

# Appendix D: Onboard Written Comments

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## Appendix D Onboard Written Comments

### 19. What are your suggestions to improve the COLT services?

1. Loveland is growing. Would like to see bus company grow and expand routes to cut down on traffic in town and allow community's commute be less stressful.
2. Bigger bus.
3. We need bus service west of town!
4. Allow better music to be played on radio.
5. Make a bus stop every half hour.
6. Have more stops.
7. Earlier drop off.
8. Service on Sunday.
9. Need more various bus stops. Need more bus runs.
10. Use big bus every school morning.
11. Nice and clean; almost always on time; comfortable.
12. Have a better bus service.
13. I think it is fine how it is.
14. Work on Sundays. Make it only 50 cents.
15. Sense of humor.
16. none
17. have services 24/7
18. have it go more places
19. more frequent schedules  
raise fares  
2-way service
20. ?
21. Get additional buses on route when they are full, especially after high school gets out. Also, have more stops north of Orchards Shopping Center.
22. Put handicap lift in back door instead of front.
23. Location of ramp.
24. Som drivers get in other lane at stop at Boise & 34 and tell people it is too late to stop to get over who walk up.
25. Increase # of days running the service.
26. Extend hours -- possibly some service on Sundays. Physically and mentally challenged people should be accommodated as well as low income individuals (no car) and, of course, the elderly. It should run every 1/2 hour. Traffic is getting out of control.
27. I like the bus stops and where they are.
28. Nicer seats.
29. More stops, 2 buses at one time per route, goes later.
30. New buses; bigger buses in a.m. ride more bus routes. 1 hour transfers at ANY stop. Day pass -- good all day.
31. Change some routes.
32. Have nice bus drivers.
33. Go more places.

34. Better clean-up of stops.  
More stops - closer to clinics.
35. Extend service one hour (to 7:38 p.m.)!
36. More routes
37. Make sure to keep Tango.
38. More buses. Eisenhower Blvd. east and west. Bus services to dog track.
39. Cost less for people like me, broke.
40. For mall service, run bus down rt. 34 directly instead of to McKee Medical. Use another bus for that.
41. Would like to see COLT run until 8 or 9 p.m.. Work Sat. & Sun.
42. My main concern is that the services provided by COLT not be abolished. I enjoy the price of commuting to work by bus. I enjoy the free time I have to read while riding the COLT. Finally, I enjoy the social interaction with other riders.
43. Bigger buses.
44. Have a lot more drivers like Denise.
45. Get more bus drivers like Denise.
46. Run longer at night. Sometimes I have late basketball practice and I don't have a ride home afterwards. I go to school in Fort Collins.
47. More stops/buses; service every 30 min.
48. Ensure Fox Trot is on time.
49. Put rain shelters around all the stops.
50. More routes to cover the city. Keep Tango.
51. Keep the bus system! Love the buses.
52. Don't discontinue Tango.
53. Have more buses run on the routes, like 2 or more like every 15 to 30 minutes.
54. Try getting shocks on bus for a less bumpy ride.
55. Make bus stops safer, especially the stop by Wal-Mart. Shouldn't be on a major throughway.  
More frequency in stops.
56. Reverse route service. Every half-hour service. Longer service in the evening.
57. Please don't cancel route.
58. Change top management.  
Give these terrific drivers 40 hours + benefits.  
They must live also, not just survive.  
Get rid of your "temporary service employees" new
59. Try to find the busiest place for people to ride. Try to make twice for an hour.
60. Have more places it goes to, like west of Loveland.
61. Having a bus going from 1st & Denver as well as the route you have now to W. Eisenhower past McKee Hospital, west on 29th to south on Taft. Having the bus go in the opposite direction in 30 min. compared to 1 1/2 hours. This would also leave more room for other riders.  
Have larger buses in the early morning and at school times.  
The buses frequently break down. Hire a new mechanic or purchase new buses.  
Have day pass that's good all day (2.00)
62. More routes  
More buses  
Later times
63. Bigger routes or maybe more

64. Could run a little later, esp. in the summer.
65. Give transfers at first paid
66. More expanded routes and maybe at some stops more than twice an hour.
67. Softer seats.
68. More stops
69. Buses go in opposite direction from 29th St.
70. New manager!! Yes, that means you!!
71. More stops at stores and things like that.
72. Just for fun.
73. Start service earlier a.m. 2 way service on routes (1/2 hour service).

## **20. What additional areas should be served by COLT?**

1. Out towards new fairgrounds. Out towards Johnson's Corner; Woodworth, Governor.
2. Loveland, Berthoud, Longmont
3. Taft to 57th; Erwin Middle School & out by the new fairgrounds.
4. Western Loveland
5. Like around house areas more.
6. By Thompson Valley.
7. Going more toward the west side of Loveland.
8. No lo se tengo viviendo solo 2 meses.
9. Downtown
10. Willson & 29 St; new fairground.
11. Don't take away!
12. Fort Collins
13. Thompson Valley areas
14. ?
15. ?
16. - north of Orchards Shopping Center  
- on Monroe would be good
17. Maybe Longmont 3 times per day?? especially if fast racks gets establish for LNG. Dnever someday. Also, one bus doing all routes late weekends. We would wait 3 hours but better than \$20+ for taxi.
18. Estes Park
19. More of Loveland.
20. 10th Street
21. Berthoud
22. From the far end of E. Eisenhower to W. Eisenhower -- a straight run since that is the main shopping district and entertainment.
23. Loveland
24. The new apartments by the outlet mall.
25. 1st & Denver; 1st & Taft
26. Over by Boe Decker and up toward Mt.
27. Ft. Collins
28. Columbine Medical Clinic; churches
29. North end after 37th on Garfield.

30. Would like to see an inner city route that ran every 1/2 hour and an outer city route that ran every hour.
31. Eisenhower. Single bus line across entire town.
32. Run a bus to Longmont, or extend Fox Trot to Longmont to connect with RTD.
33. I have a fixed route, I don't go anywhere else on COLT so I don't have any.
34. More service.
35. Outlet mall
36. Ft. Collins
37. Don't really know cause I get where I need to go with the routes as it is already.
38. Longmont
39. Longmont
40. Longmont
41. Longmont
42. S. Garfield
43. Everywhere. Transfort can do it. Why can't COLT?
44. Stop closer to work.
45. Longmont
46. The rest of Loveland. As of yet, it seems to have lots of areas that aren't serviced. Those are routes you should add without getting rid of the ones you got.
47. Fort Collins Downtown without transfers/connections.
48. Closer to Berthoud, closer to Ft. Collins.
49. 1st & Taft  
Opposite direction down 29th (west) and south on Taft.
50. Mostly everywhere
51. Maybe (specialized) routes people can call, get picked up and taken to destination.
52. Diane Drive
53. Longmont
54. 1st & Taft  
1st Denver
55. A skate park and back to Fox Trot.
56. School friends

**21. Please share any other comments:**

1. I think the bus service is very well needed and should continue.
2. The bus is fun and a good place to meet new people.
3. Great service!
4. Have someone that can run this bus service better.
5. none
6. ?
7. ?
8. Good service.
9. You're doing an excellent job. Keep it up. Friendly service! Great bus condition. Thanks for getting me to work. God bless!
10. COLT is very convenient.
11. Some drivers very rude.

12. I like the drivers. They are nice to everyone that comes on the bus.
13. A route that goes in the opposite direction as well as current route.
14. I like the Tango and Jitterbus.
15. I would like to thank all of the bus drivers for help with loading and unloading Alice Powell in her wheelchair and for their kindness. We couldn't get around without you!
16. Later evening service. Reverse route runs instead of loops.
17. I have been riding the COLT for over 2 years, and I find it very reliable to get where I need to be.
18. Routes too circuitous, not direct enough.
19. Make sure your drivers check the stops. I was skipped over once. I had to walk home that day.
20. Thank you for providing this service to the public and for asking for our opinions on COLT.
21. Buses should run later.
22. The bus is really good and helps me out a lot. I take the bus everywhere. I also have ridden it for 5-6 years and the best driver so far is Denise cause she makes people feel like people.
23. Nice bus drivers.
24. Denise is the greatest bus driver. She makes you feel welcome.
25. The drivers are really nice. This bus should stay in service.
26. Walking + riding and saving the environment and getting exercise.
27. This bus is a real lifesaver. Without it I wouldn't be able to get to work. I appreciate the service.
28. Very important.
29. Keep the outside of the buses cleaner.
30. I am 73 years old. I love riding the bus. I came from Iowa 3 1/2 years ago.  
All drivers are terrific. Very helpful-concerned.  
Keep up the wonderful service. Many times I just go for a ride.  
Hope you can read this -- very bumpy.
31. I think it is great to have bus service -- a great economical way to get around, especially for people who have no other transportation.
32. Better transfer. You state they are good for 1 hour, yet you only allow the transfer at the Safeway.
33. I'd like to see the 20 punch pass sold in the grocery stores.
34. Don't get rid of it -- it's very helpful.
35. Very satisfied with service.
36. Transfort is terrible. Never on time. Drivers can be very rude. Too many violent punk teens. Drivers never do anything about them when they threaten people or flash gang signs.
37. Denise is the best driver ever.
38. Please keep this bus. A lot of people depend on this bus and all the other buses, including me because I'm not able to drive yet.
39. Shocks on the buses, Tango. When there is a day the bus is not running put up signs.
40. The bus driver is very very good. I like him.