

Appendix D: Fixed-Route Comments



CHEYENNE ONBOARD SURVEY COMMENTS

- Bus should run at least until 10:00 pm.
- Glad that we have it.
- The streets in Cheyenne are terrible. The air conditioning doesn't work.
- Molton Road is in very bad shape. I call it "Kidney Stone Road."
- Some of the drivers drive TOO FAST. Safety and comfort should be more important than schedule. The windows clatter annoyingly.
- I would like to see the transit system expand.
- If the bus would run later than 6 pm, then that would be sweet.
- Extended Weekends? Set stops No!! stopping just anywhere. Buses for stop passengers only!
- Improve Melton Street.
- You need to run later every day. And run on Sundays and earlier on Saturday.
- Need to get bigger buses with more seats in them.
- The bus system needs to run 24/7 with runs covering 30 minute intervals instead of 1 hour. It should cover more of Cheyenne.
- I've never had any problems
- I have to leave my house 2 hours before I have to be at work and on the bus 45 minutes, to transfer.
- Love the bus to run on Sundays
- I would like to say if you could run at night. Cheyenne is starting to grow
- I think you need longer running times on weekdays and Saturday and you need to run on Sunday too. And maybe add to or widen your routes.
- I am extremely appreciative of the CTS. It is the main reason I moved to Cheyenne from NY I am impressed by the customer service of the drivers (90%). They treat me with good care. It would be great to have a bus that runs only from one end of Dell Range to the other so passengers can go from King super to the mall vs. having to go downtown. Please ban cell phone use by passengers except in emergencies.
- Bus needs to operate later
- West bus needs to go west not east and north
- Thank God for the bus system. (My employment depends on it). Drivers are never rude, always courteous and friendly
- Your buses are rattle traps. The drivers (with a couple exceptions) are rude, uncaring, dangerous drivers. Every day is an adventure, wondering if I'll get picked up or not. I have to get in the street, wave my arm like a crazed women, and even then sometimes the driver

nearly passes me. And of course when he does, he doesn't apologize or even hint at remorse. The hours of operation are horrible, not enough buses. Buses are filthy and disgusting.

- Bus should run Sundays. Curb to curb.
- It is important to me that the bus run later. I would like service until 10pm.
- The bus drivers are very helpful.
- You guys have pretty good service.
- Henry #1 driver. Kim is the best and friendliest driver.
- Bus does not run late enough for classes at the school.
- Please stay open later. Thank you.
- Would like a bus that goes to Capital Green Apartments on college.
- Bus does not run early enough.
- The bus should run until 8:00 pm. I need the bus to run on Sundays.
- I have/will help the drivers when needed with wheelchairs: tying and untying them
- Need CTP improvement.
- I love the workers. They are always pleasant to be around and really brighten up my day.
- The bus only comes once an hour, even if you only have a ten minute errand. It may take me 30 minutes one way the same distance, the other way is an hour and a half!
- Need to run more often.
- I appreciate everything with Mr. Bus.
- Need bus route on West College. East bus needs to be replaced, rides rough and has bad brakes.
- Fix air conditioning please. Frances is the best, a careful and caring driver.
- Need to start running later in the evening.
- Francis is a good driver.
- Please get buses for the LATE evening classes at LCCC. These are the classes that really get people jobs. Preferably with a PASS.
- They need to run on Sundays and every 30 minutes, not every hour. They also should run until 8pm, not 6 pm.
- Need a bus to go farther southwest for others who can't walk to the bus stop.
- Good service. Done me well when I had to use it.
- There should be later routes not everyone works 6am-6pm. Sometimes it only takes 30 minutes to get some place (depending on destination) to 2 hours, more frequency in routes would be better.

- They should have an all night bus and one that will take you to the Love, Rionard and Flying restaurant and Park area.
- Would like a bus that goes to Orchard Valley near the new houses and apartments.
- I love CTS!
- Sunday service would be great.
- Late night and Sunday service would be nice to have.
- Everything is A-OK.
- Drivers should keep cell phones turned off while driving until their designated break time.
- Twice when entering the bus and telling the driver that I am a senior, I have been verbally assaulted by male passengers for "being a free-loading senior" and being "a bum who rides for free." this is unacceptable, uncivilized behavior.
- Bus needs to run late! Website needs to be more informative.
- Operate the buses at a later hour. 9:00pm would be great, more than great! Other than that, awesome service! Thanks
- It would be nice if the bus went down West College so my mom and I wouldn't have to walk so far.