

Appendix E: Onboard Survey Comments



Onboard Survey Comments/New Services

General Comments

- Since my move to Helena from Butte HATS has been a nice ride to work. With cost of gas, and other considerations, this is a very convenient way of travel. All of our drivers, Al, Alice, Calvin, are great. Thanks.
- I would like to see HATS run on weekends
- Run on the weekends and later on nights
- I wish bus ran on weekends and went to the library. Hours should be later in summer.
- Provide three more buses
- Need shocks or struts: too bumpy
- It would be nice to have weekend Bus service. It would help a lot of people who work and just want to go somewhere
- Need to place schedules in different places
- More buses
- Fun trips for our family
- My first time was great,
- Germany, Munic
- Trolley start earlier
- Please publish schedules
- The bus should be cleaned more often
- I wish they ran on weekends
- Evening service, could be check print service, later evening service (especially summer and spring), bus dinners are appreciated
- Saturday service 10-5
- For me the \$16.00 for 20 rides is affordable, much more than this I could most probably pay. Don't want it to get too unreasonable, either, for folks on fixed incomes or barely making a living. I like to save my punches for a time when I am running low on funds. Your service is reliable for the most part during the morning, but the afternoons aren't so good because of the timing issue. If a set time could possibly be made that would be great.

- Occasional Saturday bus service, shopping stores, meet the bees place, know destination
- The buses could run from 9 am- 7 pm Monday- Friday and from 9 am- 4 pm on Saturday. I would also like the bus to stop at the McDonalds on Montana Ave/ 1st and then Murdoch's because I would go to McDonald's a lot. Thanks.
- Could we please start having weekend day service, at least at first on a trial basis? Thanks.
- All drivers have been very nice to me always, some even go out of their way to help when I go from Golden Triangle into town and need it. Thank you.
- The current service, either intentionally or not, is discriminatory toward the lowest income Helena Residents. There is no regularly scheduled service to housing projects and no curb-to-curb service within Stewart Homes. Perhaps if the drivers had uniforms of some sort, a more professional appearance might lead to more professional behavior. Drivers Bob and Mike, along with their passengers, would benefit from customer service training.
- Because I don't know how to drive and my husband leaves very early for work, your service helps get me to work. I would like to say every one of the drivers and Barb are great!
- Good job!
- Definitely should have weekend bus.
- Every driver that I know fairly well is great. Nice to be around. Al, Alice, and Clavin. Thanks Everyone
- Ale is a really nice bus driver
- There needs to be more night and weekend hours. You also should have check points on Euclid west of Last Chance Cretch.
- I think the bees service is great.
- Bus is wonderful to use for E. Helena! Please never stop; very helpful.
- My bus always gets me to work on time!
- Curb-to-Curb service really helps me.

Suggest new services	Total
6 Amkun to East Valley/ West Ft. Haniban	1
Add a few stops in town	1
adiguit	1
already goes there	1
Bus run on Saturday's	1
Bus Stops on warren st & 7th	1
Butte	1
Collen St	1
Don't Know	1
East Helena	2
East Valley Helena	2
Elielid Ave. / West Side	1
Evening and Weekend service	1
Everywhere	1
Helena/ West Side	1
I want it to run later in the evening	1
I would want more hours	1
IDK	1
It's doing fine	1
Library	1
more hours, more service	1
Mt Avenue & 6th Avenue and Euclid	1
N. Valley	3
none	2
North Valley	7
North Valley and Weekends	1
Not sure	1
Not sure where they do go	1
Present area to Bumble Bee & Medical Appts.	1
Regional Aeva and Weekenas	1
Reliable Checkpoint Service	1
same	2
Satisfied	1
To run on weekends	1
Town areas	1
Weekend Routes	1
Weekends (please)	1
West Helena	1
West Side and Recreation Station	1
West side and Sat-Sun service	1
West Valley	1