Transit On-Board Survey for Community Planning Association of Southwest Idaho (COMPASS) and Valley Regional Transit (VRT)

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1 Executive Summary

This report documents the activities and findings for the Transit On-Board Survey for the Community Planning Association of Southwest Idaho (COMPASS) and Valley Regional Transit (VRT) conducted by NuStats and Water, Civil, and Environmental Inc. (WCE). The pilot survey was conducted from October 27 to November 5, 2015, followed by the main survey beginning on November 9, 2015. Data collection continued through December 10, 2015. NuStats, in collaboration with COMPASS and VRT, designed a sampling plan to collect 1,161 Boarding & Alighting cards and 1,085 completed On-Board surveys that would be representative of transit riders in the region. The most recent ridership numbers available were from 2014, which were utilized as a guide to develop the sampling plan.

The survey approach for both the Boarding & Alighting and On-Board surveys was grounded in two main principles: 1) reduce respondent burden while increasing participation; and 2) enhance the quality of the data. For the Boarding & Alighting survey, cards were handed to boarding passengers, then collected from them as they alighted. The On-Board survey was conducted utilizing TransiTap, NuStats' tablet technology. During the interview process, data were subjected to real-time geocoding and quality control procedures to ensure that respondents provided accurate information and to identify and correct illogical trips. Further details about methodology and survey instruments are found in subsequent sections of this report.

Data collection for both the Boarding & Alighting and On-Board surveys was conducted on routes as determined collaboratively by COMPASS, VRT, NuStats, and WCE.

2 Key Findings

The completed project yielded 746 On-Board surveys which represent 69% of the sampling target. The objectives of the full study were two-fold: 1) examine and confirm the travel behavior characteristics of VRT's public transportation system's passengers; and 2) obtain the socio-economic characteristics of these passengers. The data weighting and expansion provide an appropriate representation of the entire VRT system.

Important findings from the analysis of VRT's passengers are presented below:

- 39% are from households have an annual income of less than $14,999
- 29% are transit-captive riders (i.e., they are from households that do not have a vehicle available to complete their one-way trip)
- 58% of riders are employed either full- or part-time
- 48% do not possess a valid driver's license
- 32% are between the ages of 35 and 54
- 73% reported purchasing a Single Ride Adult fare, either Universal (43%) or Local (30%)
- Travel behavior characteristics of riders indicate that home and work are the most prevalent trip origins and destinations
    - ✓ 40% of trips originate from home
    - ✓ 26% of trips originate from work or a work-related activity
    - ✓ 11% of students' trips originate from a college or university
    - ✓ 52% of trips are destined for home
    - ✓ 18% of trips are destined for work
    - ✓ 9% of trips are destined for social or recreational purposes
    - ✓ 7% of trips are destined for shopping
- Overall, 90% of the riders reported "walk" as their mode of access and 87% reported it as their mode of egress.

3 Introduction

The Transit On-Board survey for COMPASS and VRT included two separate but related studies to provide supplemental data for future use to update the mode choice model maintained by COMPASS. Two survey instruments were developed: one to collect travel behavior information from a large sample of VRT riders (Boarding & Alighting survey); and one to administer a more complex survey to a smaller sample of VRT riders (On-Board survey).

In recent years, the Federal Transit Administration (FTA) has introduced stricter guidelines for conducting On-Board surveys, including FTA New Starts/Small Starts requirements. As a result, NuStats utilized updated and newly developed methodologies to meet these requirements. NuStats targeted to collect, at a minimum, 20% of the total ridership or approximately 1,085 clean and usable surveys.

A high level review of the 2015 VRT operations and vehicle schedule was performed during the design phase in order to develop an understanding of how VRT conducts business with regards to the dispatch, operators, riders, and overall transit system. This was helpful in order to understand the idiosyncrasies of the schedules of each individual vehicle at the block, work run, or trip level. Additional meetings with key staff were held to ensure all parties understood the goals and mechanisms of the Boarding & Alighting and On-Board surveys. General Transit Feed Specification (GTFS) and other pertinent data were requested to assist in this review.

4 Survey Methods

4.1 Survey Design

The sampling design was based on a collaborative effort among COMPASS, VRT, and NuStats. It was developed to identify routes, sites, and corridors of interest throughout the service area. The steps undertaken to implement this design are listed below.

- A review was performed of current VRT transit operation data
- A geographically stratified sampling plan was developed to ensure that the collected data appropriately reflected travel patterns and demographic information about the transit riders in the service area, optimizing the statistical representativeness and randomness
- An intercept approach was utilized for data collection to reduce respondent burden and capture accurate transit patterns that through weighting are representative of the VRT system

The study population for the Boarding & Alighting and On-Board surveys consisted of all riders who boarded a surveyed VRT bus age 16 and above.

At project kick-off NuStats requested and received several pieces of information from COMPASS and VRT. These items were:

- Average daily ridership by year or month
- GTFS feed
- Notice of any projected schedule changes due to realignment or construction
- Projections used to produce any GIS products (e.g., WGS 84)

4.2 Sampling Plan

NuStats made the recommendation of collecting a minimum sample size that would be statistically valid at the system level at the 95% confidence interval ± 2.7%. The Boarding & Alighting data collection effort targeted collecting at least 1,161 cards to provide insight on how best to distribute the sample allocation amongst the entire VRT system for the On-Board survey. The target of completed On-Board surveys was 1,085, not including surveying the Boise State University route. In addition, the Boarding & Alighting dataset served to assist in the weighting process by expanding the collected data to the entire VRT system.

NuStats, in conjunction with COMPASS and VRT, worked to refine sample sizes based on average daily ridership by route as described in Table 1. Routes for which the average weekday ridership is relatively low poses a challenge in collecting enough completed surveys to achieve a minimum standard error. In these situations, clustering multiple routes can be used to bring the group to a more statistically significant level as opposed to a small sample size for an individual route. Clustering can be conducted in various ways, including grouping by geography, service type, or similar travel patterns.

For efficiency, the sampling method recommended was a stratification of vehicle trips with cluster sampling. The universe of trips was stratified to ensure that data for specific lines would be adequate for line analysis and planning, with the exception of low ridership routes where sample sizes were significantly smaller and therefore clustered. The strata were based on route, direction (e.g., inbound, outbound, east, west, north, south, loop), and time of day (AM Peak, Midday, PM Peak, and Evening/Early Morning).

Table 1: Boarding & Alighting and On-Board Sample Targets

Service Area	Route #	Route Name	Average Daily Ridership (ADR)	% of System ADR	BA Sample Size	OB Sample Size
Ada County	1	Parkcenter	329	6%	66	66
	2	Broadway	238	4%	48	47
	3	Vista	342	6%	68	68
	4	Roosevelt	214	4%	43	43
	5	Emerald	462	9%	92	92
	6	Orchard	363	7%	73	73
	7	Fairview	477	9%	95	95
	8	Chinden-Five Mile	22	0%	4	4
	8X	Chinden Express	192	4%	38	38
	9	State Street	714	13%	143	143
	9X	State St	60	1%	12	12
	10	Hill Road-Maple Grove	458	8%	92	92
	11	Garden City	27	1%	5	5
	14	Hyde Park	90	2%	18	18
	16	VA Shuttle	46	1%	9	9
	17	Warm Springs	76	1%	15	15
	18	Harris Ranch	15	0%	3	3
	28	Overland Victory	160	3%	32	32
	29	Overland	368	7%	74	73
Intercounty	40	Nampa Meridian Express	208	4%	42	42
	42	Nampa Meridian	128	2%	26	26
	43	Caldwell Express	79	1%	16	16
	44	Hwy 44 Express	36	1%	7	7
	45	Boise State University Express	63	1%	13	13
Canyon County	51	Nampa South	63	1%	13	13
	52	Caldwell South	70	1%	14	14
	53	Nampa North	75	1%	15	15
	54	Caldwell North	41	1%	8	8
	55	CWI	15	0%	3	3
			5,428		**1,087**	**1,085**
Boise State University		**Shuttle**	**372**		**74**	

The definition of a completed survey was developed collaboratively with COMPASS, VRT, and NuStats. Per that definition, completed On-Board surveys contained, at a minimum, route, direction, time and date of survey, origin location, boarding location, alighting location, and destination location.

4.2.1 Approach to Sampling Transit Trips

NuStats prepared a plan to sample weekday trips based on the average daily ridership from the 2014 data provided. It was designed to capture 20% of passengers at the system level. The individual route goals are contained in Table 1, and found in the columns headed "BA Sample Size" and "OB Sample Size." The proposed sample plan was based on three main factors:

1. Ensure that the sample adequately met data needs at the global level.
2. Ensure the collection of adequate samples at the various times of day. Times of day (TOD) are defined as AM Peak (6:00 am–9:00 am), Midday (9:01 am–2:59 pm), PM Peak (3:00 pm–7:00 pm), and Evening/Early Morning (7:01 pm–3:00 am).
3. Ensure that staff would have the ability to segment the sample on key variables, such as route, day of the week, time of day, and direction.

4.2.2 Transit Trip Selection

The number of sampled trips was calculated by assuming an average response rate of five percent, depending on service type and service period, of typical passenger loads by trip. Thus, a route that had an average load of 500 passengers and made 10 trips a day was determined to have an average passenger load of 50 passengers per trip. Assuming the route had a sample goal of 50 valid questionnaires, it was determined that 20 sampled trips would meet the five percent response rate requirement(500/10 = 50 x .05 = 2.5; 50/2.5 = 20). The number of trips sampled was rounded up to the nearest whole number for trip selection purposes.

4.2.3 Surveyor Assignments

The final sampling task was uploading the sampled trips to a web-based field management system to create surveyor assignment sheets. Trips were selected for assignments based on the following criteria:

- Consecutive trips within the same block/run
- Trips starting and ending at the same location
- An equal number of AM Peak Period trips as PM Peak Period trips (when possible)

Surveyor assignment sheets were printed from the web-based management system that included the organized trips to be sampled, along with the division address from which the assignment originated. The assignment sheets were also bar-coded to link them to the field management system.

4.3 Boarding & Alighting and On-Board Survey Instruments

NuStats worked with COMPASS and VRT to develop two instruments for the purposes of this study: 1) an Boarding & Alighting survey card that was easy to administer, easy to comprehend, and collected data to support the travel demand model, and 2) an On-Board survey that captured origins and destinations, transfer locations, access and egress modes, and other demographic information.

Based on similar data collection efforts, NuStats developed draft versions of the survey instruments for COMPASS and VRT to review. This process provided the necessary collaboration while ensuring sufficient time and attention in preparing, programming, and printing the survey instruments for survey administration. In addition to capturing critical data elements in the study, the survey instruments were designed to clearly and concisely convey project information in a respondent-friendly and straightforward manner.

The Boarding & Alighting Survey card was designed to collect data at the rider level. For riders that were not proficient in reading English or Spanish, graphic instructions displayed the surveying steps. Each card was serialized, barcoded, and packaged in bundles of 50 for ease of handling and tracking by the surveyors.

The Boarding & Alighting Survey card is found in Appendix B: Boarding & Alighting - Survey Card, and screenshots from the Boarding & Alighting application can be found in Appendix C: Boarding & Alighting - RideTrack Application.

Table 2 provides the data elements that were captured using the Boarding & Alighting card and the method of capture.

Table 2: Data Elements and Capture Method – Boarding & Alighting Survey

QUEST	VARIABLE	DESCRIPTION	CODESET
1	SAMPN	Unique sample number	QR code
2	DATE	Calendar date	Automatically captured from phone data
3	TOD	Time of day	Automatically captured from phone data
4	ROUTE	Route surveyed	Automatically captured from phone data
5	DIRECTION	Direction surveyed	Automatically captured from phone data
6	BOARD	Boarding location	Automatically captured from phone data
7	B_GPS	Boarding X&Y cords	Automatically captured from phone data
8	ALIGHT	Alighting location	Automatically captured from phone data
9	A_GPS	Alighting X&Y cords	Automatically captured from phone data

The On-Board survey instrument was developed utilizing NuStats' proprietary app, TransiTap. The questions were established collaboratively among NuStats, COMPASS, and VRT. TransiTap was modified specific to the survey region and was programmed in the tablets used by the surveyors. Region-specific data included VRT system data such as routes and stops, available fare options, and a question regarding Boise GreenBike use. Using a survey instrument displayed on a tablet allowed the surveyors to collect all of the activity-based data, with the ability to display the rider's one-way trip information to verify all data were captured accurately. This approach minimized self-reporting errors and provided the transit community the opportunity to see the transparent process in an effort to maximize rider participation. Additionally, by using technological capabilities, NuStats was able to efficiently combine the data entry and verification process resulting in streamlining these two necessary data processing steps. Where appropriate, drop down menus were provided. By allowing surveyors to select items from a drop down menu, rather than manually entering data, the resulting data were cleaner and more consistent. Selected screenshots from the On-Board application can be found in Appendix D: On-Board - TransiTap Application .

4.4 Survey Procedures

Prior to the survey, internal staff loaded the data (transit network and tablet survey) into the management software. Using this software, NuStats has the ability to set up and monitor specific goals by route, sample type, demographic criteria, and/or other predetermined targets provided by COMPASS and VRT. Given the current sample management software in place and protocols NuStats has developed, NuStats was able to ensure strategic release of sample allocation. This level of sample management — which included prioritization, daily assignments, and goal stratification — enabled NuStats to collect trip information according to the most representative distribution of actual ridership.

Fliers were posted in each surveyed bus to notify passengers of the survey goals in both English and Spanish. A copy of the flier can be found in Appendix A: Survey Flier.

Expected levels of productivity were closely monitored throughout the data collection portion of the study. NuStats team members worked side-by-side with interviewer staff and shift leaders to ensure efficiency, data quality, and survey knowledge.

Once surveying was completed, the dataset was exported from the project website to be verified. An image of the activity data was run through GIS software to validate correct responses, followed by quality control checks. This process began with reviewing the interview data to ensure the proper data were collected. Range and spelling queries were executed on the entire file. The interview data were then committed into a database and the images were archived in PDF format.

The database was then reviewed, edited, and corrected using manual and automated edit checks. The results of the data processing were linked to the field management system so that an accurate accounting of survey progress and status was maintained throughout data collection.

Data were checked for integrity as the database was being created. Various edit routines were programmed to check the consistency of data and to identify reporting, scanning, or entry errors. Data edit checks were performed to examine survey responses for reasonableness and consistency across items. Routine checks included such items as:

- Spatial analysis on all activity-based data
- Response code range checks (e.g., only valid response category codes were captured)
- Checks for high frequency of non-response or missing data

When conducting the checks, outlying values that were illogical were identified, and inconsistent data were corrected when possible.

4.4.1 Labor Recruitment and Training

Engaging riders while conducting an On-Board Survey not only improves the quality of the data collected, but also has a positive impact on the response rates. This occurs when trained surveyors are able to work directly with the rider and explain the importance of the survey and why it is necessary. NuStats' highly skilled staff were able to conduct the survey in English and Spanish. NuStats worked with COMPASS and VRT to understand which routes have linguistically isolated populations and assigned Spanish speaking surveyors on those specific routes.

Local data collection labor was recruited through Manpower. To ensure the highest quality, staff and supervisors attended training sessions designed by NuStats. The training covered the survey objectives, counting and surveying procedures, protocols for riding VRT vehicles, and safety concerns and procedures to mitigate potential problems. These training sessions incorporated training on use of the appropriate technology to be used on the studies: RideTrack for the Boarding & Alighting counts and TransiTap for the On-Board survey.

4.4.2 Boarding & Alighting Survey Administration

The survey administration team was comprised of a data collection manager, surveyors, counters, and collectors. Surveying teams were deployed on assignments ranging between six and nine hours per shift.

Serialized barcoded cards were used to collect all participating rider Boarding & Alighting surveys. This process required a minimal burden to passengers. Riders were handed a card upon boarding the vehicle and then returned the card to the surveyors as they alighted the vehicle. Surveyors scanned each card before distribution to riders boarding the vehicle and then scanned each card again as the rider alighted. This

methodology of scanning the card allowed NuStats to accurately capture the Boarding & Alighting data. NuStats' proprietary application, RideTrack, was utilized to capture data such as boarding and alighting location and time points, other time points for schedule adherence, direction, and time of day.

This methodology required three staff members (the surveyor, the collector, and the counter) to facilitate data collection. Each of the staff were equipped with a smartphone containing the RideTrack application. The surveyor was charged with scanning and distributing the cards to all boarding passengers, while the collector was charged with scanning and collecting the cards from all the alighting passengers. The counter was tasked with recording all of the boarding and alighting activity at the vehicle stop level. Screen shots of the RideTrack application may be found in Appendix C: Boarding & Alighting - RideTrack Application.

With the proper trip and stop selected, the surveyor scanned the barcode of the first card and proceeded to hand cards to all of the boarding passengers at the first stop (that is identified by a GPS component and verified by the surveyor by selecting the physical transit stop). In addition to handing out cards, the surveyor recorded the number of passengers who refused to take the card. Once all passengers boarded the vehicle, the surveyor entered the number of "boarding refusals" into the smartphone. This process was conducted at each subsequent stop on the trip. Because the first card was scanned prior to distribution for each stop, a range of cards distributed for each stop was produced in the smartphone.

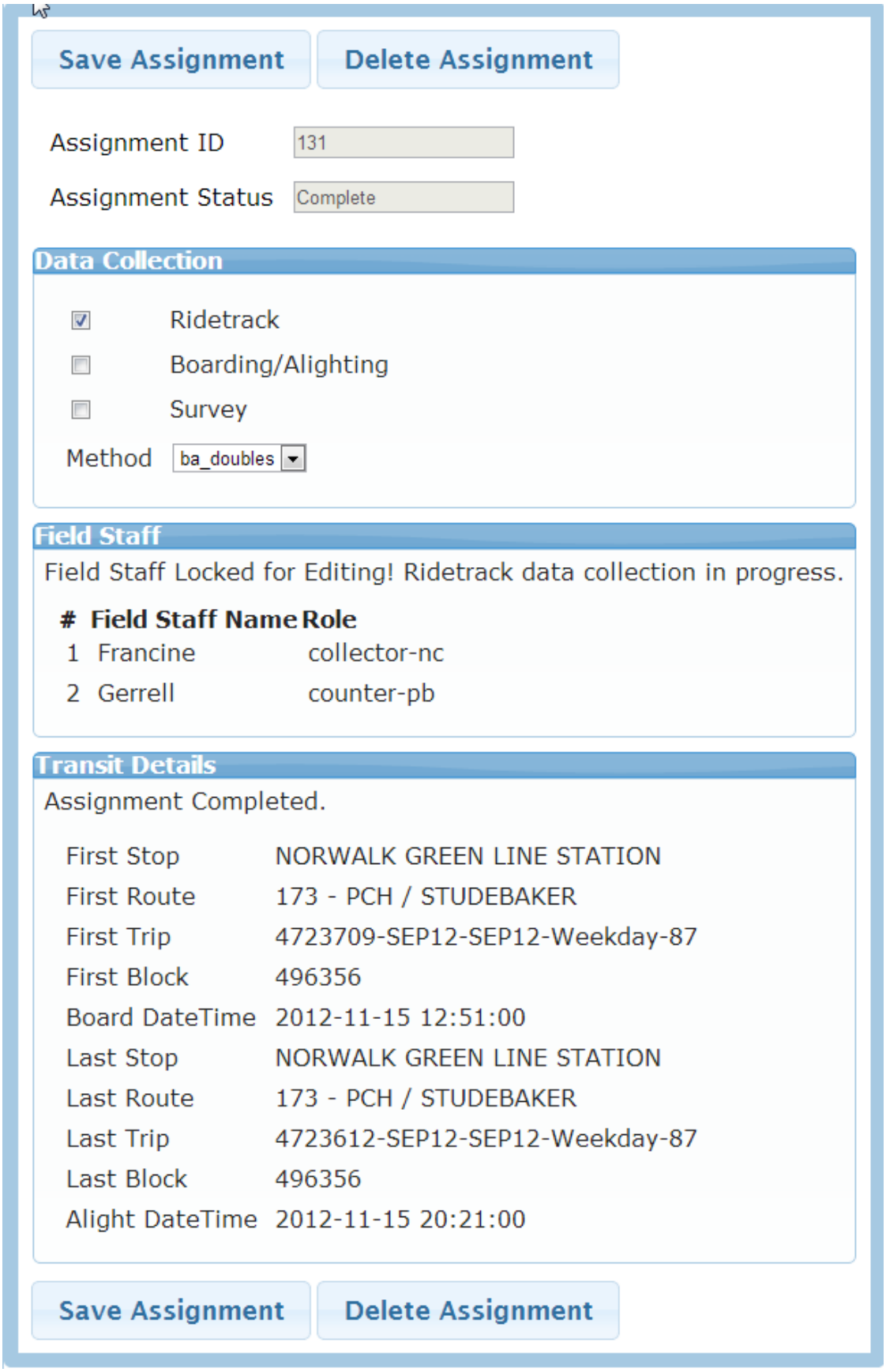
The collector selected the proper trip and stop as the vehicle arrived at a stop. Positioned next to the exit door, the collector retrieved all of the cards from alighting passengers. In addition to the surveyor, the counter also maintained a count of the number of passengers who do not return a card and entered the total "alighting refusals" for each specific station. At that point, the collector scanned the barcode for all the cards collected at that stop. If a large number of passengers alight at a single location, then the first card was scanned and the remaining cards were bound to the first card so that they can be scanned at a later time.

4.4.3 On-Board Survey Administration

To collect the spatial data, NuStats used TransiTap, a proprietary application loaded onto Samsung tablets. Survey responses were reviewed in real time with the respondent to validate each one-way trip. Not only did TransiTap collect activity-based information, it also collected waypoints for transit users who made transfers to complete their trip. During the interview process, 100 % of the spatial data were reviewed by a highly trained TransiTap interviewer to detect issues with the data, such as unreasonable walking distances or illogical rider alightment locations, based on rider final destination. This real-time quality control allowed the interviewer to document atypical travel behavior.

Riders were randomly selected as they boarded the vehicle through an automated process conducted by the surveyor. Surveyors keyed in the total number of boarding passengers and then a random selector, programmed on the tablet, randomly selected a number. The number selected by the tablet corresponded with the passenger to be approached to participate in the On-Board survey. If this individual refused to participate, the tablet randomly generated another number for the next corresponding passenger to be surveyed. An example of the website assignment tool used for both the Boarding & Alighting and On-Board surveys may be found in Figure 1. The field supervisor used this tool to assign specific surveyors to specific blocks, and could check the status of the assignments on this page.

Figure 1: Website Assignment Tool



4.4.4 Status Reporting

As previously noted, NuStats used a transparent project-specific website to monitor all phases of data collection. This critical management tool also allowed NuStats to share progress with COMPASS and VRT regarding line-level response rates, percentage of route goals completed, and surveyor-level response rates. The system integrated barcode technology to track each returned card with the specific "control file" information regarding a trip (boarding and alighting, route, direction, and time of day). The system also provided a means to track assignment completion to avoid unintentional over- or under-sampling of lines; this has proven to be a very effective schedule and cost-control mechanism. The On-Board Survey project website served as a central location for all assignment information. Reports were generated by the website and disseminated by the NuStats Project Manager for monitoring and identifying surveying deficiencies for correction.

The field staff manager prepared status reports from the web-based field management system. This automated application conducted consistency checks, flagged problem records, and cleaned and purged flagged records. The field coordinator reviewed this information for accuracy in the status, response, and performance reported by the field management system.

4.4.5 In-Field Scanning

Following the field staff check-in at the end of the day, all returned Boarding & Alighting cards were presented to the field coordinator for alighting location entry. Each stack of cards returned by the surveyors contained all of the cards returned by riders at one alighting location. One card in each stack was scanned and associated with the alighting location during surveying, so any additional cards in each stack were entered and matched to that location.

4.4.6 Geocoding Tool

NuStats utilized TransiTap, a proprietary application loaded onto tablets, to collect spatial data. This program improved the efficiency of collecting activity data and quality of the data, as data were reviewed in real-time with each respondent. TransiTap also collected waypoints for transit users who made transfers to complete their trips. Throughout the interview process, 100 % of the spatial data were reviewed by a highly trained TransiTap interviewer to detect issues with the data, such as unreasonable walking distances or illogical rider alightment locations based on rider final destination.

4.4.7 Research Edit Check

Data were required to pass both automated and manual checks for data integrity before being delivered. Cases that did not meet the appropriate criteria were resolved prior to being delivered. The quality assurance department implemented these checks as an additional tool to ensure continued data quality.

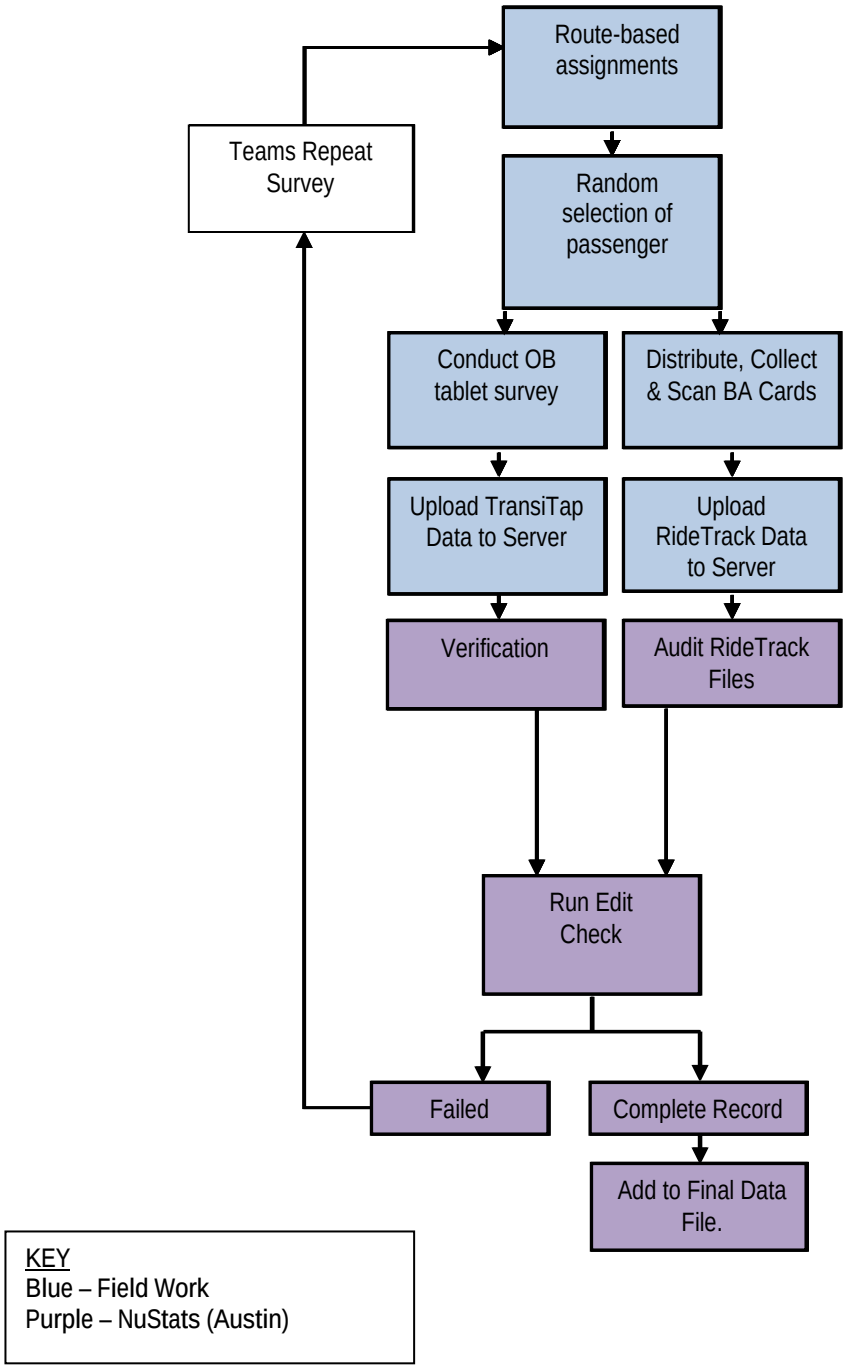
- Interviewers were individually updated regarding each of their completed records that failed the edit check process and received additional quality assurance support.
- Cumulative edit check results were used to determine problematic trends and initialize shift-based quality assurance strategies to resolve them.
- Edit check statistics were used to provide the interviewer team with group-based feedback.

4.4.8 Survey Process Flow Chart

Since the survey was web based (both on-line and off-line), the information collected from transit users was housed in a web dataset that could be accessed at any time by NuStats data processing staff. NuStats

conducted ongoing verification of the aggregate, cumulative data files utilizing a specialized program to perform routine and customized quality checks on the data to meet agreed-upon quality requirements. The flow of the collected survey data is presented in Figure 2. With each data collection shift, NuStats' field management team provided feedback to the teams.

Figure 2: Survey Process Flow Chart



5 Analysis

From a finite population sampling theory perspective, analytic weights are needed to develop estimates of population parameters and, more generally, to draw inferences about the population that was sampled. Without the use of analytic weights, population estimates are subject to biases of unknown (possibly large) magnitude.

In On-Board surveys, the universe of trips operated by transit routes cannot be sampled. At the same time, all the riders who board the sampled routes cannot be surveyed due to non-response. All these factors lead to biases in the survey data. Consequently, sample weighting and expansion are used to account and correct for these biases.

5.1 Sample Weighting

Sample weighting is a critical consideration to account and correct for biases in the survey data. As a simple example, one route may have 1,000 passengers per day and another, 100 passengers. If 50 surveys were collected on each route, the percentage collected would be 5% and 50%, respectively. Without weighting, the data collected on the route with 100 passengers would be over-represented in the results. Thus, weighting balances these differences and aligns the weighted sample to the known distribution of ridership.

The sample weighting process included calculation of the following:

- vehicle factor that corrected for trip sampling rates at the route, day of week, and time of day level
- response factor that corrected for non-response at the route, day of week, time of day, and route direction level
- non-parametric bootstrap that corrected for specific trip numbers where boarding and alighting counts were not available
- additional weights to ensure that the estimates represented the total ridership per day. Each of these weights is discussed below in detail.

5.1.1 Vehicle Factor

A trip was defined for this survey by the normal weekday schedule. Not every trip in the survey universe was sampled, so a factor was needed to adjust the survey observations to the expected average daily ridership. The vehicle factor was calculated by grouping similar trips by route, day of week, time of day, and direction, and multiplying the observations from that group according to the sampling rate of the trips within the group. This assumed that other trips within the group had similar travel characteristics as the observed ones. The vehicle factor was calculated as the total number of trips in the group divided by the number of sampled trips.

Vehicle Factor = Total trips per group / Sampled trips per group

5.1.2 Response Factor

The response factor adjusts for non-response associated with passengers that were on board but did not complete the survey. All passengers boarded were counted during the On-Board survey using RideTrack, a smart phone application developed by NuStats, while only a portion of them completed the tablet origin-destination survey. In order to capture all the non-responding passengers, a response factor was computed at the route, day of week, time of day, and route direction level.

Response Factor = Total number of boarded passengers per trip / Total number of passengers who completed the survey in the same trip

5.1.3 Nonparametric Bootstrap

Information on the total number of passengers was not available on some trips; thus, it needed to be estimated.

In this study, a nonparametric bootstrap method was used to estimate the average number of riders per trip. Bootstrapping creates an empirical estimate of the entire sampling distribution of a statistic by "resampling" the data with replacements an infinite number of times. The bootstrap method assumes that the sample gathered represent the population.

The bootstrap process was done by sampling each stratum with replacement 200 times to estimate the relative frequency distribution of the sampling distribution of the number of riders. From this distribution, the bootstrap estimate of the average number of riders per trip was obtained and utilized in the calculation of the response factor.

5.1.4 RTD Weight

Additional weights were calculated to estimate the total number of riders per route per day.

The RTD (Route, Time of day, Direction) weight allows the estimate to represent riders who do not have a chance to be sampled due to the route, time of day, or direction of route not being included in the sample. The weight is defined as:

RTD Weight = RTDpop / RTDsam

Where:

RTD_{pop} is the total combination of Route>Time of day>Direction in the population
RTD_{sam} is the total combination of Route>Time of day>Direction in the sample

5.1.5 Date Weight

This weight was only used to adjust the unweighted counts obtained from the Boarding & Alighting survey. The estimate was adjusted to represent the average daily riders for strata that were surveyed more than once. The weight is defined as:

Date Weight = 1/ β

Where:

β is the total number of the days the Route>Time of day> direction is surveyed

5.1.6 Final Weight

Final weight for the Boarding & Alighting survey was calculated as:

Final Weight = Vehicle factor*date weight*RTD weight

Final weight for the On-Board survey was calculated as:

Final Weight = Response factor*vehicle factor*RTD weight

The final weight is the number of riders in the route represented by the sampled riders.

5.1.7 Expansion Factor

The Expansion Factor for the On-Board survey was calculated at the route level using the formula below. This adjusted the estimate of sampled riders to align with the population of riders. As an example, assume that the weighted sample ridership for Route 1 is 7,270 and the population average daily weekday ridership for this route is 7,742. This produces an expansion factor of 1.06 (7,742 divided by 7,270).

Expansion Factor = Population average daily ridership / Ridership weighted by final weight per route

5.1.8 Expansion Weight

The final sample "weighing and expansion" weight is referred to as the expansion weight. The expansion weight was calculated by multiplying the final weight by the expansion factor. Following the application of the expansion weight, the weighted data represent the population boardings (i.e., unlinked trips).

Expansion Weight = Final Weight * Expansion Factor

6 Summary of Survey Results

The survey analysis includes a complete summary of survey results, including a breakdown of riders by frequency of use, demographic characteristics, and trip purpose. The survey results identify key trends and/or areas of concern. Additionally, rider behavior and preferences among different user groups and rider characteristics, such as how frequently a rider uses transit or whether a rider has access to a car, have been evaluated. Cells in these tables have been highlighted red where the results were less than 80% of the sample goal.

Table 3 documents the sample goals for the Boarding & Alighting survey and the number of completed surveys for the individual routes that serve the survey area. Routes 9x and 42 were the only routes that underperformed during the Boarding & Alighting survey, though Route 42 came close to the goal at 92% of the targeted number of cards collected. Route 9x has a relatively low average daily ridership (ADR) at 60 and only 1% of the total system ADR. Aside from these two routes, goals for every other route were completed by a minimum of 120%.

Table 3: Boarding & Alighting Survey Goals

Route	ADR	% of System ADR	Cards Distributed	Sample Goal (20% of ADR)	Percent Goal by Cards Distributed
1	329	6%	141	66	214%
2	238	4%	121	48	252%
3	342	6%	237	68	349%
4	214	4%	110	43	256%
5	462	9%	298	92	324%
6	363	7%	133	73	182%
7	477	9%	471	95	496%
8	22	0%	48	4	1200%
8x	192	4%	99	38	261%
9	714	13%	489	143	342%
9x	60	1%	7	12	58%
10	458	8%	273	92	297%
11	27	0%	18	5	360%
14	90	2%	35	18	194%
16	46	1%	25	9	278%
17	76	1%	26	15	173%
18	15	0%	12	3	400%
28	160	3%	93	32	291%
29	368	7%	184	74	249%
40	208	4%	72	42	171%
42	128	2%	24	26	92%
43	79	1%	39	16	244%
44	36	1%	48	7	686%
45	63	1%	17	13	131%
51	63	1%	19	13	146%
52	70	1%	24	14	171%
53	75	1%	18	15	120%
54	41	1%	17	8	213%
55	15	0%	5	3	167%
Total	**5,431**	**100%**	**3,103**	**1,087**	**285%**
Boise State	372		100	74	135%
Grand Total	**5,803**		**3,203**	**1,161**	**276%**

Table 4 documents the sample goals for the On-Board survey and the number of completed surveys for the individual routes that serve the survey area. The survey team made every attempt to meet the original sampling goals, but was unable to achieve greater than 80% of the goals on routes highlighted in below due to the issues detailed in Section 7, On-Board Data Collection Issues and Lessons Learned.

Table 4: On-Board Survey Goals

Route	ADR	% System ADR	OB Completes	OB Sample Goal (20% of ADR)	OB Percent of 20% Goal
1	329	6%	25	66	38%
2	238	4%	58	47	121%
3	342	6%	59	68	87%
4	214	4%	35	43	81%
5	462	9%	84	92	91%
6	363	7%	36	73	49%
7	477	9%	121	95	127%
8	22	0%	2	4	50%
8x	192	4%	5	38	13%
9	714	13%	155	143	108%
9x	60	1%	8	12	67%
10	458	8%	40	92	43%
11	27	0%	7	5	140%
14	90	2%	5	18	28%
16	46	1%	2	9	22%
17	76	1%	9	15	60%
18	15	0%	3	3	100%
28	160	3%	19	32	59%
29	368	7%	62	73	84%
40	208	4%	1	42	2%
42	128	2%	0	26	0%
43	79	1%	7	16	44%
44	36	1%	3	7	43%
45	63	1%	0	13	0%
51	63	1%	0	13	0%
52	70	1%	0	14	0%
53	75	1%	0	15	0%
54	41	1%	0	8	0%
55	15	0%	0	3	0%
Total	**5,431**	**100%**	**746**	**1,085**	**69%**

A cross-tabulation of route by time of day demonstrates the number of On-Board surveys collected for the VRT routes. Very few surveys were collected during the Evening/Early AM time of day (less than 1%); the bulk of surveys were collected during the AM Peak, Midday, and PM Peak periods, and distributed fairly evenly among those periods (34%, 36%, and 29% respectively).

Table 5: Number of On-Board Surveys Collected by Route by Time of Day

Route	Time of Day				Collected Surveys
	AM Peak	Midday	PM Peak	Evening / Early AM	
1	1	8	16	0	**25**
2	27	25	6	0	**58**
3	11	26	22	0	**59**
4	35	0	0	0	**35**
5	32	35	17	0	**84**
6	0	21	15	0	**36**
7	60	38	21	2	**121**
8	2	0	0	0	**2**
8x	4	0	1	0	**5**
9	55	47	50	3	**155**
9x	1	0	7	0	**8**
10	14	20	6	0	**40**
11	0	6	1	0	**7**
14	1	2	2	0	**5**
16	0	1	1	0	**2**
17	1	3	5	0	**9**
18	0	0	3	0	**3**
28	0	6	13	0	**19**
29	7	31	24	0	**62**
40	0	1	0	0	**1**
43	0	0	7	0	**7**
44	0	0	3	0	**3**
Total	**251**	**270**	**220**	**5**	**746**

Table 6 shows the number of collected On-Board surveys and expanded data based on data collected from the Boarding & Alighting survey. (See Section 5.1 for a discussion of expansion.)

Table 6: Expansion of Route Data, On-Board Survey

Route	Collected Surveys	Expanded Data
1	25	329
2	58	238
3	59	342
4	35	214
5	84	462
6	36	363
7	121	477
8	2	22
8x	5	192
9	155	714
9x	8	60
10	40	458
11	7	27
14	5	90
16	2	46
17	9	76
18	3	15
28	19	160
29	62	368
40	1	208
43	7	79
44	3	36
Total	**746**	**4,976**

Table 7 shows the relationship between vehicle ownership and household income. Passengers in the lowest income level (less than $14,999 per year) were the largest group and reported the highest instance of zero-vehicle households. The number of zero-vehicle households decreased as income increased.

Table 7: Cross-Tabulation of Vehicle Ownership and Household Income

How many working vehicles are available to your household	What was your estimated total household income in 2014 before taxes?					
	Less than $14,999	$15,000-$29,999	$30,000-$49,999	$50,000-$74,999	$75,000 or more	Total
None	1,045	502	175	26	5	**1,753**
1	320	573	488	339	89	**1,808**
2	292	193	154	107	101	**846**
3 or more	268	69	91	43	68	**539**
No Response						**30**
Total	**1,924**	**1,336**	**909**	**515**	**262**	**4,976**

Figure 3 details the number of working vehicles available to passengers. Over 64% of passengers stated they had at least one household vehicle, while 35% did not have a vehicle available to make their one-way trip.

Figure 3: Vehicle Availability

How many working vehicles are available to your household?

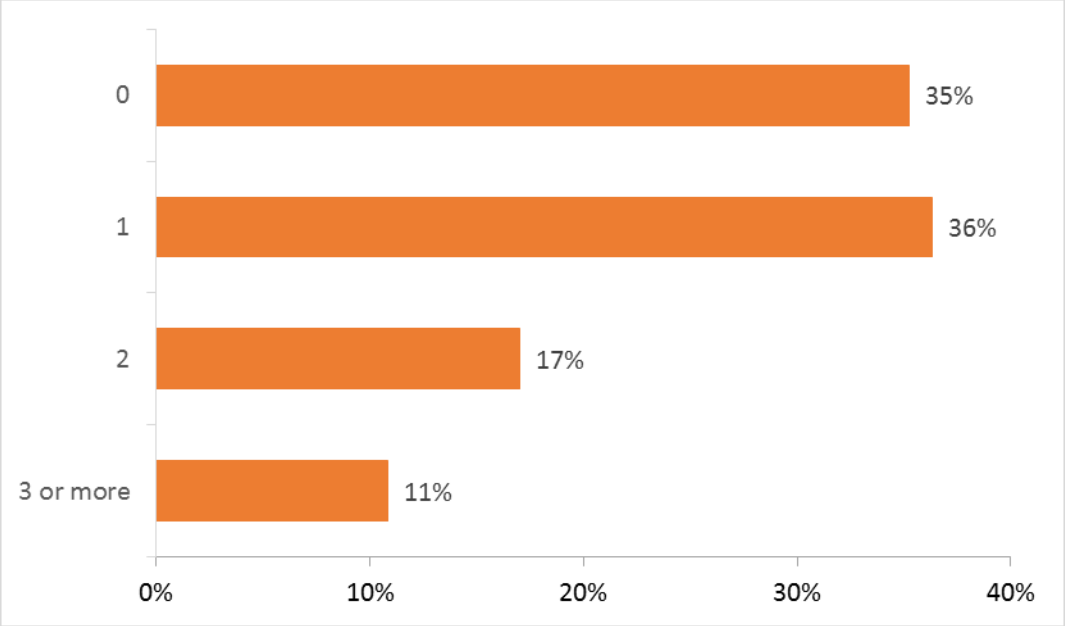


Figure 4 Figure 4 , more than one third (39%) of transit passengers' household income is less than $14,999 annually, while five percent of passengers make an annual income of $75,000 or more.

Figure 4: Distribution of Household Annual Income

What was your estimated total household income in 2014 before taxes?

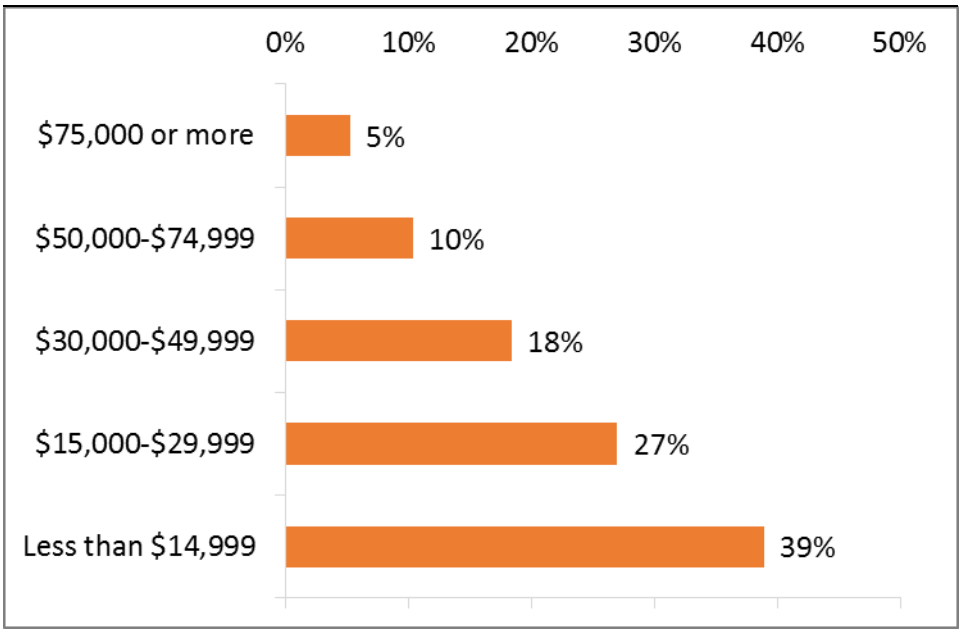
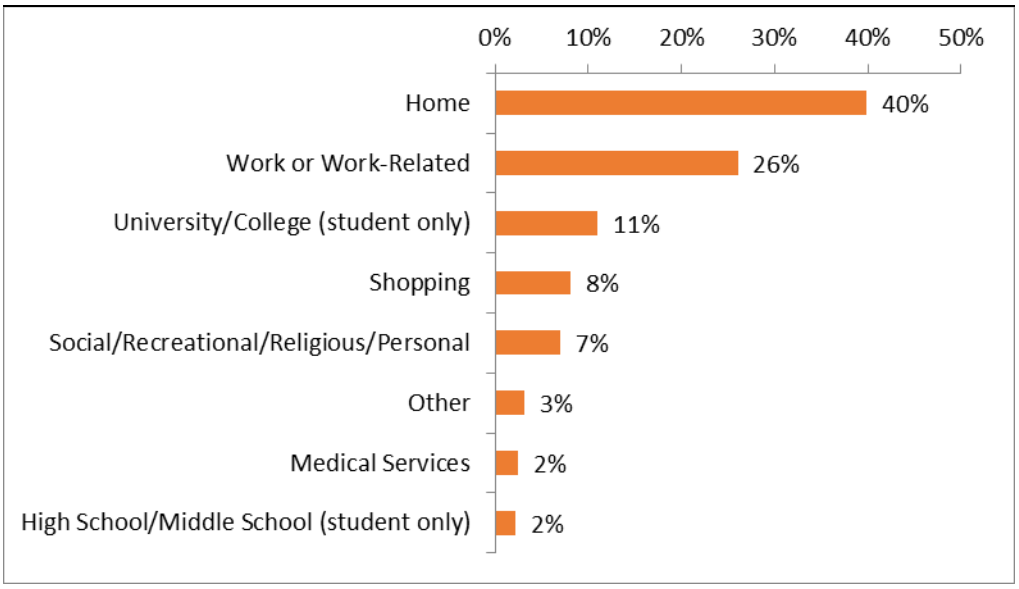


Figure 5 shows the distribution of origin trip purposes for transit passengers. Nearly half (40%) of passengers' origin location was home. Respondents who were coming from work or work-related activities comprised the next largest percentage with 26% of the survey population.

Figure 5: Distribution of Origin Trip Purpose

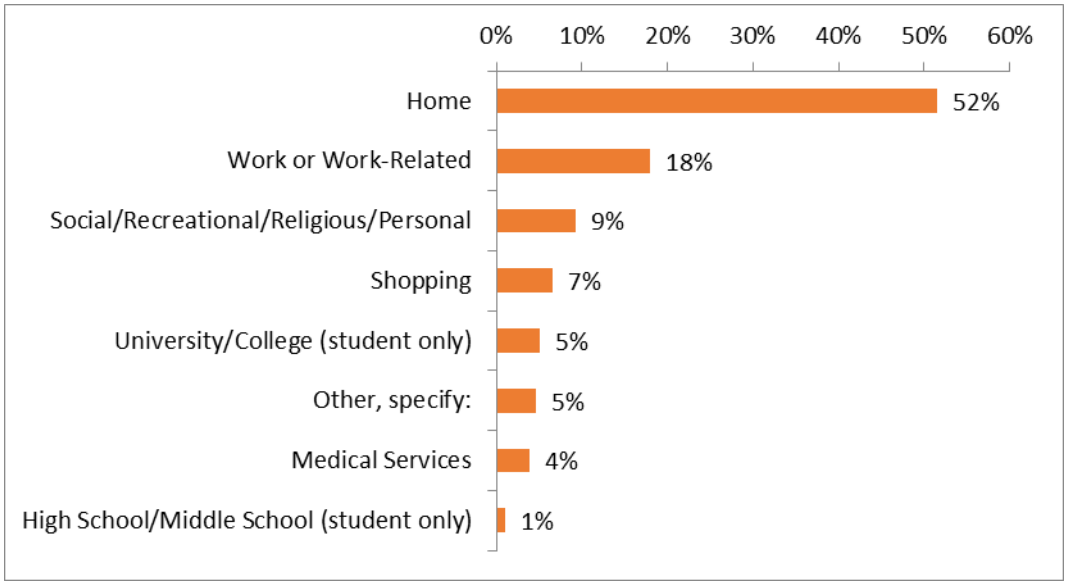
Where are you coming from?



Slightly more than half (52%) of passengers' destination location was home, as illustrated in Figure 6. Work or work-related made up 18% of passengers' destination purposes.

Figure 6: Distribution of Destination Trip Purpose

Where are you going TO now?



For passengers indicating access modes of walk and bicycle, egress mode was usually the same (Table 8). Passengers who used all other modes to access the first transit vehicle reported an egress mode of walk. No passengers reported using wheelchair, carpool, or rideshare to access transit, and no passengers reported using wheelchair or rideshare to egress.

Table 8: Cross-Tabulation of Egress Mode by Access Mode

	Access Mode								
Egress Mode	Walked	Wheelchair	Dropped off	Drove alone	Carpooled	Bicycled	Taxi/Uber/Rideshare	Other	Total
Walk	2,163	0	39	29	0	0	0	57	2,287
Wheelchair	0	0	0	0	0	0	0	0	0
Picked up	18	0	0	0	0	0	0	0	18
Drove alone	67	0	0	0	0	0	0	0	67
Carpool	1	0	0	0	0	0	0	0	1
Bicycle	9	0	0	0	0	138	0	0	146
Taxi/Uber/Rideshare	0	0	0	0	0	0	0	0	0
Other	39	0	0	0	0	0	0	0	39
Total	**2,296**	**0**	**39**	**29**	**0**	**138**	**0**	**57**	**2,559**

Figure 7 presents how passengers access transit. An overwhelming majority of passengers (90%) walked from their origin location to their first bus.

Figure 7: Distribution of Access Mode

How did you get to the first bus you used for this one-way trip?

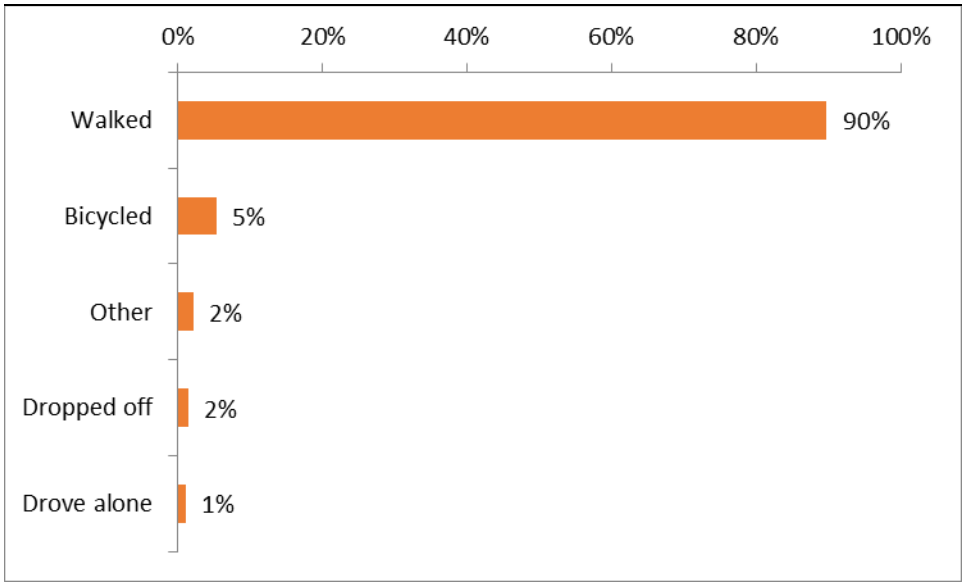


Figure 8 presents how passengers egress transit. The egress mode results closely mirror those for the access mode. The vast majority of passengers (87%) walked to their final destination after their last bus.

Figure 8: Distribution of Egress Mode

How will you get from the last bus of this one way trip to your final destination?

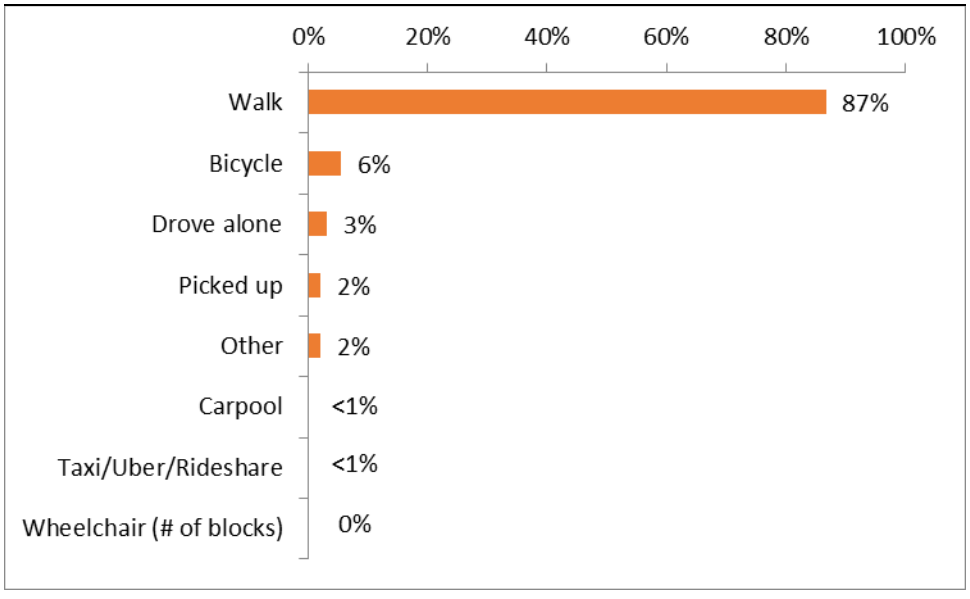
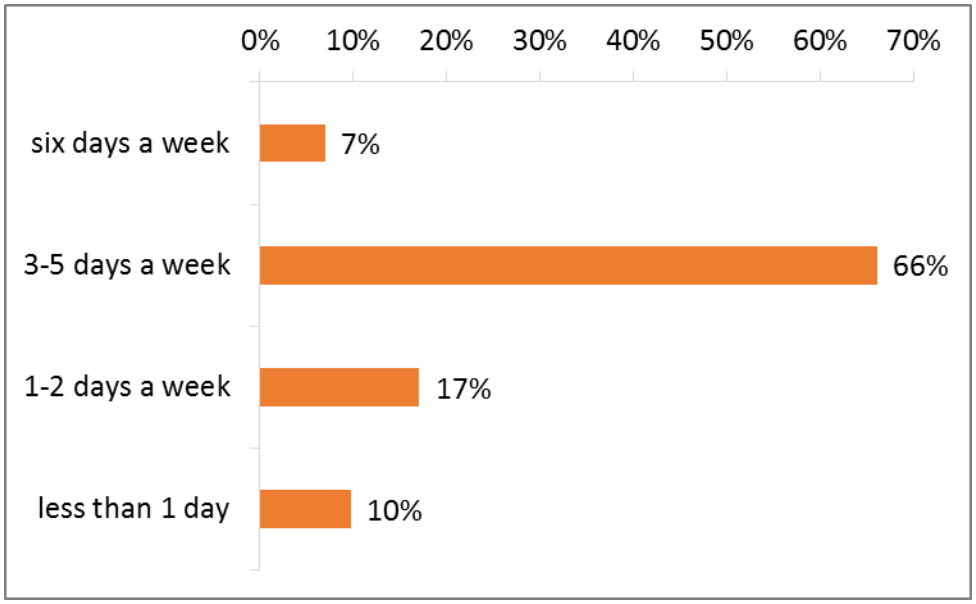


Figure 9 presents how frequently passengers made the surveyed trip.The majority of passengers (66%) made the reported trip 3-5 days per week.

Figure 9: Trip Frequency

How many days a week do you usually make this trip?



On average, reported wait time for the bus was 9 minutes ("*How long did you wait for the bus (in minutes)?*"), and 51% of passengers spent 11-20 minutes on the vehicle, as shown in Figure 10: Trip Segment Duration.

Figure 10: Trip Segment Duration

How many minutes will you be traveling on this bus for this trip?

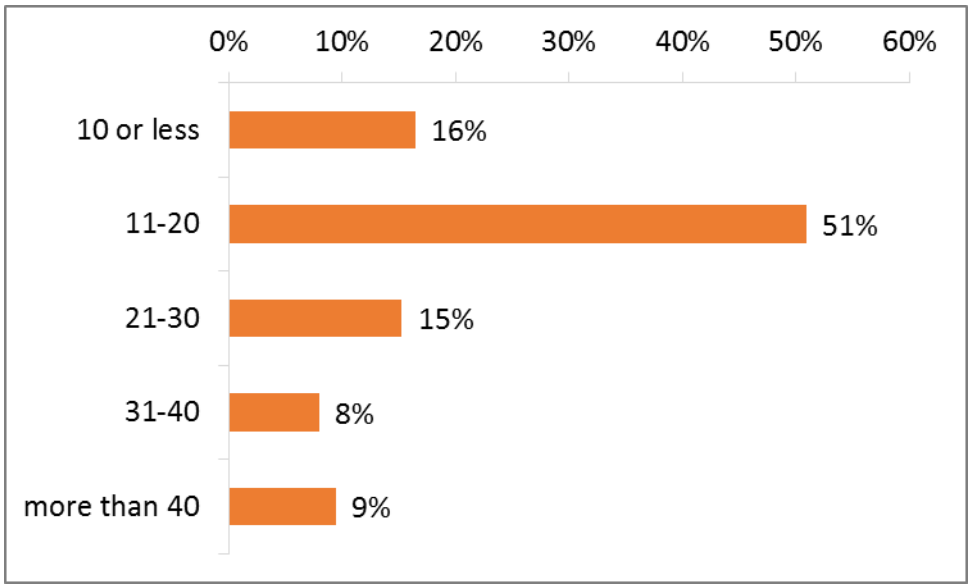


Table 9 illustrates the relationship between the route surveyed and the total number of transfers used to complete respondents' one-way trips. Passengers on Routes 5 and 10 reported the highest incidence of 3 or more transfers. The majority of passengers (67%) used only one transit vehicle (0 transfers) to complete their one-way trip. Thirty percent of passengers used two vehicles (one transfer) to complete a one-way trip.

Table 9: Cross-Tabulation of Route by Number of Transfers

Route	Transfers					
	0	1	2	3	4	Total
1	159	170	0	0	0	**329**
2	145	85	8	0	0	**238**
3	234	108	0	0	0	**342**
4	144	70	0	0	0	**214**
5	289	147	7	19	0	**462**
6	256	83	24	0	0	**363**
7	326	142	9	0	0	**477**
8	11	11	0	0	0	**22**
8x	84	92	15	0	0	**192**
9	595	92	25	1	0	**714**
9x	47	0	13	0	0	**60**
10	349	68	0	0	40	**458**
11	27	0	0	0	0	**27**
14	47	43	0	0	0	**90**
16	29	17	0	0	0	**46**
17	43	33	0	0	0	**76**
18	15	0	0	0	0	**15**
28	116	44	0	0	0	**160**
29	296	58	14	0	0	**368**
40	0	208	0	0	0	**208**
43	79	0	0	0	0	**79**
44	36	0	0	0	0	**36**
Total	**3,327**	**1,471**	**116**	**20**	**40**	**4,976**

Figure 11 documents how transit passengers paid their fare. Forty percent of passengers paid their fare using a monthly pass, while 29% paid using cash.

Figure 11: Distribution of Fare

How did you pay for the bus where you were given the survey?

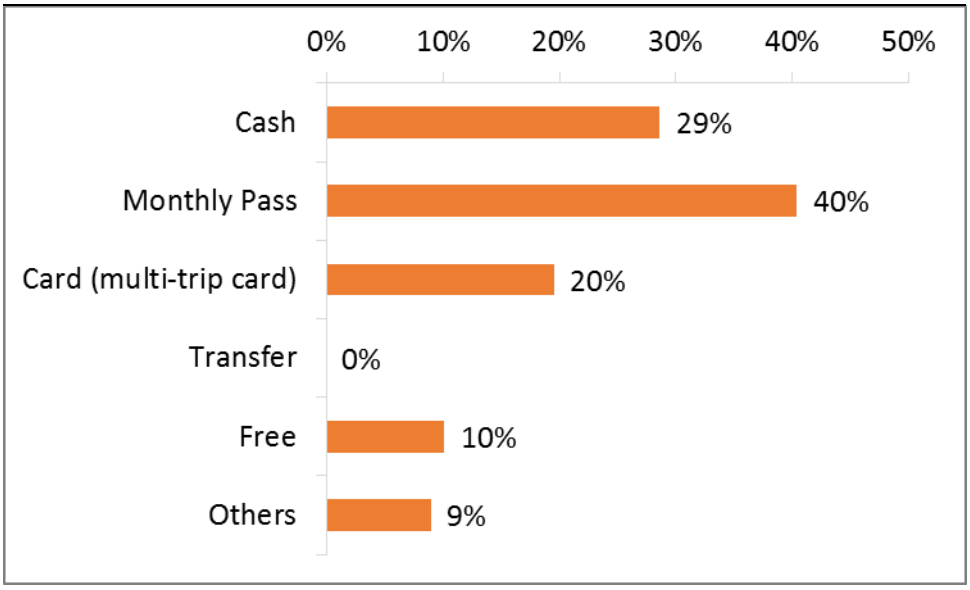


Figure 12 summarizes the number of individuals in a surveyed household. Sixty-three percent of passengers have two or fewer household members. Passengers living in homes with four or more household members account for 23% the ridership.

Figure 12: Household Size

Including yourself, how many people live in your house/apartment/condo?

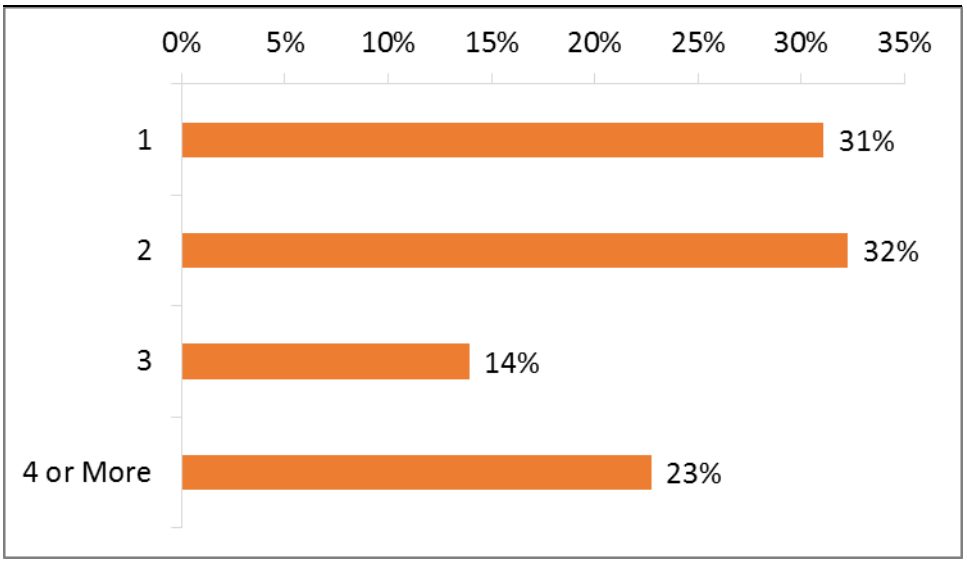
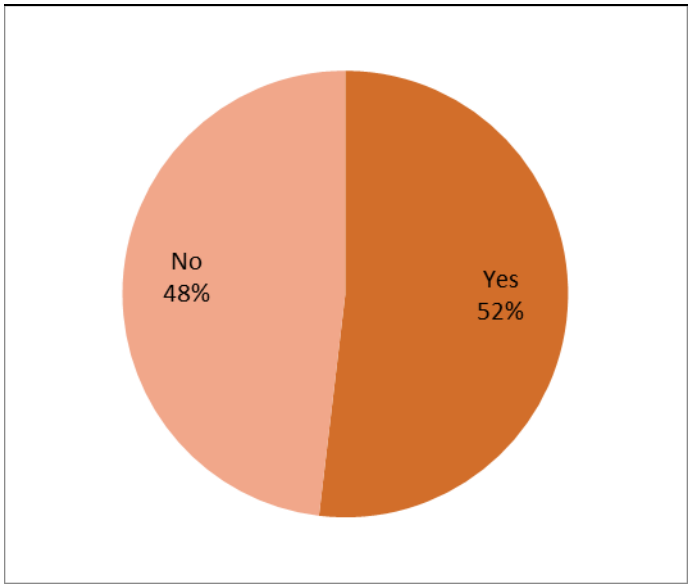


Figure 13 characterizes transit passengers' driver's license status. Almost half of the passengers do not possess a valid driver's license.

Figure 13: Distribution of Valid Driver's License

Do you have a valid driver's license?



Passengers who participated in the survey specified their employment status as reported in Figure 14. Sixty percent of passengers were full- or part-time workers, whereas only 3% were homemakers. The second highest reported employment status was "student" at 20%.

Figure 14: Distribution of Employment Status

Are you…? (mark all that apply)

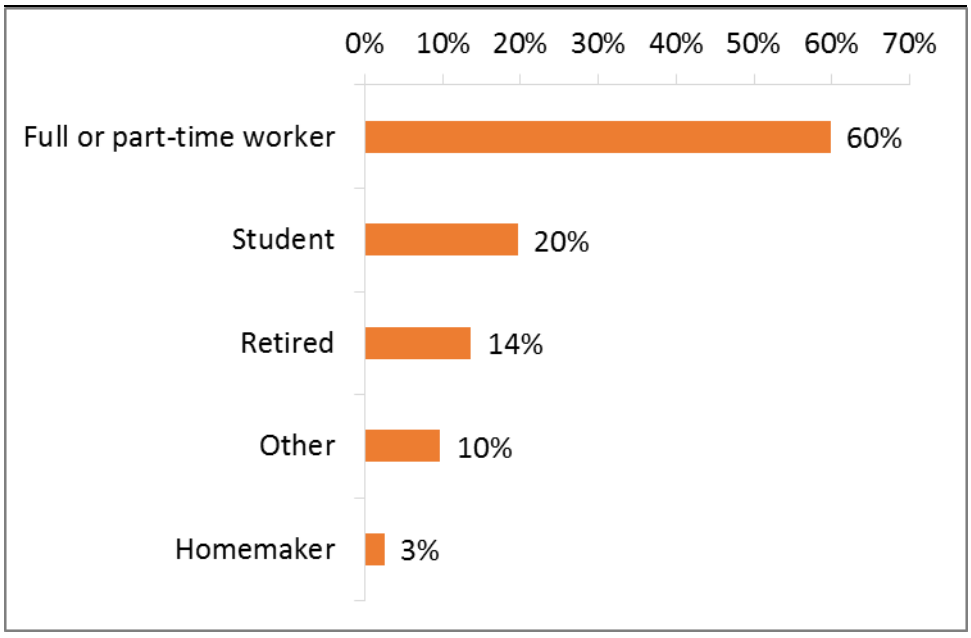


Figure 15 shows the age distribution of passengers. Twenty-one (21%) of passengers were between the ages of 18 and 24 years old. Forty-one percent of passengers are younger than 35, and 28% of passengers are 55 years of age or older.

Figure 15: Distribution of Age

What is your age?

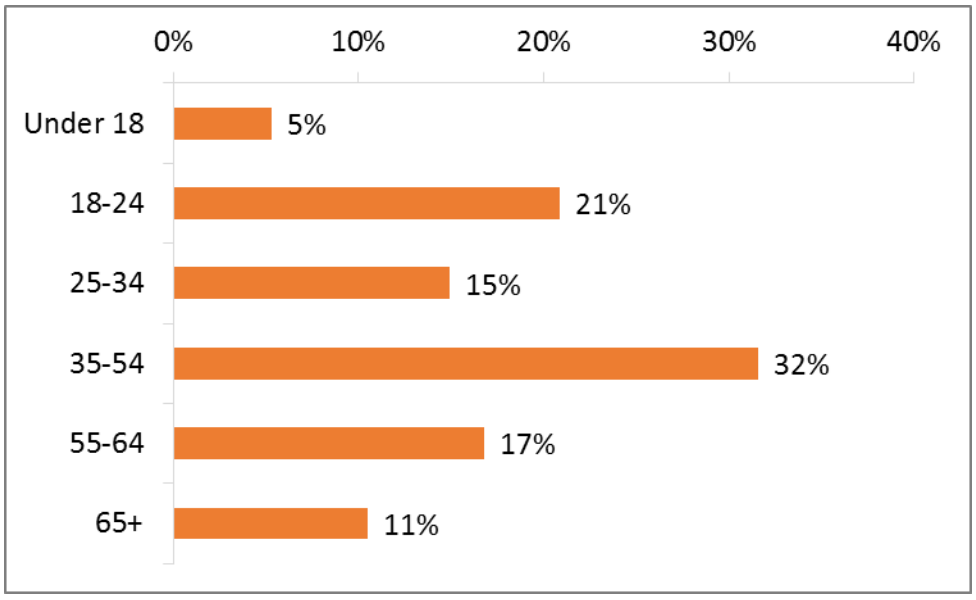
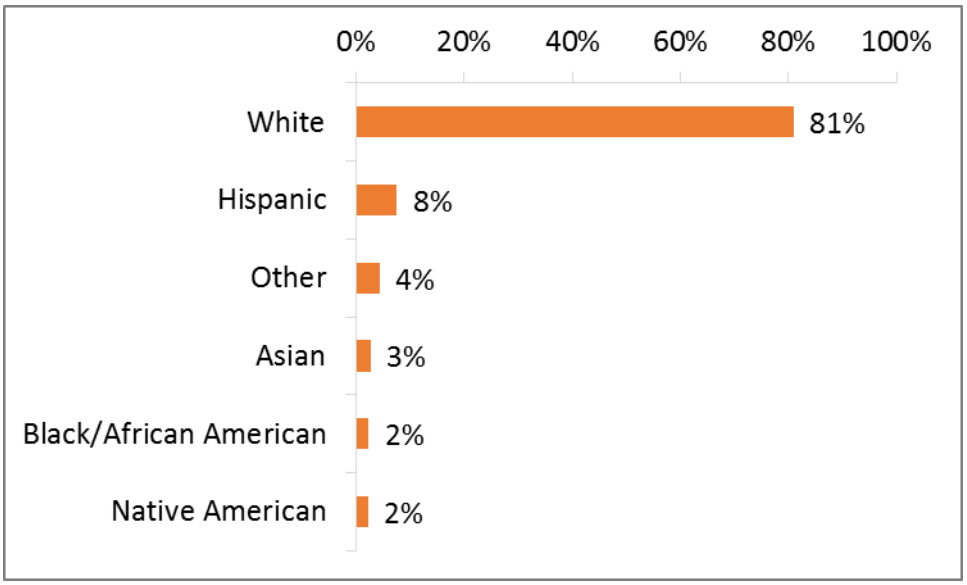


Figure 16 shows the distribution of ethnicity of passengers. White, at 81% of the ridership, makes up the majority of passengers; Hispanic passengers make up the second largest group, at 8% of the ridership.

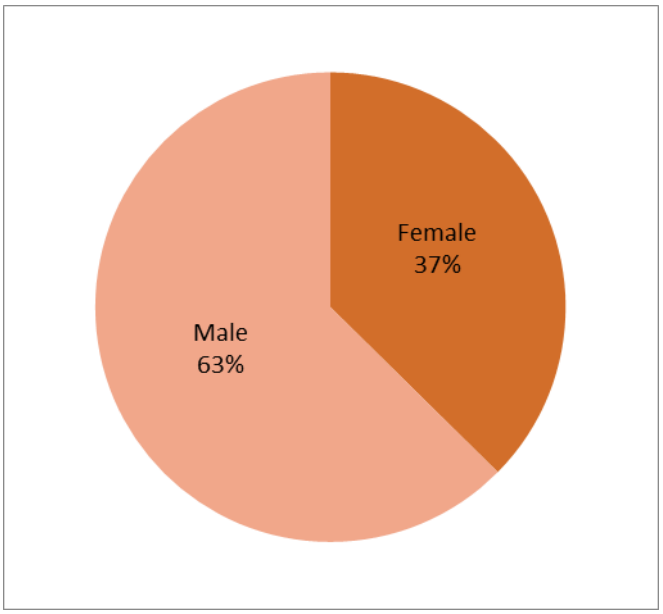
Figure 16: Distribution of Ethnicity

What is your ethnicity? (mark all that apply)



More than half (63%) of survey respondents identified themselves as male whereas only 37% identified themselves as female (Figure 17).

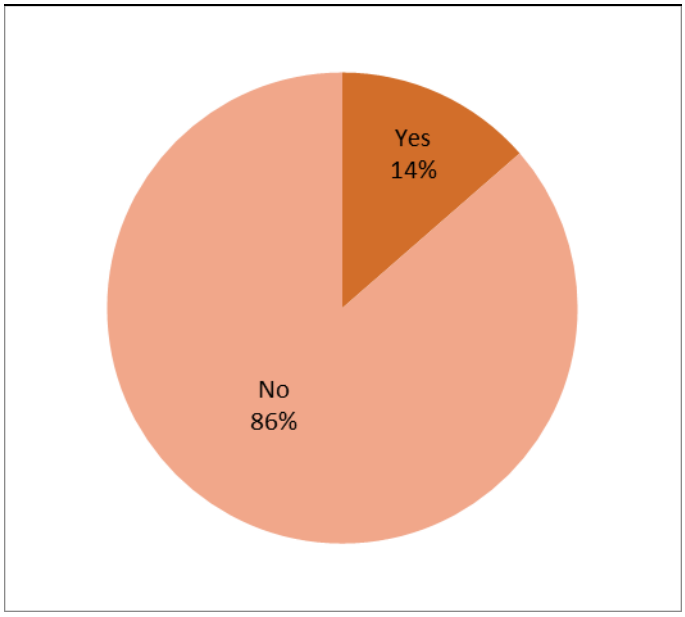
Figure 17: Distribution of Gender



As shown in Figure 18, only 14% of surveyed passengers identified themselves as a veteran of the US armed forces.

Figure 18: Veteran Status

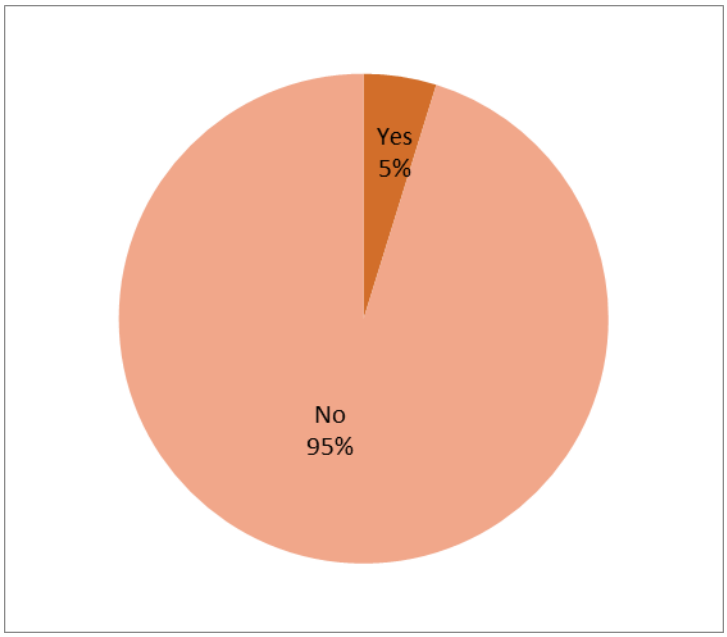
Are you a veteran of the US armed forces?



Only 5% of surveyed passengers used Boise GreenBike on their trip (Figure 19).

Figure 19: Greenbike Use

Did you use the Boise Greenbike for any part of your trip?



7 On-Board Data Collection Issues and Lessons Learned

Overall, field data collection for the On-Board survey went well, with the public showing willingness to participate. However, a number of issues arose that prevented NuStats from reaching the sample goals on certain routes.

The first and largest issue was that project-specific programming updates to the tablet application required a longer time period than was allowed for in the schedule. System-wide testing of the updates was not completed prior to beginning data collection and only a small sample of routes were tested. Because of this, route-specific issues were encountered but resolved before the routes were assigned and / or re-survyed. Therefore, some routes had to be surveyed more than once, first when the issue was encountered and again after the issue was resolved. A longer programming period (two weeks), including thorough testing on simulated assignments for all routes, would have prevented this problem.

In addition, the GTFS data that was publicly available for the VRT system and used in the tablet application had to be modified throughout the data collection process to allow for proper assignment scheduling. Trips for some routes were not chained together into correct blocks, so as field supervisors scheduled assignments they would notice that only one segment (e.g., outbound) of the two-way trip (outbound and inbound) would be included in the block. The block numbers for these consecutive trips had to be matched so that an entire block could be assigned to a survey team. This was a common problem on intercounty routes (40, 41, 42, 43, 44, and 45) and Canyon County routes (51-55). This problem could have been resolved if a more in-depth review of each route's GTFS data had been completed prior to surveying. If a longer programming time had occurred, as discussed above, this review of GTFS data could have taken place during that time.

On low-ridership routes, passengers were less interested in taking the survey, either because they had already participated in it or because they had privacy concerns and did not want information about themselves collected. Some routes had such low ridership that surveyors encountered the same people during each assignment. This low-ridership created a sort of group/clique dynamic, where if the person asked to participate in the survey said no, all of the others would say no as well, so no data could be collected. Better public outreach and dissemination of information about the survey on these routes could have helped with this situation. Regular riders on these routes seemed more familiar with their bus drivers, so educating drivers about the survey and allowing them to give riders advance notice of the survey might have been be helpful.

8 Maps

(see following pages)

Figure 20: All Origins

Figure 21: All Destinations

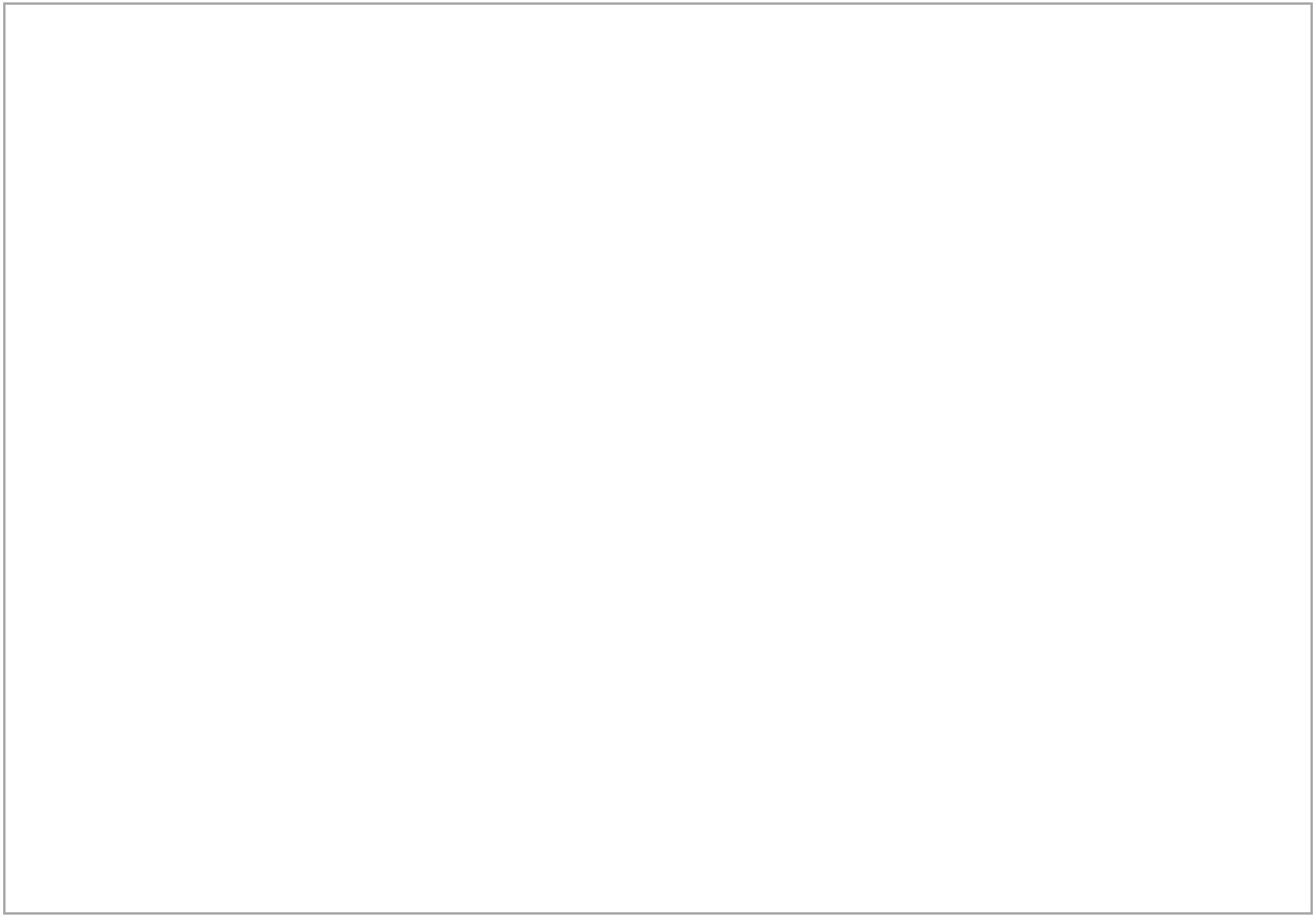


Figure 22: All Boardings

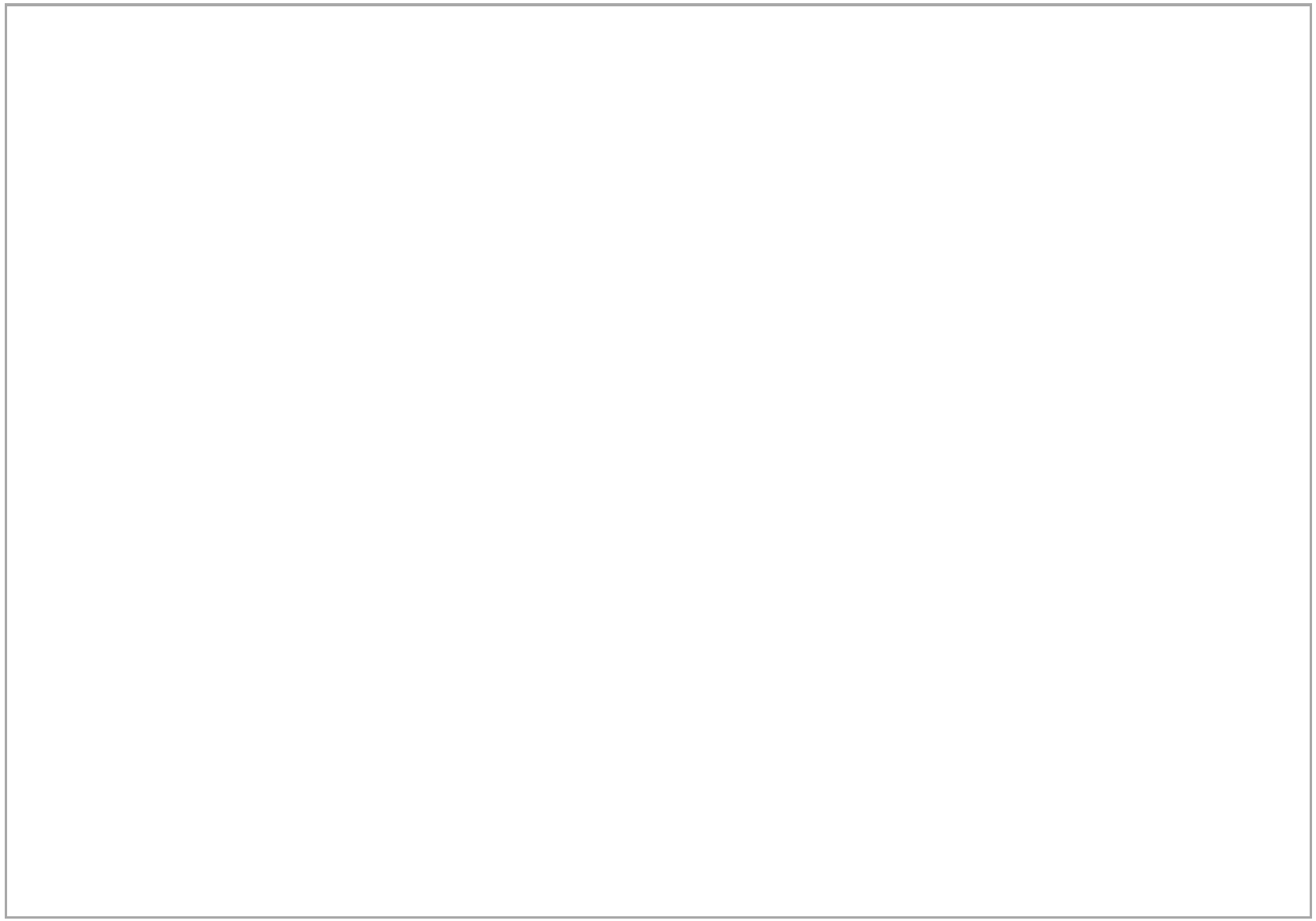


Figure 23: All Alightings

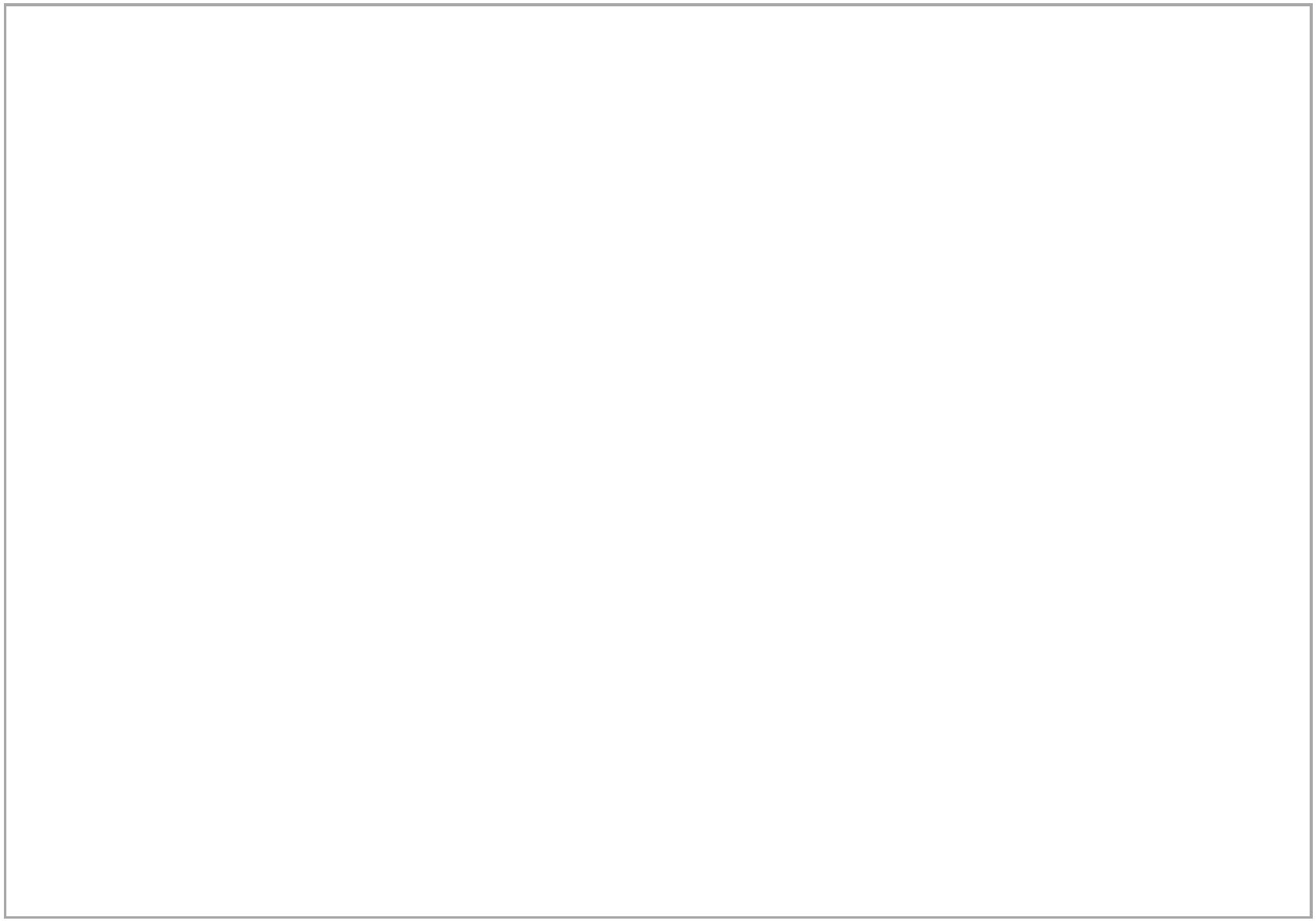


Figure 24: Origin Purpose Home

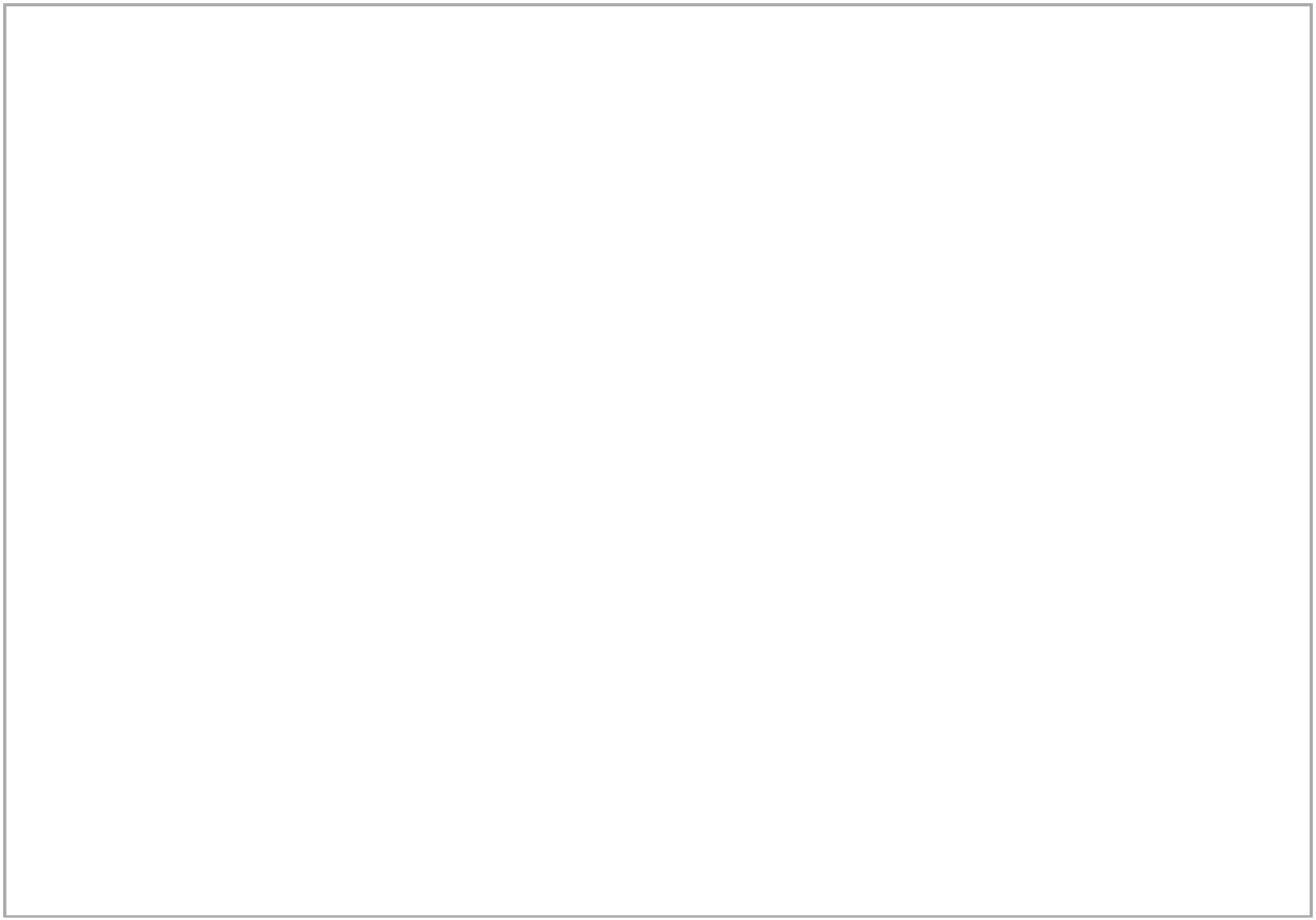


Figure 25: Origin Purpose Work

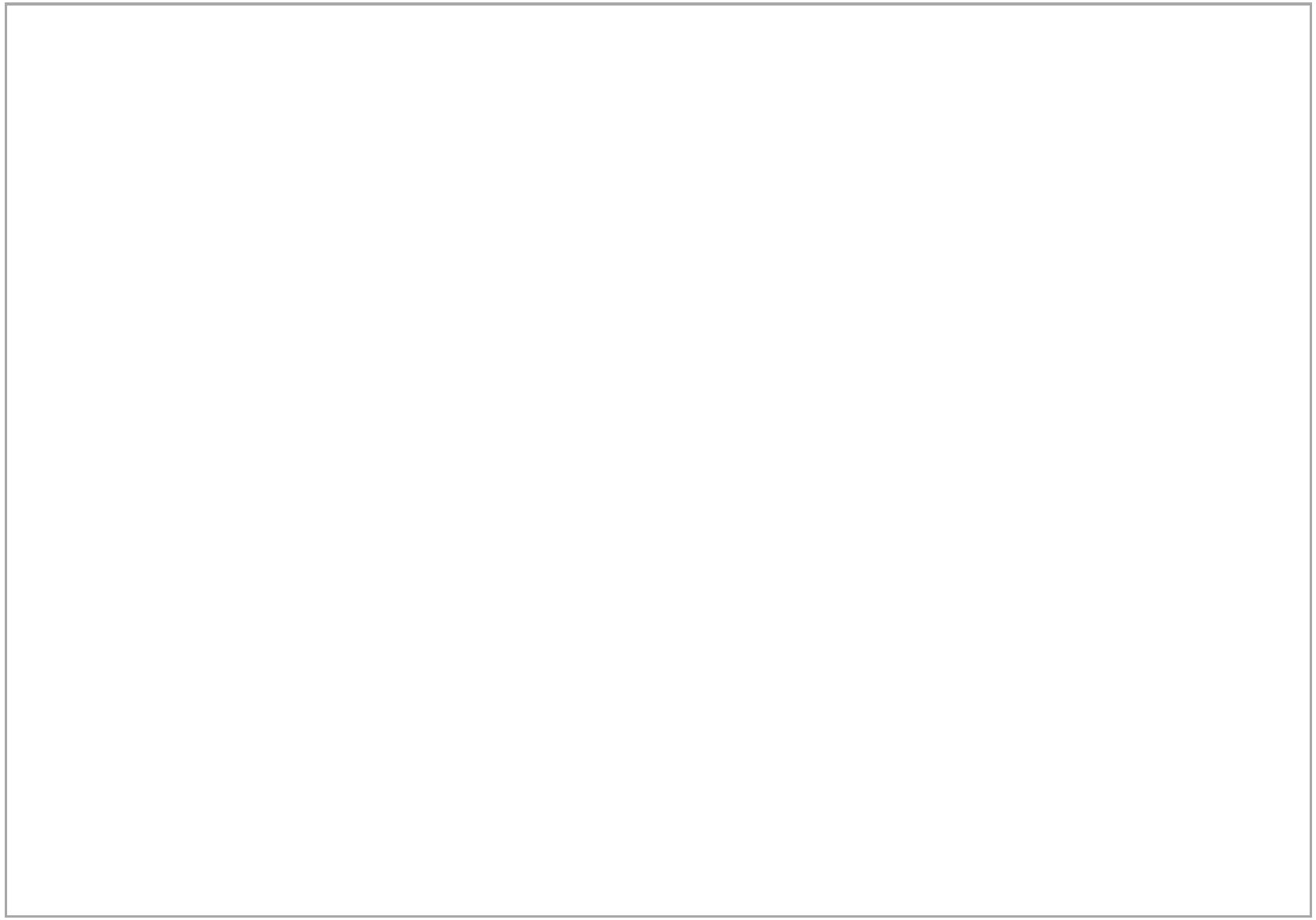


Figure 26: Origin Mode Walk

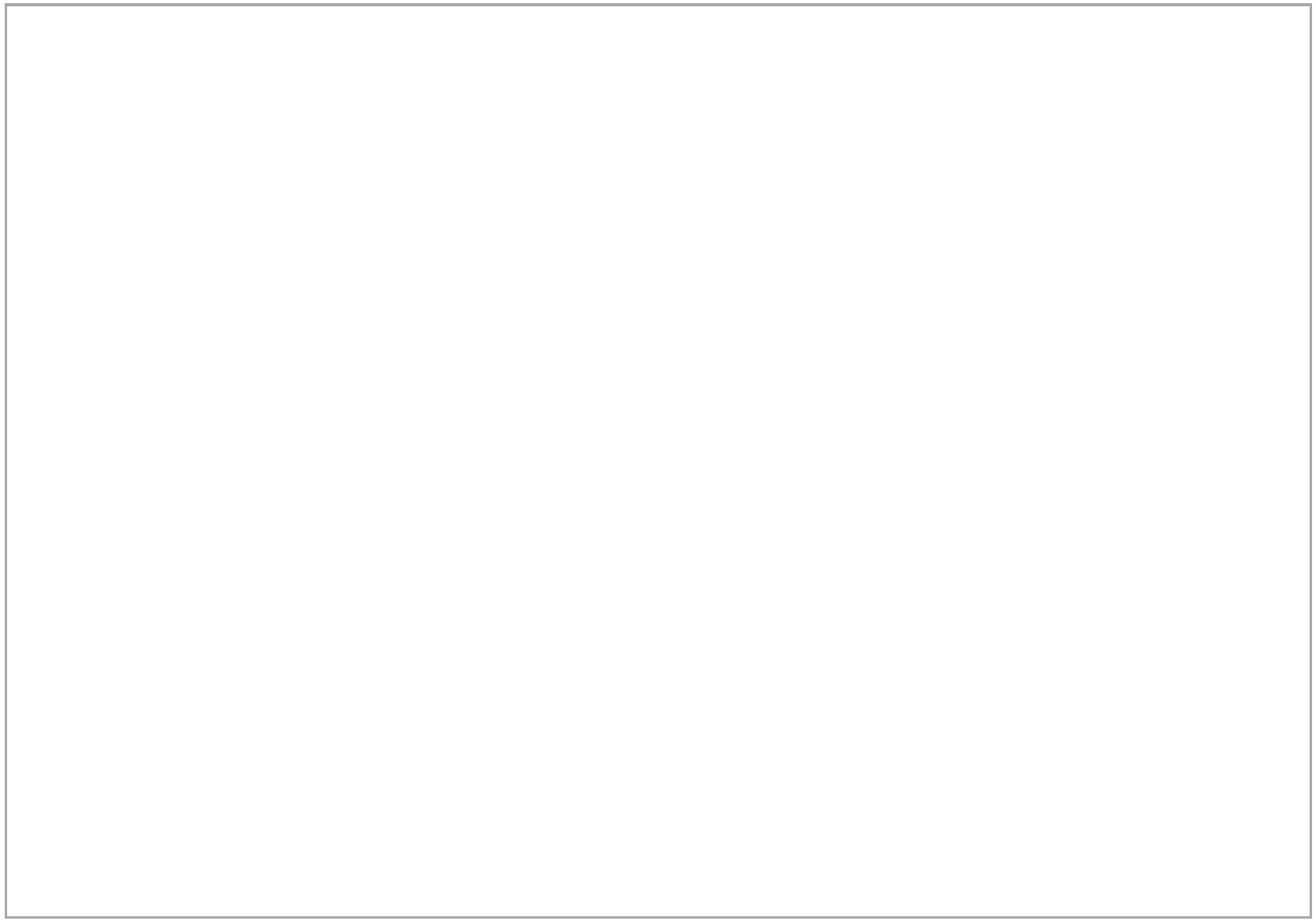


Figure 27: Origin Mode Bike

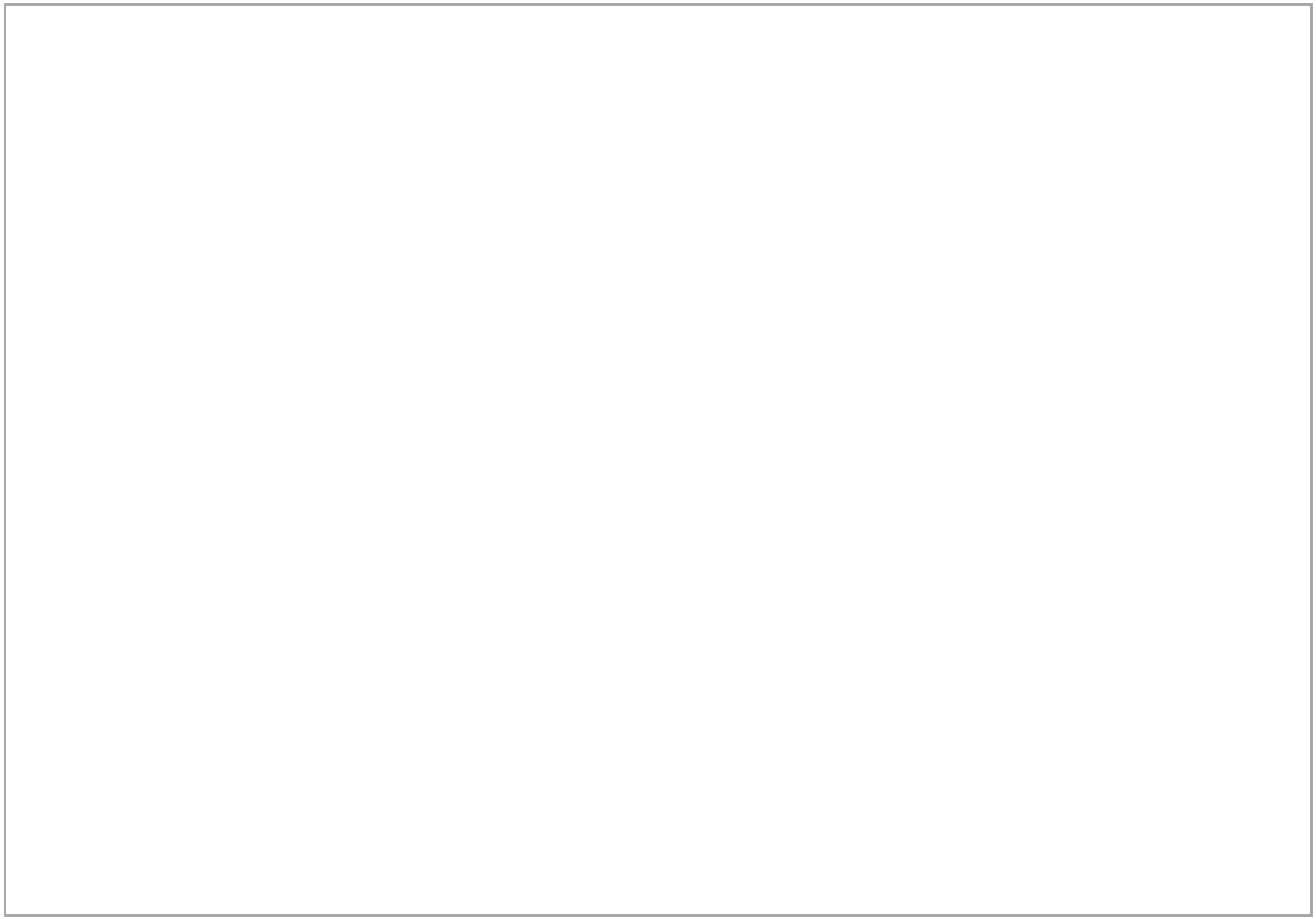


Figure 28: Destination Purpose Home

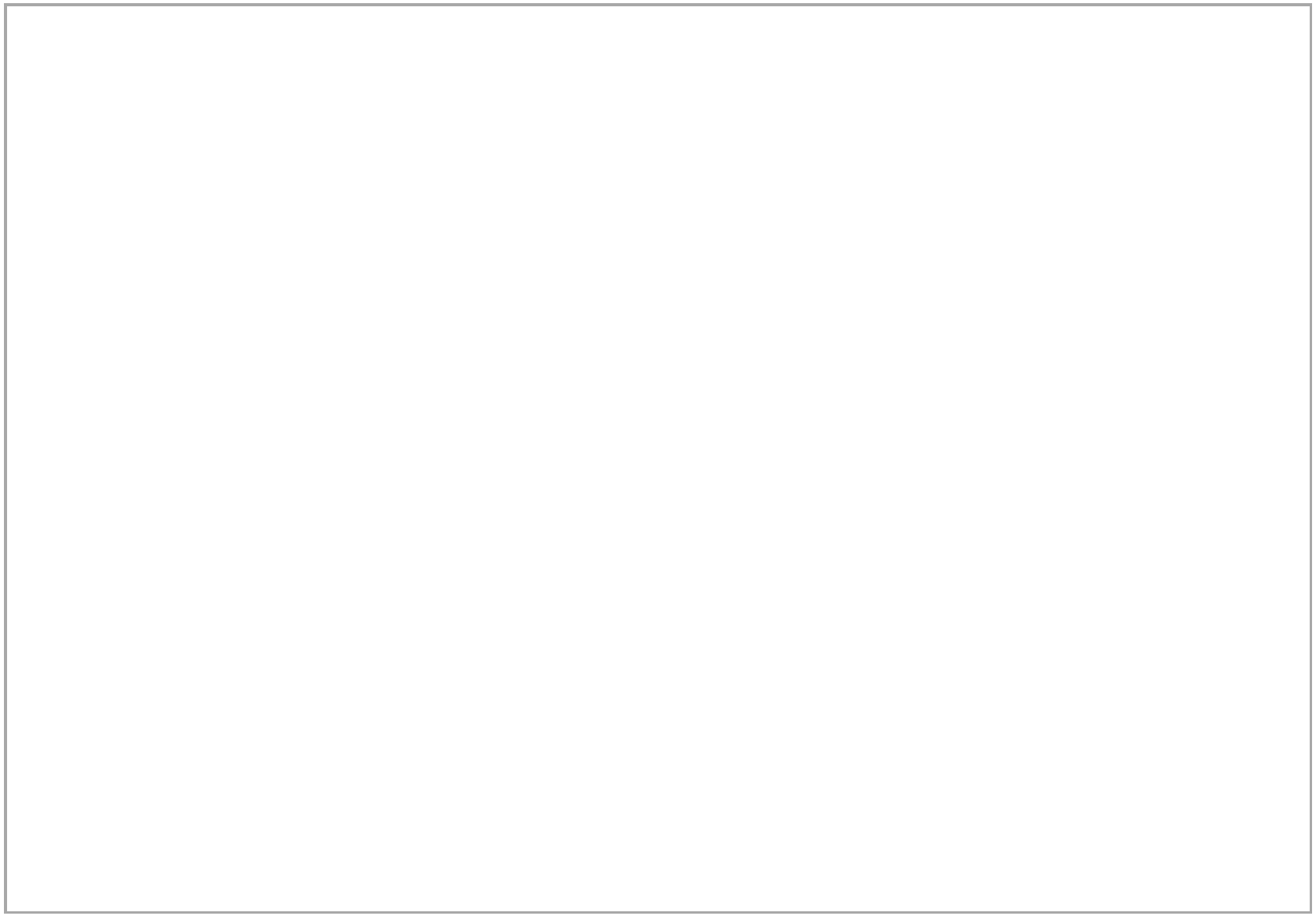


Figure 29: Destination Purpose Work

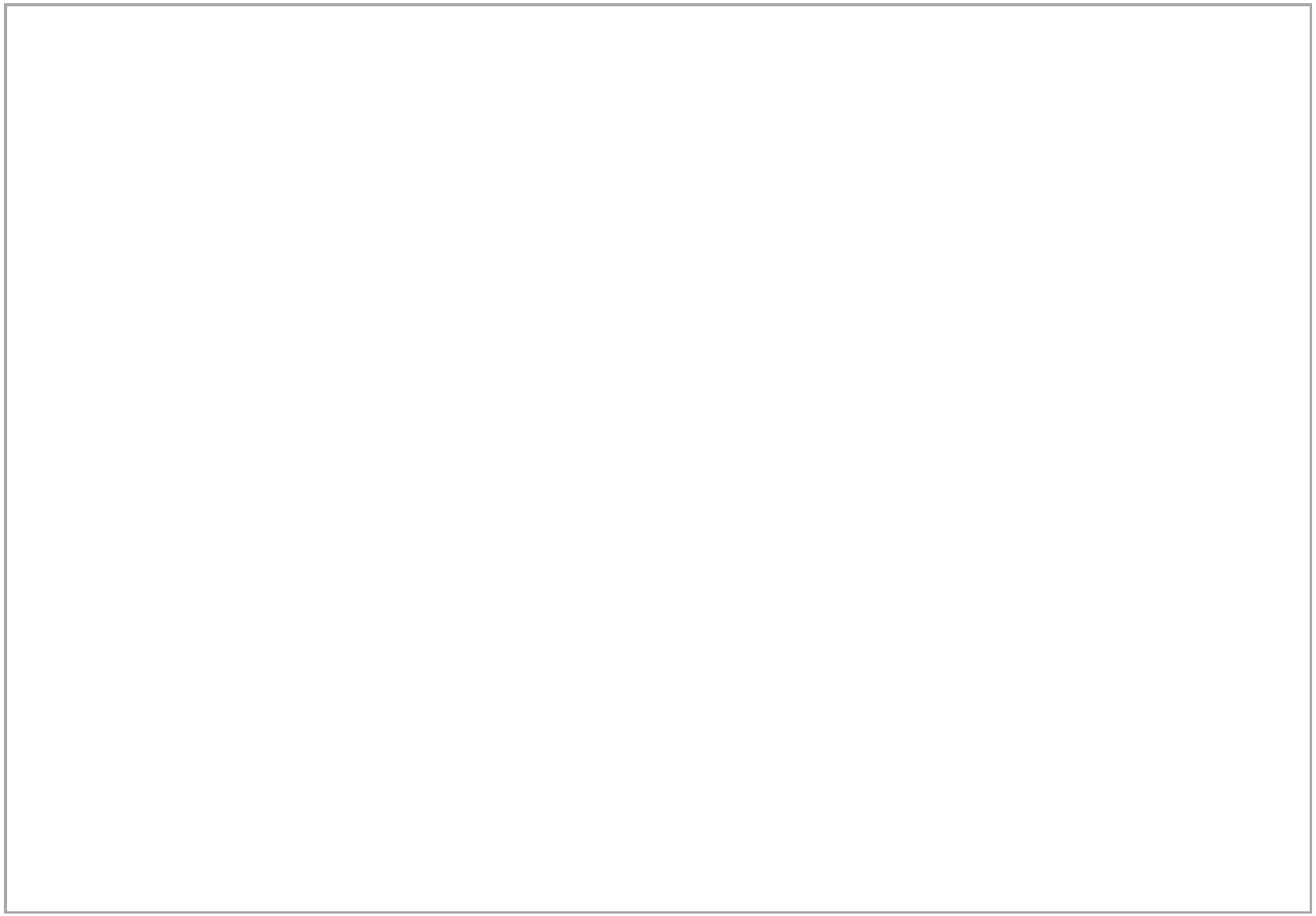


Figure 30: Destination Mode Walk

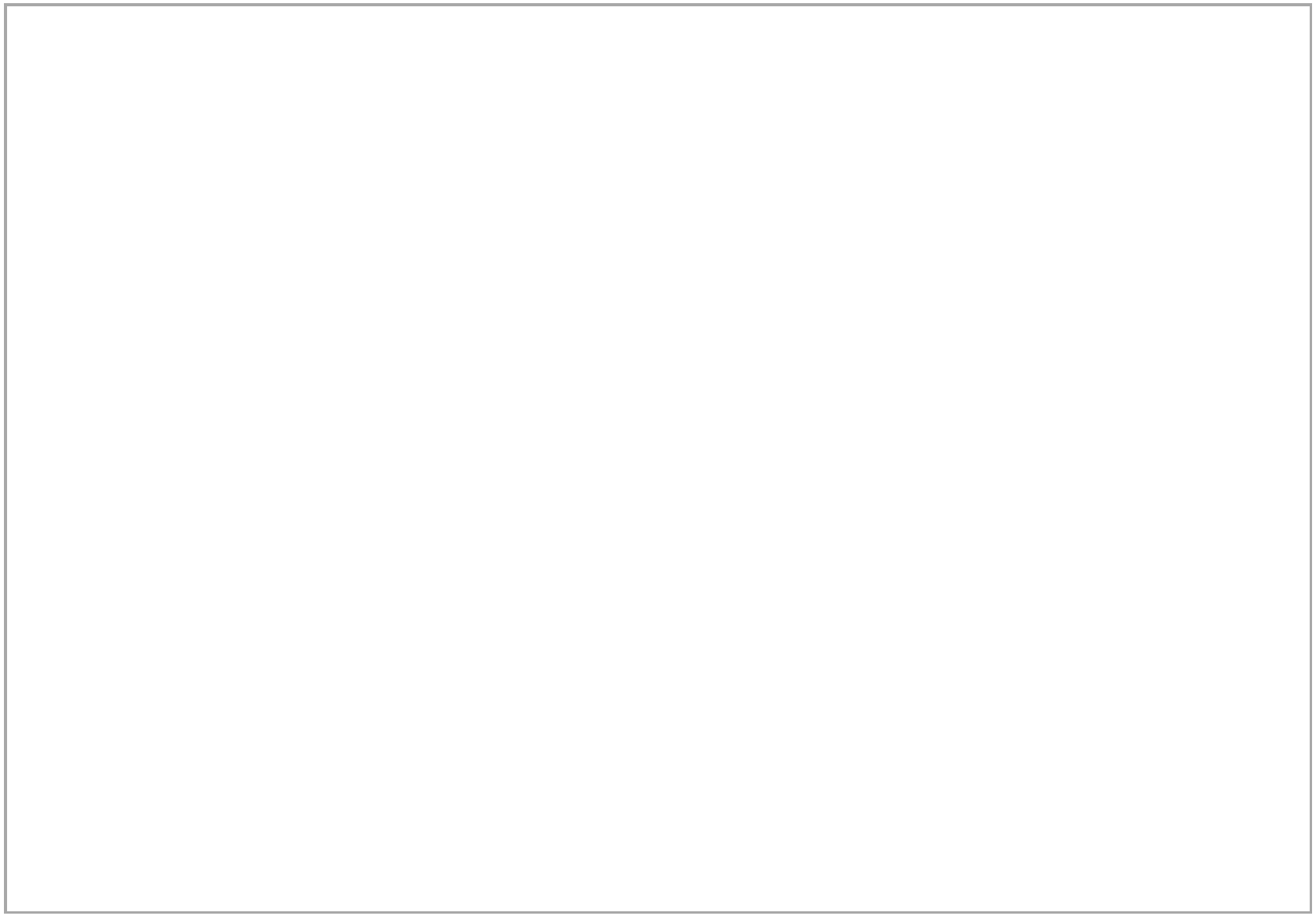
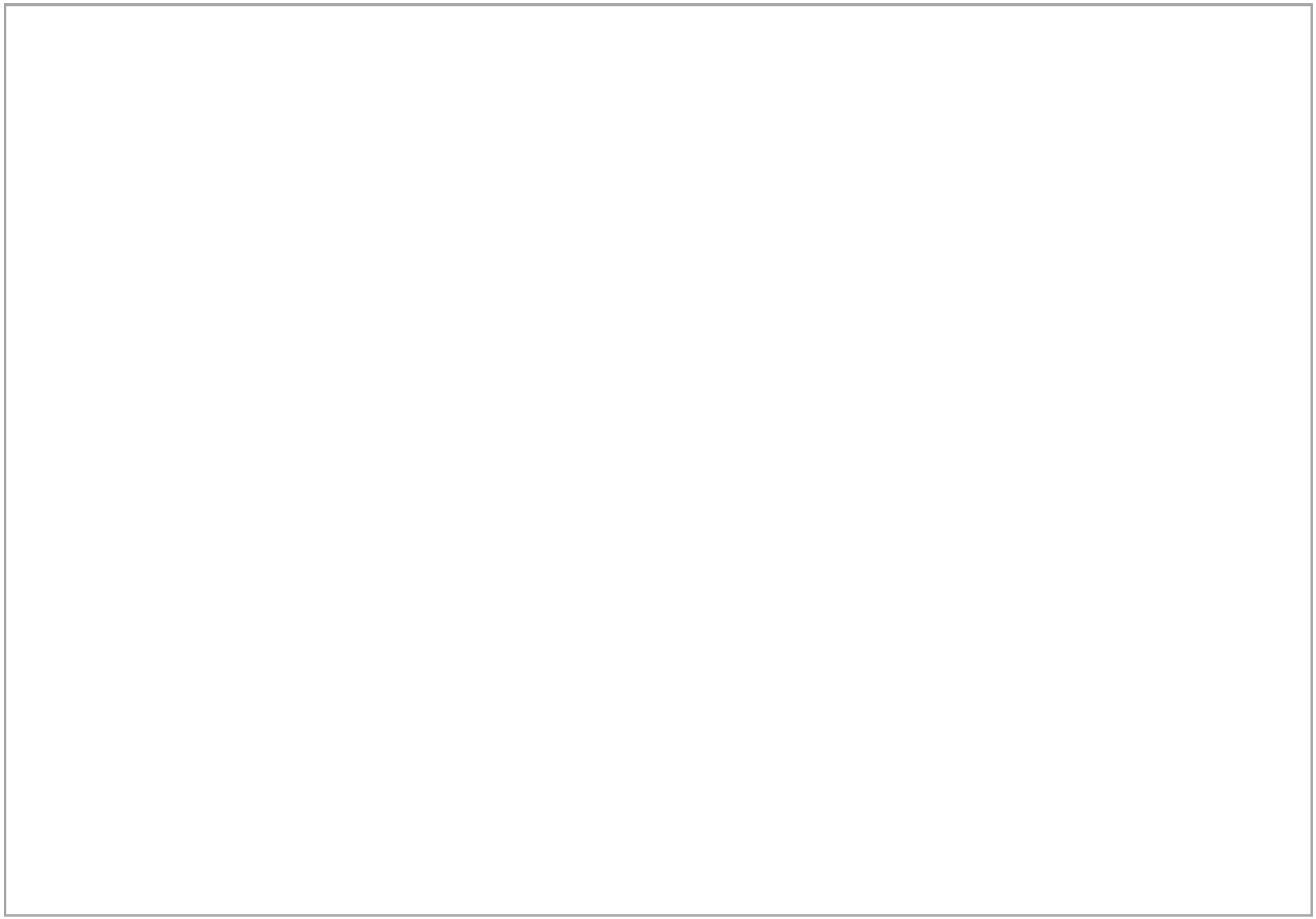
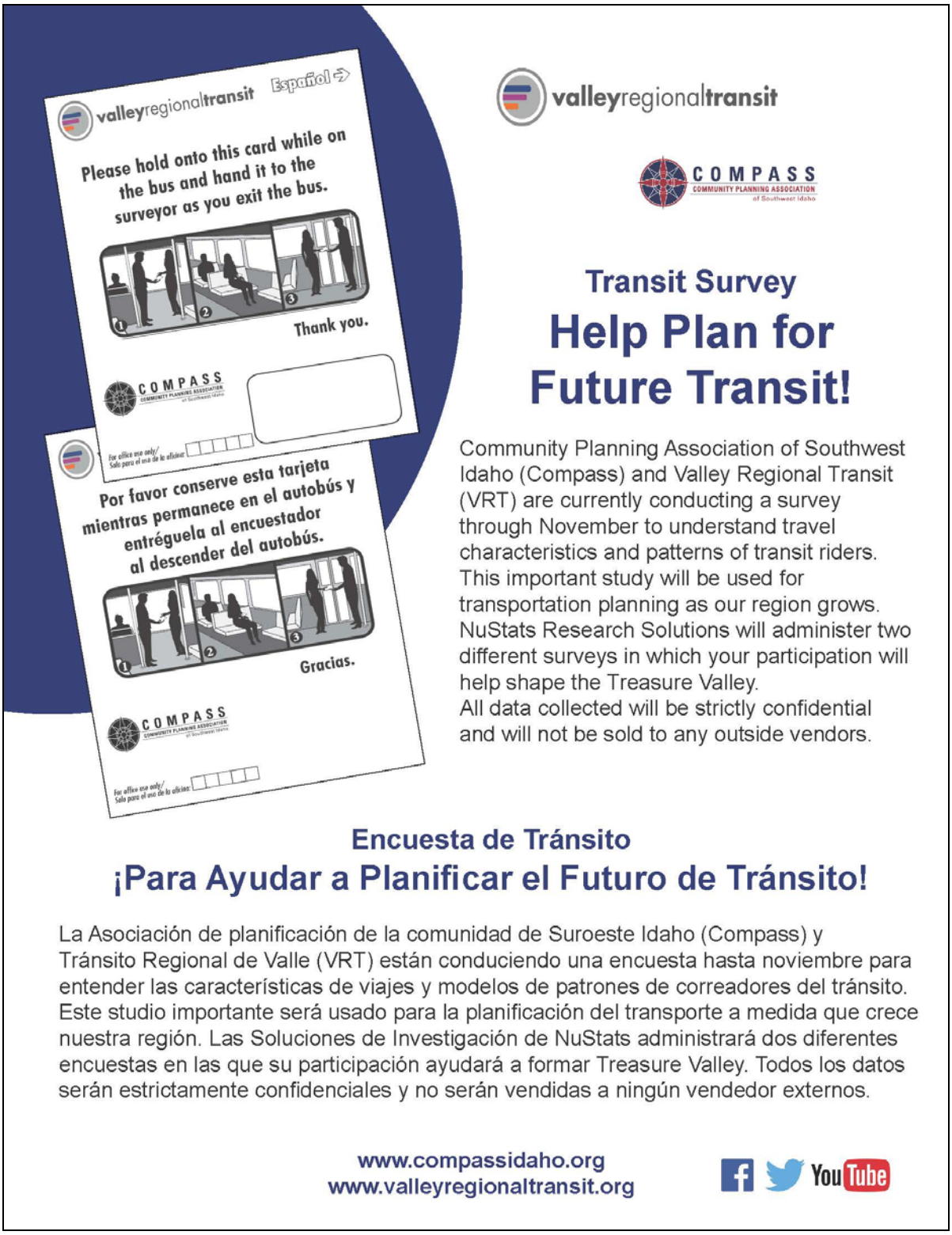


Figure 31: Destination Mode Bike



Appendix A: Survey Flier

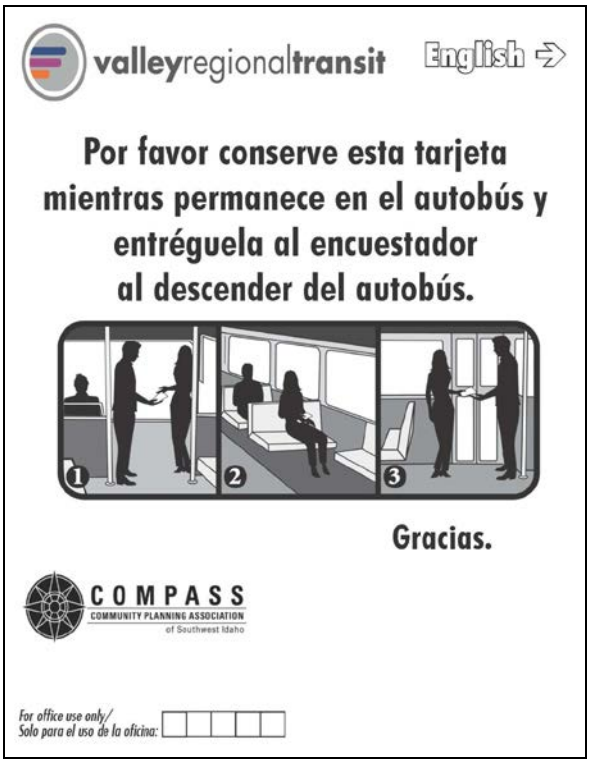
Figure 32: Survey Flier



Appendix B: Boarding & Alighting - Survey Card

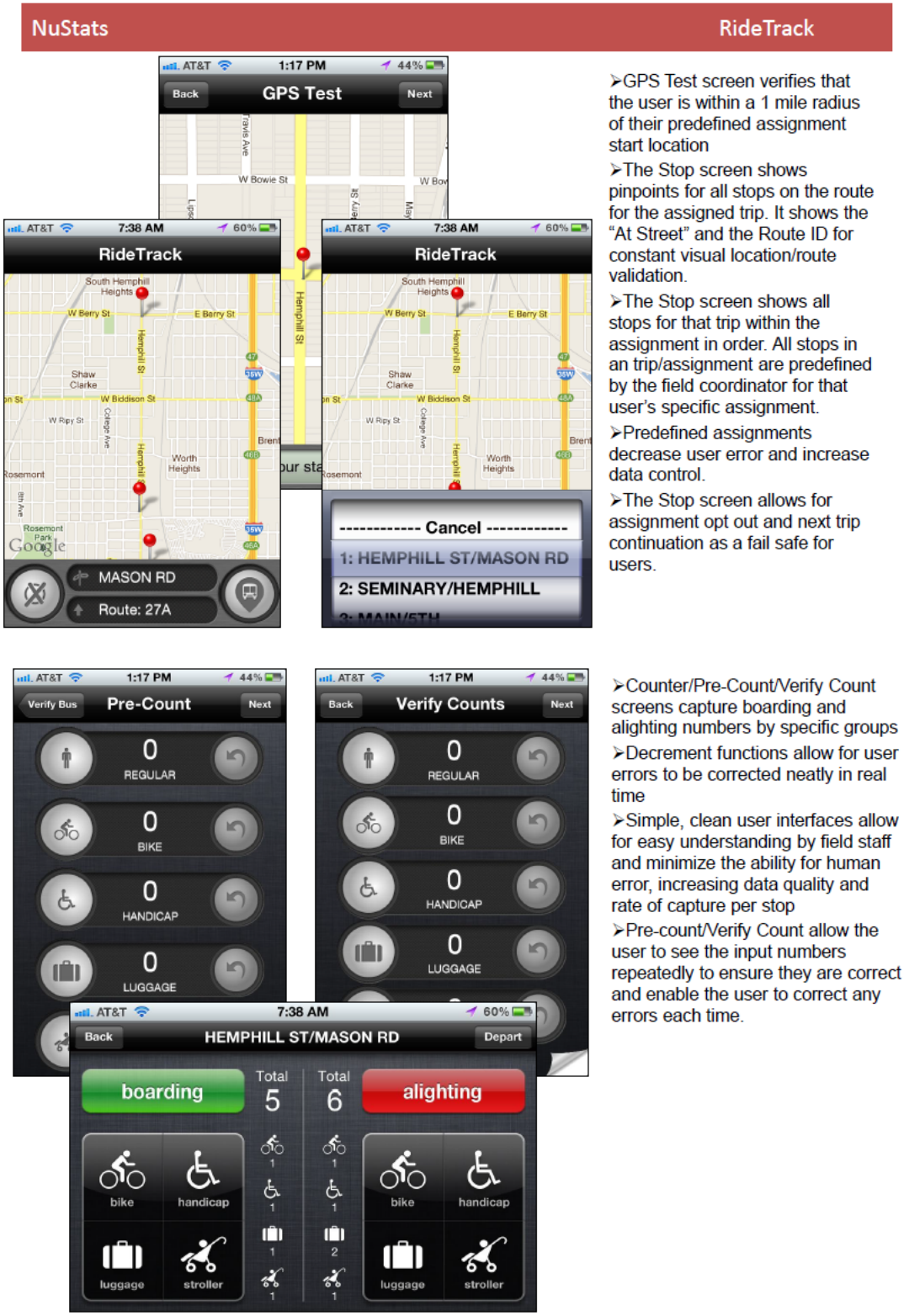
Figure 33: English Boarding & Alighting Survey Instrument

Figure 34: Spanish Boarding & Alighting Survey Instrument



Appendix C: Boarding & Alighting - RideTrack Application

Figure 35: RideTrack Application

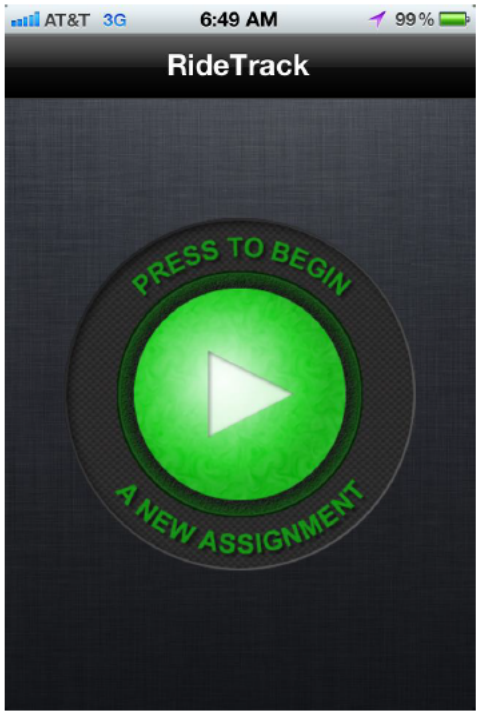


- GPS Test screen verifies that the user is within a 1 mile radius of their predefined assignment start location
- The Stop screen shows pinpoints for all stops on the route for the assigned trip. It shows the "At Street" and the Route ID for constant visual location/route validation.
- The Stop screen shows all stops for that trip within the assignment in order. All stops in an trip/assignment are predefined by the field coordinator for that user's specific assignment.
- Predefined assignments decrease user error and increase data control.
- The Stop screen allows for assignment opt out and next trip continuation as a fail safe for users.

- Counter/Pre-Count/Verify Count screens capture boarding and alighting numbers by specific groups
- Decrement functions allow for user errors to be corrected neatly in real time
- Simple, clean user interfaces allow for easy understanding by field staff and minimize the ability for human error, increasing data quality and rate of capture per stop
- Pre-count/Verify Count allow the user to see the input numbers repeatedly to ensure they are correct and enable the user to correct any errors each time.

Figure 36: RideTrack Application (Continued)

NuStats RideTrack



- By using the client provided data to download into the unit itself, each assignment is matched up by route, block, trip, direction, and pattern.
- When the counter enters this information from their assignment sheet, they are able to access a list of all stops belonging to the route, block, trip direction, and pattern.
- These assignments are created by field staff using the run-cut files and uploaded to the website to be placed in the devices.
- The assignments are uploaded into the unit by the field coordinator while in field.
- The field coordinator links the device to their laptop with Microsoft active sync. The field coordinator has the project website open, goes into the device, and selects the upload assignments form web.
- This allows counters to simply select their assignment on the device and not enter the entire run and block information every time they start a trip.
- The assignments link to the run-cuts with the stop files by route, block, trip, direction, and pattern.
- The ability to upload assignments into the devices minimizes user error such as entering the wrong assignment info resulting in faulty data.

Appendix D: On-Board - TransiTap Application

Selected screens from the On-Board survey application can be found in this section.

Figure 37 displays an example of the screen for boarding or alighting location data collection. As shown, stop names are pre-geocoded and pre-loaded into the tablet based on the surveyor's assignment.

Figure 37: On-Board Boarding or Alighting Screen

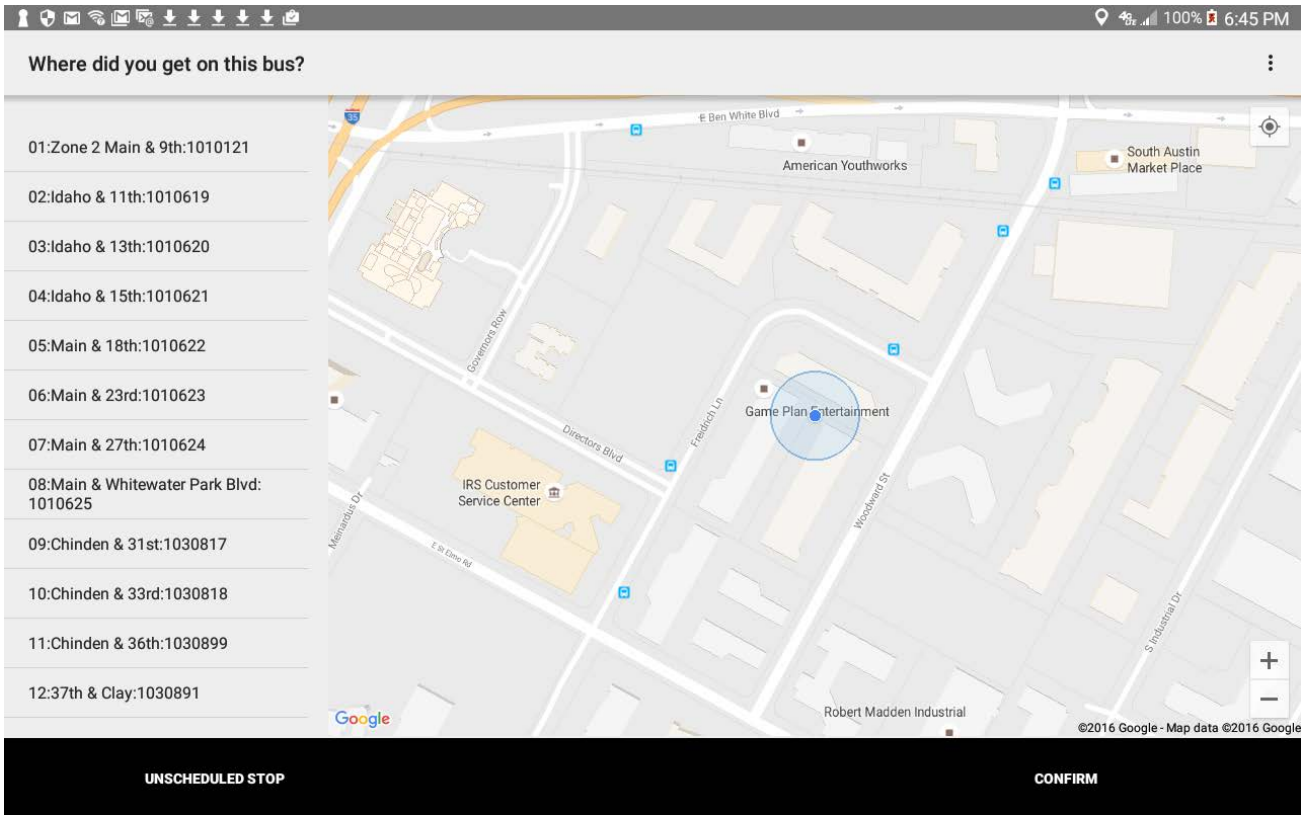
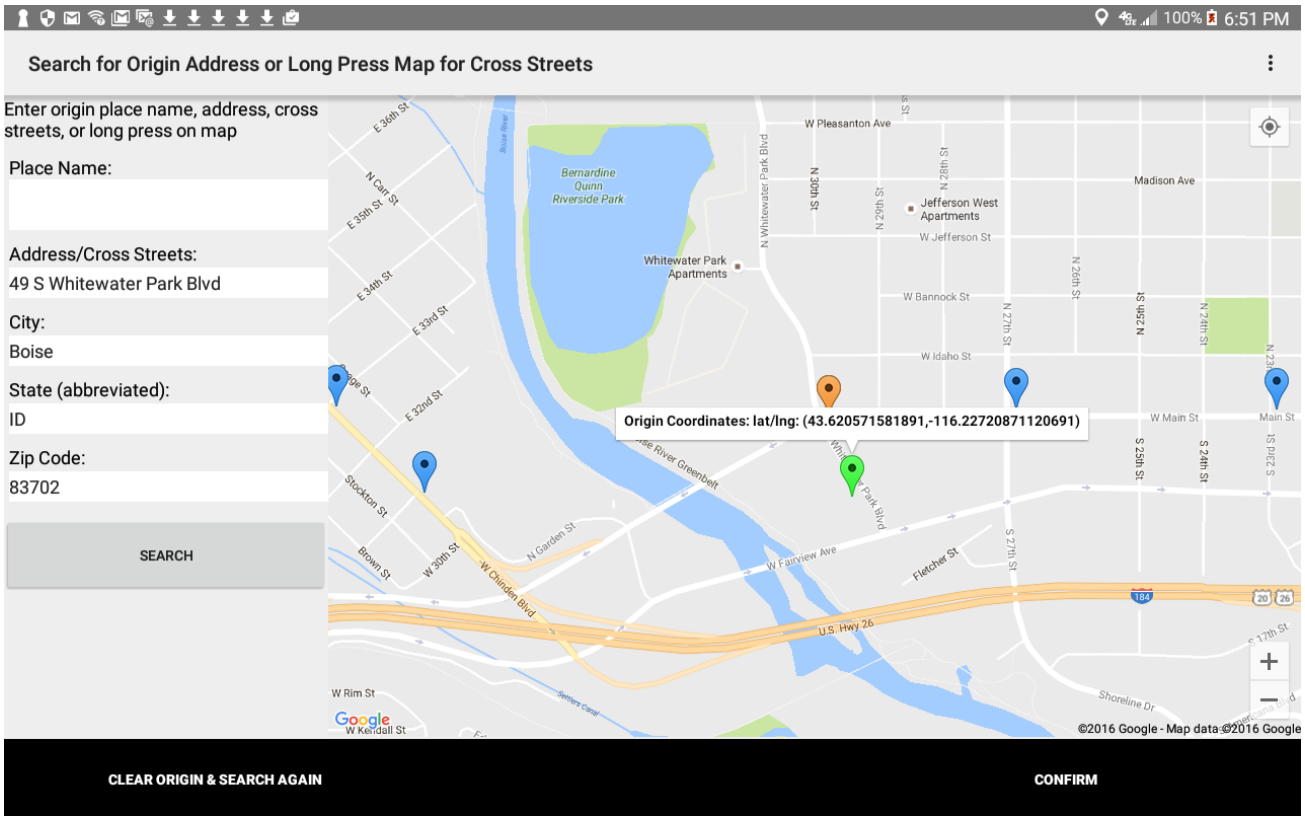


Figure 38 displays an example of the screen for origin or destination location data collection. Place name, address, city, state, and zip code were all included as entry fields. Origin and destination were geocoded based on entered location information or by pressing on the map at the correct location.

Figure 38: On-Board Origin or Destination Screen



Appendix E: Comments

Table 10: Comments (Open-Ended Response)

COMMENTS
28 BUS NEED TO STOP CLOSER TO MAPLE GROVE AND OVERLAND FOR CWI
28 TO GO TO COLE AND VICTORY, HAS TO WALK HALF MILE TO GET THERE
A BETTER SCHEDULE FOR ROUTE 18 FOR WORKING PEOPLE CONCRETE PAD AT BUS STOP AT HARRIS RANCH
A FEW ROUTES THAT SEEM TO DUPLICATE.
A YEARLY PASS DOESN'T SAVE ANY MONEY THAN JUST PURCHASING DAILY. WOULD LIKE IF BUS RAN LATER FOR EVENING ACTIVITIES.
ADD AN APP FOR BUS TRACKER
ALL ROUTES SHOULD RUN UNTIL 10 PM ROUTE 9 SHOULD RUN MORE FREQUENTLY IN THE EVENING TO AVOID ALWAYS BEING LATE.
ALWAYS CLEAN.
APP NOT ALWAYS ACCURATE ON CURRENT ARRIVAL TIME
APPRECIATE BUS SYSTEM. INTERVIEW NON RIDERS TO DETERMINE WHY THEY DON'T RIDE. ADVERTISE. ADD WEEKEND SERVICE. APPRECIATE LATER SERVICE ON SOME
APPRECIATE EXTENDED HOURS. DO SAME TO MORE ROUTES PLEASE. WHAT ARE PLANS AFTER NEW CENTER COMPLETE?
APPRECIATE ON TIME SERVICE. AND HOLDING WHEN NEEDED. ADD TO 29 ROUTE AFTERNOONS
APPRECIATES ROUTE 9 GOING LATER AT NIGHT
BE ON TIME MORE BUSES RUN LATER
BETTER BUS CONNECTIONS, BETTER TIMING.
BIGGER PUBLIC TRANSPORTATION SYSTEM.
BIKE RACK AT STOP EARLIER RUN TO MAKE IT TO WORK AT 7 BETTER COMMUNICATION ABOUT ROUTES AND CHANGES
BOUND BOOKLET OF BUS ROUTES AND COLOR MAPS
BUS 28 EVERY HALF HOUR PLEASE. FREE APP TO SHOW BUS DELAYS, CHANGES, ETC
BUS DID NOT STOP ONE TIME. MAYBE DIDN'T SEE HER.
BUS FROM DOWNTOWN. TO OVERLAND AND COLE FOR $1
BUS IS LATE MOST OF THE TIME, WHICH SO ETI ES. AKES HIM MISS TRANSFERS.
BUS IS MEETING NEEDS
BUS IS SOMETIMES LATE. BUT CONVENIENT.
BUS NEEDED STRAPS ON UPPER HANDLE.
BUS NEEDS TO COME EVERY HALF HOUR.
BUS NEEDS TO RUN LATER.
BUS NEEDS TO RUN LONGER.
BUS ON ROUTE 5 WAS LATE TODAY
BUS RUN LATER ON R2. WEEKEND SERVICE.
BUS SERVICE WORKS WELL FOR MY NEEDS
BUS SHOULD RUN EVERY 30 MINUTES. MORE ROUTES. RT. 1 IS BUSY AND SHOULD GO LATER I THE EVENING.
BUS SYSTEM NEEDS MORE MONEY TO IMPROVE SERVICE.

BUS TO COME MORE FREQUENTLY, EVERY HALF HOUR.
BUSES ARE GREAT CONNECTING ROUTES LATER IN EVENING
BUSES ON SUNDAYS AND ALL ROUTES RUN UNTIL 11PM
BUSES SHOULD COME MORE CONTINUOUSLY THROUGH THE DAY, EVERY 30 MINUTES
BUSSES SHOULD RUN UNTIL AT LEAST 9
BUSSES TO MERIDIAN
CHANGE ROUTE 29 TO LEAVE ALL EARLIER IN THE MORNING 615
COFFEE BAR ON BUS. R 2 TO RUN LATER IN THE EVENING.
CONNECTION FROM DOWNTOWN TO BOISE STATE UNIVERSITY IS A MESS, NEEDS IMPROVEMENT
CONSISTENT DRIVER ON ROUTE 18.
CONSISTENT DRIVERS FOR ROUTE 18 MORE ROUTES DURING THE DAY MOVE STOP WHERE IT DOES NOT BLOCK TRAFFIC COVERED US STOP AT HARRIS RANCH
CONVINCE THEM FOR WHERE I LIVE
COULD USE MORE FREQUENT SERVICE AND LATER THRU GARDEN CITY
COVERS AT THE BUS STOP EASTBOUND OVERLAND BUS AT CURTIS
DOING A GREAT JOB, RELIABLE AND SAFE!
DRIVER IS AWESOME, HELPFUL
DRIVERS ARE SO KIND AND HELPFUL. SHE REALLY APPRECIATES THE BUS SYSTEM
DRIVERS FRIENDLY AND INFORMATIVE. MORE FREQUENT BUSES.
EARLIER AND LATER RUNS AND GREATER FREQUENCY. MORE ADVERTISING
EARLIER AND LATER SERVICE, MORE FREQUENT, SUNDAY SERVICE PLEASE
EARLY AND LATER HOURS. ALSO EARLY AND LATER HOURS ON WEEKEND.
ENJOYS BUS DRIVER CANDY. R2 NEEDS TO RUN LATER.
EVENING BUSES ESP FOR BOISE STATE UNIVERSITY. .SUNDAY WOULD BE NICE
EVERY HALF HOUR SERVICE. ROUTE 42 ESP. ALSO RT2.
EXCITED ABOUT NEW TRANSFER STATION. GREAT SERVICE. HAPPY FOR EXTENDED HOURS ON ROUTE 2
EXPAND SERVICE TO MERIDIAN AND EAGLE. EXTEND HOURS AND RUN 7 DAYS A WEEK.
EXPANSION OF 7 GREAT. GO 7 DAYS AND INTO EVES. 8X, 5, 14, 29 ALSO.
EXTEND APP TO ALL ROUTES TO MONITOR BUSES FOR CONNECTIONS. PLEASED TO HAVE BUS SYSTEM.
EXTEND BUS HOURS ON BROADWAY ROUT.
EXTEND FAIRVIEW BEYOND MILWAUKEE. MAYBE TO MERIDIAN
EXTEND HOURS AT BROADWAY THE #2
EXTEND HOURS ON BROADWAY
EXTEND SATURDAY ROUTES PAST 5. PRETTY GOOD DRIVERS. VERY HELPFUL WITH QUESTIONS
EXTEND THE ROUTE TIMES FOR THE 3 AND THE 29 LIKE THE 7 AND 9
EXTENDED HOURS
EXTENDED HOURS DURING THE WEEK. WOULD RIDE IF SERVICE WAS ON SATURDAY AND SUNDAY. MORE COVERED BUS STOPS.
EXTENDED SATURDAY SERVICE
EXTENDED SERVICE
FAIR RATES FOR DISABLED. BUSSES SHOULD GO FURTHER DISTANCES AND HAVE MORE ACCESSIBLE STOPS IN THE CITY
FAIRLY ON TIME

FEELS ODD TO RIDE OUTBOUND AND BACK INBOUND TO HIS STOP AT 41ST AND CHINDEN
GET TO KUNA LATER INTO THE EVENING
GETS HIM AROUND
GETS HIM WHERE HE NEEDS TO GO
GLAD IT RUNS LATER IN THE NIGHT, WISH IT RAN ON SUNDAY
GLAD THAT NEW LATE EVENING SCHEDULE FOR STATE AT ROUTE
GO LATER IN THE DAY
GO TO MERIDIAN VILLAGE WITHOUT TO MANY TRANSFERS.
GOES WHERE HE NEEDS TO GO.
GOOD
GOOD DRIVERS. GOOD SYSTEM. WORKS FOR ME. LATER HOURS FOR OTHERS
GOOD DRIVING
GOOD SERVICE
GRATEFUL FOR BUS SERVICE
GREAT BUS DRIVERS ON 9, JOHN AND KELLY. THE WORST IS MADONNA
GREAT DRIVERS. COMPLEX SYSTEM. SLOW AND HARD TO GET AROUND. TAKES 3 BUSES TO GET TO WORK. IF ONE IS LATE MISS THE NEXT AND MAKES FOR VERY LONG TRIP
GREAT SERVICE.
HAD A PROBLEM WITH THE DRIVERS ATTITUDE. WHILE NEEDING MORE TIME TO GET TO THE BUS BECAUSE OF BROKEN LEG.
HALF HOUR SERVICE AM AND PM AND LATER SERVICE. ESPECIALLY BUS 3 AND 7
HALF HOUR SERVICE PLEASE
HAVE ALL RUN EARLIER AND LATER. ESP ON WEEKENDS
HAVE SENT NUMEROUS SUGGESTIONS BUT NO RESULTS. OFTEN LATE SERVICE. DIFFERENT DRIVERS FREQUENTLY RESULTING IN SLOWER TRAVEL.
HE LIKES ROUTE 9 AND THE NEW LATER HOURS
HE LIKES THAT THERE ARE SOME ROUTES THAT RUN LATER IN THE EVENING.
HE LIKES THE SHUTTLE ON ROUTE 18, WISHES ROUTE 18 WOULD RUN MORE FREQUENTLY
HE LOVES THE BUS SYSTEM
HE USES THIS ROUTE A LOT FOR HIKING
HELPFUL GETTING HIM AROUND
I DID ENJOY RIDING THIS BUS
I LIKE THE SERVICE.
IF SOMEONE IS HANDICAPPED TAKE THERE WORD FOR IT DO NOT QUESTION OR MAKE SCENE.
IMPROVE STOP ARRIVAL TIMES, OR CHANGE THE BUS SCHEDULES ACCORDING TO RECENT DELAYS. MAYBE ALSO WORK ON AN APP FOR SMARTPHONES IF POSSIBLE.
INCLUDE TRANSFER IN FAIR. LATER ROUTES.
IT IS AWESOME
IT'S REALLY HELPFUL!
KEEP UP THE GREAT WORK
KEEP. ROUTE 7A ON THE SAME SCHEDULE.
LATER BUSES DURING THE WEEK FOR LATE BIBLE STUDY.
LATER BUSES ON 6, 3 AND 5. MORE FREQUENCY ON 6
LATER BUSES. HAVE THE 44 RUN MORE OFTEN.

LATER HOURS
LATER HOURS
LATER HOURS AND MORE SATURDAY SERVICE
LATER ROUTE AND MORE BUSES. WOULD USE THE BUS MORE IF IT WAS ON SCHEDULE MORE OFTEN.
LATER ROUTES
LATER ROUTES ARE VERY USEFUL. APPRECIATE THE CURRENT ONES. ADD MORE. MORE EXPRESS ROUTES. LATER THRU GARDEN CITY.
LATER ROUTES WOULD BE HELPFUL
LATER SERVICE
LATER SERVICE, MORE SERVICE ON SATURDAY, SUNDAY SERVICE
LEAVE THE DRIVING TO US
LIKES BUS SERVICE.
LIKES THAT THE 7 IS SPLIT
LIKES THE BUS.
LIKES THE EXTENDED HOURS
LIKES THE ROUTE 9 EXTENSION. AIRPORT BUS ROUTE 3 SHOULD HA E EXPANDED HOURS. LARGE EMPLOYERS SHOULD HAVE MORE ACCOMMODATING STOPS A D HOURS.
LONGER BUS HOURS EARLIER START TIMES SOME ROUTES SHOULD RUN EVERY 20 MINUTES
LONGER HOURS AND MORE FREQUENT
LONGER RUNNING SATURDAY ROUTES
LOVE THE BUSES
LOVE THE EXTENDED WEEKDAY HOURS, WOULD LOVE BETTER COVERAGE ON WEEKENDS
LOVES ROUTE 3
MAKE ALL ROUTES RUN. LATER
MAKE MONTHLY BUS PASSES CHEAPER FOR REPEAT BUS RIDERS.
MAKES IT EASY TO GET TO SCHOOL
MID DAY SERVICE
MISSED TRANSFERS DUE TO PARK CENTER BUS REGULARLY. DING LATE
MORE BENCHES AT STOP. EVENING SCHEDULE FOR R2 AND R3.
MORE BUS SERVICE AVAILABLE IN THE LATE PM
MORE BUS SERVICE IN MERIDIAN BUT NOT TOO MANY
MORE BUS SHELTERS
MORE BUSES CITY TO CITY
MORE BUSES IN GENERAL PLEASE AND MORE ON FAIRVIEW SPECIFICALLY
MORE BUSSES O SATURDAY
MORE FREQUENCY
MORE FREQUENT
MORE FREQUENT AND LATE EVENING SERVICE. ROUTES THAT ARE MORE DIRECT. BUS STOP DOESN'T HAVE A BENCH OR SHELTER. EXPAND TRANSIT STATION CAPACITY AND CREATE AN ENCLOSED CLIMATE CONTROLLED PLACE FOR PASSENGERS TO WAIT FOR THE BUS.
MORE FREQUENT BUSES
MORE FREQUENT BUSES. STUCK AT WORK IF HAVE TO STAY LATE!
MORE FREQUENT ON SATURDAYS

MORE FREQUENT ROUTE 14
MORE FREQUENT ROUTES AND LATER IN THE EVENING
MORE FREQUENT ROUTES ON ROUTE 2 AND 3
MORE FREQUENT ROUTES OUTSIDE OF DOWNTOWN
MORE FREQUENT ROUTES MORE SHELTERS
MORE FREQUENT RUNS
MORE FREQUENT RUNS FOR BUS #1. BOISE STATE UNIVERSITY FACULTY AND STUDENTS HAVE VARIED SCHEDULES. ALSO LATER FOR LATE CLASSES
MORE FREQUENT SERVICE
MORE FREQUENT SERVICE TIL 10AM. TENDS TO BE LATE IN THE A M
MORE FREQUENT TRIPS ON ROUTE 14 I THE AFTERNOON
MORE OFTEN RUN TIME
MORE ROUTES TO CWI
MORE SATURDAY SERVICE
MORE SERVICE ESP LATER THRU GARDEN CITY. ADD BUS STOP ON BROADWAY SOUTH OF INTERSTATE84. ALSO SATURDAY SERVICE.
MORE SERVICE LATER IN THE EVENING AND ON SUNDAY AND SOME ORE SHUTTLE SERVICE
MORE SERVICE ON SATURDAYS AND SUNDAYS. LATER EVENING SCHEDULES
MORE SERVICE TO AND AROUND MERIDIAN. GREAT DRIVERS. VERY HELPFUL
MOST OF THE DRIVERS ARE PRETTY GOOD
NANCY LAURITA
NEED ALL DRIVERS TO CALL OUT STOPS! SUNDAY SERVICE WOULD BE NICE.
NEED BUS SHELTER AT EVERY STOP. LATER TIMES 7 DAYS A WEEK. RUN LONGER AND HOLIDAYS. SPECIAL BUSES TO EVENTS AFTER HOURS. PEOPLE NEED TO RESPECT OTHERS WITHOUT BEING LOUD ON CELL PHONES. RELIES ON BUS FOR DAILY ACTIVITIES. THE BUS HOURS LIMIT AFTER WORK AC
NEED BUS STOP FROM NORTHVEIW AND COLE THAT GOES TO THE MALL. ENJOY BUS SYSTEM.
NEED BUS TO RUN LATER ON SATURDAY. BUS IS LATE RECENTLY MAYBE BECAUSE OF TRAFFIC. DURING WINTER GLOWED SNOW BLOCK THE WAY TO GET ON THE BUS. CAME FROM UTAH AND THE BUS RAN EVERY 15 MINUTES. NEED MORE COVERED STOPS.
NEED EARLIER SAT SERVICE
NEED LATER 28 BUS AND EVERY HALF HOUR. SOMETIMES MISS TRANSFER AT MALL. APPRECIATE ADDED SERVICES THUS FAR
NEED LATER BUSES. MORE DAYS A WEEK SATURDAY AND SUNDAY. WORK WEEKENDS SHIFTS SOMETIMES AND WOULD LIKE TO USE BUS.
NEED LATER HOURS
NEED LATER ROUTES ESP BWAY, VISTA, CHINDEN AND MORE. FLEX BUS VERY HANDY. HOW BUT BUS TO EMMETT.
NEED LATER ROUTES FOR BUSES 29 AND 5 DUE TO LATER CLASSES AND EVERY HALF HOUR WOULD BE HELPFUL. ENJOY RIDING BUS. THANKS.
NEED LOTS MORE BUSES, LATER SERVICES
NEED MORE BENCHES AND RAIN SHELTERS. GLAD THAT THERE ARE MORE LATE EVENING SCHEDULES
NEED NIGHT AND WEEKEND SERVICE
NEED OTHER ROUTE TO CONNECT TO R9 THAT RUNS LATER. NEEDS A ROUTE TO RUN TO MERIDIAN AT THE VILLAGE.
NEED PUBLIC WIFI. MORE SERVICE, LATER HOURS.
NEED SHELTERED BUS STOP AND MORE FREQUENT BUS SERVICE
NEED SUNDAY SERVICE ON 7A. WORK DOWNTOWN

NEED TO EXTEND ROUTES, AND GO FARTHER DOWN FAIRVIEW.
NEEDS STOP AT 11TH AND MAIN. LIKES 7A RUNS LATER FOR HIS WORK HOURS
NEEDS THE BUS TO RUN ON SUNDAYS AND LATER INTO THE EVENING
NEEDS TO RUN LATER
NEVER HAD A PROBLEM WITH THE SYSTEM
NEW DRIVER ON 9 LEFT ME AT STOP. RUDE. POOR SERVICE
NEW DRIVERS LOOSEN UP!
NICE IF IT RAN PAST 6PM.
NICE IF US RAN LATER AND ON THE WEEKEND. UNTIL 10PM OR LATER.
ON TUESDAY AND THURSDAY ROUTE 40 ARIVES TO LATE TO CATCH CONNECTION ON ROUTE 14.
OTHER ROUTES RUNNING LATER
OTHER ROUTES SHOULD RUN LATE LIKE R9.
OVERALL. LIKE THE BUS, BUT WOULD LIKE TO SEE THE ROOSEVELT ROUTE ON SAT.
OVERCROWDED AT TIMES (ROUTE 10) MAYBE SCHEDULE EVERY HALF HOUR. SCARY TRAFFIC AT MALL AROUND HOLIDAYS. HAVE BUS TO AND AROUND MERIDIAN. VALLEY RIDE APP TO INFORM OF LATE OR OTHER NON NORMAL OPERATION
PARTICIPANT WAS COMING FROM HOME NOT SCHOOL, WAS GOING TO SCHOOL
PEAK HOURS ALL DAY, MORE FREQUENT BUSES
PEOPLE THAT RIDE THE BUS ARE NICE, LIVE ACTION BUS SCHEDULES AND TIME EXTENSIONS WOULD BE NICE ALSO FOR THE LATE ROUTES
PLEASE RUN LATER AND ON SUNDAYS
PUBLICIZE TO GET MORE RIDERS AND EXPAND SERVICES
R16 AND R17 SHOULD RUN ON SATURDAYS AND EVENINGS.
REALLY APPRECIATE THE BUS RIDES. GOOD DRIVERS. BEEN DRIVING FOR 8 YEARS.
REINSTATE 11TH AND MAIN. WORKER FRIENDLY
RESTRUCTURE SOME ROUTES THAT ARE INDIRECT TO DESTINATION
REVALUATION ON OVERLAND ROUTE ,EXTENDED TO OVER NIGHT FOR STUDENTS, MORE BUSES ON NIGHT AND WEEKENDS
RIDES BUS ONLY WHEN HE DOES NOT HAVE A RIDE
ROUGH RIDE. WOULD LIKE LARGER BUS. MORE FREQUENTLY.
ROUTE 11 SHOULD RUN LATER IN THE DAY
ROUTE 18 SHOULD RUN MORE OFTEN AND ON WEEKENDS.
ROUTE 2 SHOULD RUN EARLIER IN THE MORNING
ROUTE 2 SHOULD RUN LATER
ROUTE 7 SHOULD LEAVE THE MALL AT 9:15PM FOR THE PEOPLE COMING OUT OF THEIR DRUG COURT CLASSES AT 9PM
ROUTE 8X SHOULD AFTER 6, LATE EVENING ROUTES. LOVES WATCHING H THE BUS PORTAL ON HER PHONE TO SEE WHERE THE BUS I
ROUTES AFTER 7PM AND ON SUNDAYS WOULD BE NICE.
RUN ALL BUSES AFTER 6 PM. MORE SHELTERS.
RUN BUSES LATER. ESP EMERALD BUS.
RUN BUSES LATER. TIL 9
RUN INTER COUNTY BUSES MORE FREQUENTLY
RUN LATER
RUN LATER AT NIGHT

RUN LATER IN THE EVENING
RUN LATER INTO THE EVENINGS UNTIL 8-9PM
RUN LATER ROUTES IN EVENINGS
RUN LATER. MORE FREQUENTLY.
RUN MORE TIMES DURING B THE DAY MORE STOPS IN GENERAL EXPAND TO MERIDIAN
RUN ON SUNDAY
RUN ON SUNDAY
RUN ON SUNDAY AND ROUTE 4 ON SATURDAY
RUN ON SUNDAY.
RUN SEVEN DAYS A WEEK AND LATER HOURS.
RUN THE 11 BUS EARLIER AND LATER PLEASE.
RUN THE 2 BUS EVERY HALF HOUR. THEN OTHERS
RUN THE BUS UNTIL 8PM
RUN UNTIL 8 OR 9PM
RUN UNTIL 9PM FOR SCHOOL. WEEKEND TO INCLUDE SUNDAY. NICE TO HAVE COVERED SHELTERS AT BUS STOPS.
SATISFIED WITH SERVICE. HAPPY BUS RUNS LATER DURING THE WEEK.
SATURDAYS SERVICE PLEASE!
SERVICE BETTER LATELY. WAS LATE OFTEN. DISAPPOINTED IN RESPONSE TO PREVIOUS REQUESTS
SERVICE MONDAY THROUGH SUNDAY, WITH EARLIER AND LATER TIMES TO ACCOMMODATE WORK SCHEDULE.
SERVICE ON SUNDAYS
SHE LIKES THE BUS
SHE LIKES THE LATER BUS FOR SOCIAL OUTINGS
SHE WOULD LIKE SEE THE ROUTE 11 SHUTTLE RUN MORE FREQUENTLY AS SHE NEEDS IT TO GET HOME FROM WORK. ROUTE 10 SEEMS TO RUN LATE
SHE WOULD LIKE TO TAKE THE 8X IN THE MORNING GOING TO HER WORK, THE TIMING IS OFF FOR HER TO TAKE THE 8X.
SHELTERED BUS STOP.
SHOULD COMBINE ROUTS THAT TRAVEL THE SAME STREETS.
SHOULD RUN LATER. BUS ON SUNDAY
SOME OF THE BUS DRIVERS COULD BE NICER, OTHER THAN THAT LOVES BUS.
SOME ROUTES ON SUNDAYS
SOMETIMES BUS IS LATE
SOMETIMES WAITS PAST TIME BUS IS SCHEDULED TO LEAVE FOR1-2 MINUTES. THINKS BUS SHOULD LEAVE WHEN IT IS LISTED, ESPECIALLY DOWNTOWN.
STUDENTS AT BOISE STATE. NICE IF BUS RAN LATER ON SATURDAY AND EVERY HALF HOUR.
SUITS NEEDS
SUNDAY BUS SERVICE
SUNDAY SERVICE.
SYSTEM IS GOOD
THE 7A MAKES IT MUCH EASIER TO CATCH THE BUS NEAR HER HOME.
THE 8 SHOULD RUN LATER IN THE DAY
THE BUSES ARE A GOOD MEANS OF TRANSPORTATION FOR PEOPLE WHO DON'T DRIVE THE DRIVERS ARE VERY COURTEOUS
THE BUSSES SHOULD RUN MORE FREQUENTLY THROUGHOUT THE DAY
THE SIDEWALK AND STREETS DO NOT ROLL UP AFTER 6PM. NEED MORE EXTENDED HOURS BUS ROUTES.

THE SUPPORT OF THE DRIVERS IS MOST HELPFUL.
THERE SHOULD BE MORE EVENING ROUTES
THEY ARE DOING PRETTY WELL
THEY ARE MUCH CLEANER THAN SHE THOUGHT THEY WOULD BE. JACK THE DRIVER ON ROUTE 16 WAS VERY HELPFUL
THEY NEED TO BUILD UP THERE PUBLIC TRANSPORTATION
THINGS ARE GETTING BETTER
THIS BUS HAS BEEN HELPFUL UNTIL MY DR MOVED HER OFFICE TO EAST BOISE. GENERAL COMMENT. THE BOISE BUS SYSTEM NEEDS TO BE CHANGED SO YOU DON'T MISS YOUR BUS DOWNTOWN BECAUSE THE ARRIVAL TIME OF INITIAL BUS IS SAME AS OR 5 MIN LATER THAN DEPARTING BUS T
THIS ROUTE IS VERY
USE BUS EVERY DAY. VERY CONVENIENT. GOES EVERYWHERE I NEED.
USED PASS CARD WAS OVERCHARGED ONE DOLLAR
USED TO RIDE MANY YEARS AGO LIKES THE NEW SCHEDULE WITH THE BUSSES RUNNING LATER
USES BUS FOR WORK. NO ISSUES FOR NOW.
USES BUS INFREQUENT.
USES THE BUS FOR ALL HIS NEEDS
VALLEY RIDE IS REALLY CONVINCE THEM FOR SEVERAL EMPLOYEES IN OFFICE. IT SAVES SO MUCH. ONE AND GAS IN PARKING. GIVE DRIVERS MORE INFO WHEN CHANGING PICK UPS.
VERY PLEASED WITH SERVICE AND GREAT DRIVERS
VISITING FROM SEATTLE, THE BUS IS CLEAN AND NICE
VISITING FROM NEW YORK. FARES ARE VERY REASONABLE
WANT A SUNDAY ROUTE. GLAD THAT ROUTE 7 AND 9 SERVICE WAS EXTENDED TO LATER EVENINGS
WANTS 9X TO RUN LONGER
WANTS BUS ON SUNDAY HOLIDAY SERVICE LONGER HOURS EVERYDAY MORE ROUTES
WANTS BUS ON SUNDAY NAMPA CALDWELL SHOULD RUN ON SATURDAY
WANTS BUS TO RUN ON SUNDAYS
WANTS IT TO BE ON TIME
WANTS LONGER HOURS, MORE FREQUENT BUSSES
WANTS ROUTE 2 TO RUN LATER
WANTS SUNDAY SERVICE
WANTS THE BUS TO RUN EVERY 30 MIN ON SATURDAYS
WE WOULD LOVE ADDITIONAL ROUTES!
WEEKEND SERVICE PLEASE. ALSO E/W SERVICE ALONG FAIRVIEW
WEEKEND SERVICE WOULD BE NICE
WHAT WOULD BE COOL WOULD BE COMPUTERIZED AUDIO STREET NOTIFICATIONS
WHEN YOU ASK A DRIVER TO HOLD BUS, THEY SHOULD HOLD IT.
WHY NOT SAME VALUE BUS PASS ON BUS AS WINCO AND ALB. ERTSONS. EXTEND ROUTES LONGER DISTANCE AND EARLIER AND LATER
WISH ALL ROUTES RAN U TIL 9 PM. BUS ON SUNDAY
WISH SCHEDULE WAS EASIER TO READ
WISH THAT THE 8 AND 10 BUSES WOULD RUN LATER

WISH THE BUS SYSTEM RAN LONGER
WISH THE ROUTE 29 RAN LATER IN THE EVENING.
WISH THEY WERE ON TIME AND WOULD RUN MORE OFTEN
WORK TIL 7. LATER SERVICE PLEASE. ALSO LATER FROM BOISE STATE UNIVERSITY
WORKS FOR HIM
WORKS FOR HIS NEEDS
WORKS WELL FOR HER, DRIVERS ARE NICE
WORKS WELL FOR HIM, LIKES ROUTE 7 IS SPLIT
WOULD BE NICE IF BUS RAN ON SUNDAY. ENJOY BUS SERVICE OVERALL.
WOULD LIKE A CONSISTENT SCHEDULE THROUGHOUT THE DAY. BUS COULD WAIT FOR PEOPLE IF THEY SEE THEM.
WOULD LIKE A LATER RUNNING RT. 43. TO ACCOMMODATE SCHOOLS SCHEDULE.
WOULD LIKE A MORE SPECIFIC SCHEDULE WITH ALL STOPS. IS IT POSSIBLE TO GET EMAIL OF ALL STOPS. WYNNIEW@ME.COM
WOULD LIKE A STOP CLOSER TO HOME. BUS HAS A JERKING MOTION WILE DRIVING.
WOULD LIKE ANOTHER COMMUTER BUS ADD TO SYSTEM. TO BE ABLE TO DIFFERENT SHIFTS AT WORK.
WOULD LIKE IT TO RUN MORE OFTEN, LIKES THE BUS DRIVERS NOW
WOULD LIKE MORE ROUTES. AND RUN ON SUNDAYS. RT. 10 IS LATE OFTEN.
WOULD LIKE ROUTE 10 TO HAVE AN EARLIER SCHEDULE
WOULD LIKE SATURDAY SERVICE
WOULD LIKE SERVICE SUNDAY AND HOLIDAYS. 58 DAYS TRAPPED. SENIORS
WOULD LIKE SUNDAY SERVICE. LATER SERVICE. MORE FREQUENT BUSES
WOULD LIKE THE BUS TO RUN LATER ON SATURDAY AND ALSO THE RUN ON SUNDAYS.
WOULD LIKE TO HAVE A STOP CLOSER TO HOME
WOULD LIKE TO HAVE SERVICE ON CHINDEN BLVD. WOULD LIKE BUS SERVICE MORE FREQUENTLY. SERVICE LATER IN THE EVENING. WOULD LIKE SERVICE ON SUNDAY. PARK CENTER BUS NEEDS MORE PUNCTUALITY.
WOULD LIKE TO SEE MAPPED INFORMATION RESUMED FOR ONLINE VIEWING
WOULD LIKE TO SEE MORE FREQUENT BUS STOPS
WOULD REALLY LIKE SUNDAY AND LATER SERVICE
WOULD REALLY LIKE SUNDAY BUS SERVICE
WOULD USE THE BUS ON SUNDAY IF AVAILABLE
YOU GUYS ARE 20 TO 40 MINUTES LATE IN THE EVENING AND IT HAS BEEN 12 TO 20 DEGREES OUTSIDE. THIS IS WINTER, THAT'S RIDICULOUS. I MET A 14 YEAR OLD GIRL ON TUESDAY WHO NEEDED TO TAKE THE BUS AFTER A DENTIST APPOINTMENT AND YOU ALL WERE 45 MINUTES LATE. ALL