that you can't use the transfer at the Wabash Bus station on the 102N from the 102 E? I have never had this problem before. I have been riding the Columbia bus system since I was 10 years old. Please let me know if the transfer policy has changed. The transfer policy states on the bus schedule that the transfers are good for 1 continuous journey only: no round trips.

There should be buses at night all week days!

It would be so helpful for the busses to run later everyday, the schedule seems to cater only to riders who work an 8-5 job.

The buses don't all run both ways, so I have to take one bus to get where I'm going and then take another to get back to the same point (usually walking rather far to catch the opposite route). All routes should run both ways.

The only reason I don't ride the bus more is because the bus doesn't run often enough to suit my needs. If the bus ran more often, I would ride it more. Also, having buses that run both directions rather than going in a loop is nice.

I used to ride every day to & from work. But I did stop, because I have a co-worker who works the same hours I do & goes right by my house.

Please put the bus stops not on busy road if there is no shoulder for the bus to pull off to, this is a problem on Clark Lane

The route maps are illegible; stops are unintelligible. A route calculator or a google transit site would be ideal.

Please bring back the stops on timber creek drive, I would have ridden the bus almost every day if the route still existed (I did until it went away) and I'm sure many others in the neighborhood and surrounding area would use the route too. Having to cross I70 and get to the mall stop is way too dangerous and time consuming which has made me rely on a car.

There is a general lack of knowledge of the routes by the drivers, failure to call out the intersections and staying on time on the route to go to work.

Your website really needs to have information about the evening/weekend campus routes! I only found out about campus evening/weekend services by accident, and I still have no idea what the hours are.
I have, on more than one occasion, been passed by at a bus stop that I was very clearly standing at. That is extremely frustrating.

4/21/11 5:55AM View Responses

Is there anyway to make the paper bus schedule easier to read? Also, what about a "how to ride the bus" workshop? Those would be great!

4/21/11 4:00AM View Responses
References


http://www.gocolumbiamo.com/PublicWorks/Transportation/.


“Public Works Department Summary: Budget Detail.”