

Appendix A: Driver/Public Input



Cheyenne Transit Bus Drivers Meeting August 29, 2007

LSC staff met with the Cheyenne Transit bus drivers to obtain input on some of the issues with the existing transit service. Listed below are comments presented by the drivers concerning the transit service.

Comments About the Buses, Facilities, Logistics

- Outside mirrors interfere with the driver's vision especially while turning.
- Buses break down once in awhile. Minor maintenance issues exist.
- In bus no. 19, the mirror is convex, making it difficult for drivers to see passengers in the bus.
- Communication problems between buses exist.
- Radio frequencies interfere with the Big Box security radio system (should look into NEXTEL radios).
- Location of the bus stop at Kmart needs to change because it is in the way of the crosswalk and the cart pushers.
- Drivers felt that there was not enough time to go through the checklist before they started the route in the morning.

Fixed-Route Comments

- South route is too long, FLAGGING is slowing it down. Feeling like they are 'running hot' to get back on time. No time to relax before next pulse.
- Flagging is problem on all routes—especially on the south, east, and northeast routes, and sometimes on the west route, too.
- There is call for permanent stops by drivers as well as customers; they feel it is safer for the traffic following; flagging causes sudden stops and there have been many close calls for rear-ending; would help stay on schedule.
- Too confusing for the public to not have stops (some are not sure which direction the bus is going on major arterials).
- Loop routes need changing as there are some problems with them, mainly it takes too long to go to some destinations. However, they presently work given the budget constraints.

Curb-to-Curb Service Comments

- Customers like it a lot; however, there is acknowledgment that some are abusing it.
- The curb-to-curb service does not have any eligibility requirements.
- Schedules are too tight because there are so many callers.
- It does allow some people to get to work on time which the fixed route cannot provide (times of day).
- Will go on AF base where the fixed route cannot.
- Need better description of the place, house, or neighborhood the drivers are going in addition to the address, especially during late hours.

Other Comments

- Need more routes; split South route and maybe the Northeast route.
- Institute a 'drop bus' to alleviate pressure on some routes.
- Too many wheelchairs on the South route making it difficult to be on schedule.
- Both North routes are 'running hot' (running late); a shuttle service along Dell Range to serve the Mall, Big Boxes and business along Stillwater, Bluegrass, etc. would help.
- New Senior Center is generating more riders on the East and NE routes.
- Lowes and Kohls are destinations that are asked for a lot by riders.
- Should have a bus that goes to Wal-Mart which then heads to downtown.
- At the intersection of South Greeley and College, a lot of passengers get off and walk west. There are a lot of apartments there that need to be served.
- The drivers feel that with the present system, passengers spend too much time on the bus. Bidirectional routes would help passengers reduce the time spent on buses.
- On Saturday – going to the Business Center and highway department, especially when no one is up there, does not make sense. However, the theater is there and probably that is the reason for it being on the Saturday schedule.
- Bikes racks on buses are used a lot.
- One of the driver pointed out that there should be a safety zone for bus stops to make it easier to pull out of traffic and then back in.
- There are sight line issues in quite a few places. In downtown, one such place is the intersection of O'Neil and 7th Street.
- Would like to see more rules and have them enforced for bus patrons (cell phones, unruly patrons, too much flagging, and stop request abuse).
- How far will bus stops be apart? 1500 ft. to 2000 ft. in suburbs and large block areas, 400 ft. to 800 ft. in central grid areas.
- Make transfer slip simpler.
- Buses in the morning going from downtown to end of route are empty.

Riders' Comments

- Spend too much time on the bus.
- Seem to want designated stops.
- Want the bus to run earlier (5:00 a.m.) to COMEA to the Labor Ready store.
- Want routes to be bidirectional.
- Want the bus system to go more places.
- Want service later on Saturday.

Best Things About CTP as it Exists

- The best things about Cheyenne Transit System are: low fares and you can get almost anywhere in the city; transit reaches all groceries, schools (senior high and junior high), and supermarkets in town.