

Appendix H: Community Survey Comments



Comments from Community Questionnaire

- \$50.00 a month is expensive transportation - my auto is cheaper for all trips. I believe in community support for public transit if it is economical and efficient.
- A lot of employers want their employees to work nights and/or on weekends. Extended bus service would be great!
- A weekly schedule for the bus to go to Helena would be good for doctor appointments, etc.
- Again - We need the non-motorized plan put into action. There is money for bike lanes right now, the city just needs to make it a priority. We build parking garages for cars and they fill up. If you build bicycle lanes, people will use them. A non-motorized plan is good for the economy and health of the Helena community. It's time!
- Allow for dogs and bikes.
- Although I currently nor never have used public transportation, I know there are those that need it. I support public transportation efforts.
- Any increase in public transportation service should be paid in full by the users of the system. Property owners shouldn't be expected to fund a system that isn't self-sufficient.
- As stated above, I am a short distance from work so can walk or bike. No needs but it would be nice to access shopping via public transport.
- Assist to and from building to transport.
- At this moment, the only times I am able to use Dial-A-Ride is on my days off from work (which aren't that often) because the bus only operates during the hours I am working. When I have a doctor's appointment, I need to take extra time off from work, an hour to get to the doctor, 1-2 hours at the doctor and another 1-2 hours to return to work (depending on the time my appt. is over). All this aside, I do enjoy the bus rides for the most part and I do find the drivers to be very friendly and hospitable. Except for the hours previously mentioned, I am very pleased with the bus service.
- Better bike trails. Take a look at Great Falls. Recreational for middle age riders. Not more single track.
- Blind.
- Bus stop closer to M.E. Anderson Apts.
- Came from Billings who has a good transportation service ... more cost effective than taxi service for low income.

- Carseat.
- Certain locations, such as the North Helena valley are ripe for a public transport option to the Capitol complex and likely, other Helena locations. Park & ride is viable, but only if the fee isn't too high, otherwise people will just continue to take their cars the extra 2-5 miles to work.
- Check point stop needed at the M.E. Anderson Bldg.
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- Consider a multi-route system so that areas not yet served could be served.
- Creating bike or pedestrian only streets would be very beneficial. Take an easily accessible route East-West (Stuart/Hauser/Leslie 8th/9th Lockey/Broadway/Winne/Highline/Jerome and North-South and block traffic completely or make traffic only one-way with the rest of the current road space safely divided for bikes and peds--giving ample room to bikes and peds so that it is actually attractive for people to take a safe, quiet & clean route. The route could be well lit and would be ideal in neighborhood areas--especially neighborhoods near schools or neighborhoods concerned about traffic congestion. I don't need public transportation as much as I need access to safe, easy alternative transportation. Another suggestion, is to create areas/communities that are multi-use.
- Deaf.
- Dependable, reliable, cheap!
- Develop city payroll tax to generate revenue for public transportation. Include city taxpayers reimbursement.
- Don't need public transportation at this time, but someday might. Wish the last two questions had a 'not sure' category.
- During the school year I have children I have to transport to Helena from EH so public transportation is not a possibility. However, in the summer, I am able to bicycle to work a couple times a week. It's a safe ride between EH & Wal-mart, but riding over the interstate is hairy, particularly in the afternoon. I propose the city consider accommodating bicyclist and walkers over the interstate when proceeding with your "other" transportation planning.
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- Evening/weekend service would allow me to participate in the community events which are currently unavailable and, thus, move into the realm of being a part of

the community rather than someone who just is living in Helena right now. This service would allow me to shop and dine in Helena rather than Internet shopping and waiting until I go out of town to spend money on restaurants.

- Fares, I am hard of hearing and need cheap transportation.
- Flexible schedule.
- Get some safe bikeways done to the East side of I-15. Get rid of the south Hills Interchange and get some bikeways completed for safety reasons.
- Getting to work on time has been a problem because Dial-A-Ride is often late picking me up to go to my afternoon job. I want this to get fixed because it is SO important. I am very unhappy about it.
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- Having bus service to Missoula would be great. I think it has been discontinued. If it were running, a schedule that went back and forth in the evenings would be great. Leave about 5:30-6:00, and return about the same, or even four hours later to use the same bus both ways.
- Helena has a Taxi service, so front-door service is not one of my priorities. I would rather see convenient pick up & drop off locations at various spots that are clearly marked by signs and are within close distance to community and residential hot spots.
- Helena needs to make conscious decisions about the type of community it wants to be. To me, a community orientation that is less vehicle oriented is important. The community needs to consider congestion, gas prices, pollution, etc. Let's become a truly first class city with a transportation system we can be proud of!
- Help!
- Hope you heed the need.
- I am certainly glad this survey is taking place and I hope you get some valuable input.
- I am poor and could use a free car!
- I believe Helena as the capital city should have a public transportation system.
- I believe Helena is behind in the times in needing public transportation. Every other large city in the State of Montana has a wide range of public transportation. It is economically correct to participate in this program! It would create more jobs and reduce traffic!

- I don't use public transportation in Helena mainly because of limited service. I used it exclusively while living in San Francisco and Missoula.
- I don't believe the taxpayers should have to subsidize a public transportation system.
- I don't currently use HATS as I find it very inconvenient. If there were to be a more "regular" service, I believe that I would use HATS.
- I enjoy riding the bus. Would like to get to work a little earlier which would mean an earlier bus route for East Helena area.
- I feel it is sad we do not have a regularly scheduled public transportation system. I like using the trolley, but it does not run the right times for working people. Most people must be at work before 11:00 am. The traffic in this town is awful. It seems we spend a lot of federal dollars on interchanges and roads, but little on public transportation. The traffic jams in this town are ridiculous. We have way too many cars for the way our roads are designed. The more people we can get using public transportation the better off we will all be. It seems like we could create a decent public transportation system for the price of one interchange.
- I feel that carpooling is not a viable solution for most people here in Helena, but this could be. I would absolutely use the bus to commute to & from work if it is affordable and the times are right and the buses would be on time/schedule.
- I feel that the attitude of dispatchers and drivers is very important to the overall success of this service.
- I grew up in NYC and see how public transportation provides a tremendous service. With growth here in Helena, cost of gas and pollution, this town is ripe for Park & Ride. I lived in Denver, CO for 25 years. When they built the Light Rail System, they underestimated the usage and it has filled a much needed void in the city. Cut down on cars into downtown business district and is heavily used during the weekends as well. Helena could learn a good lesson by looking at this.
- I have no need for services at this time but would use if needed.
- I have tried using the bus but I am always late to appointments due to the bus being late. It is not reliable to get you to places on time.
- I left several spaces blank. It is difficult to put my thoughts into one neat paragraph ... scheduled bus service - YUP.
- I like the idea of the express - have one that goes from East Helena to one stop on the Capital complex then to either downtown walking mall or the library. If the 'bus' stopped at a lot of places, I don't think I would use it...as it would take longer than if I was driving.
- I live 4 miles north of MT city/about 3 miles (mostly dirt road) from the Capital complex, so I'm not sure I have a realistic option for public transportation.

- I live in Jefferson City and work at Ft. Harrison. I would love to have some kind of transportation from home to work. Once at work it would be nice to know there would be some public transportation that goes from the Fort into town every hour or even every other hour. This would be handy for medical appointments etc.
- I live in Siever Park, between Helena and East Helena, just short of the city boundary. I work at Fort Harrison, a 12-mile drive one way. It would be great if we had a pick-up station or a park and ride station for a trip to Fort Harrison.
- I live on the upper West side and have never seen any public buses in that area. Regular routes throughout the city and outlying areas to the downtown and Capitol complex would certainly increase ridership. To my knowledge there is only extremely limited public transportation available in Helena. As a former professional driver for 20 years I know that for ridership to increase, the service must be available at convenient times.
- I live on the west end of town, actually out of city limits, but address is still Helena with zip 59601. Would like to have access to public trans from this side of town.
- I live very close to the Trolley line and it stops right outside my workplace near the Capital. I would love to use it to commute to work. Some summer days I walk in (a 25 minute walk) and take it home and I enjoy it. But it doesn't run during the morning commute!! I would take it a couple times a week -- maybe more -- if it did. It is a lovely service otherwise. On time, friendly operator, quick transport across town, nicely priced.
- I live very close to work. A bus stop on east Winnie would be ideal, but one at Albertson's lot would also work.
- I look forward to my first trip up to mount Helena trails on your bus with my bicycle. I use my bicycle exclusively since it's the only environmentally conscious choice. Gasoline is FINITE! Why people waste it, then complain about its cost, I'll never know. Buses are wonderful. Public transportation is wonderful. If I had no bicycle I'd use buses to go to work. Keep up the good work. I'm a homeowner and I'd pay a little in taxes to see more public transportation.
- I mostly walk. I am grateful for the opportunity. I have had bus drivers drive off and leave me stranded. I have also had them wait 15 minutes at work without my knowledge. Feel they are rude. Do not wish to ride. People like to drive their own cars and have a friend take them shopping.
- I quit using the bus service because I was picked up late for many medical appts. and they are very unhappy when you are late. Also, when I asked the bus driver why he was late, I was told they don't consider it late until after one half hour. Unacceptable!!!!
- I really like the trolley going to the start of the Helena Ridge trail on the weekends.
- I STRONGLY support the development of a comprehensive bike/walk path system in the Helena community. The paths that have already been created are great. Expand, expand, expand. New "big box" store & businesses that want to come

here should be required to financially commit to creating and maintaining a new section of path somewhere in the Helena community.

- I think a public transportation system would be beneficial to Helena. I've used the HATS system from my work place to downtown for lunch a couple of times and found it user friendly. With the rising costs of fuel, I'd like to use public transportation to and from work and dropping off my little one at daycare. I think this would be awesome for Helena.
- I think it's difficult to get from a very limited public transportation system to one that would really meet needs. My sons live in areas where comprehensive transportation systems have been in place for years and people really depend upon them. I'm not sure that we have the population to support such systems.
- I think public transportation and non-motorized traffic are very important to Helena. They are often inter-related and plans should be coordinated between them. I was disappointed to hear that the coordinator position for the city was pulled. I think this would be an excellent task for the coordinator to be involved with.
- I think public transportation is always an important service in a community. I have the luxury of owning my own car, but many others do not have the ability to pay for or maintain a car. We as a society need to help those citizen's have a viable way to get to and from work and other errands. Many people in my family use public transportation in other cities around the nation. I would like to see a comprehensive transportation plan here, that would allow people who use HATS to have greater flexibility in choosing where they live and work.
- I think Seattle's downtown local bus system works really well. The schedules were convenient for my needs while I was visiting. I think Helena is wise to consider implementing a more extensive public transportation system. Townsend may be a good choice to look at for a route there and back. I could easily understand the retired population being very grateful for the service. I know many who need friends to drive them, and Helena is a main outlet for their medical and shopping needs. As far as what to pay for the service, I didn't sit and figure out what the cost of driving all the way and what it would cost me to drive from home to a Park & Ride. There's so much less oil consumption, traffic and accidents! Communities need to do something about our dependence!
- I think that if there is a public transportation system put in, that it should be scheduled to run at least 6 days a week. There should be established routes and the busier routes should run more often. There should be a base per trip cost of discounts for weekly or monthly tickets. If it doesn't go to other counties it should have a couple of trips per day to Lincoln, Augusta and Wolf Creek areas.
- I think that park & ride for work purposes would be the most desirable for my needs as long as it doesn't take more time than it would if I continued to drive my vehicle to work, which is 15-20 minutes per morning & afternoon commute. I don't visualize using public transportation in the evening or weekends unless it would be to travel to community affairs which Helena rarely offers.

- I think that this would be a valuable service to working parents who need to have transportation for their children from one point to another. Especially children that can't drive and need a safe alternative. Maybe even to school in winter is a big problem. I am at work before they need to attend school and off 2 hours after they are off. We are in town, too close for school bus, too far to walk in frigid weather. That would be so wonderful, bus service in town to schools.
- I think there needs to be more public education on public transportation.
- I think there needs to be more publicity about the bus and routes that already exist.
- I use my own vehicle so not much of this really applies to me.
- I walk when I can or drive, but never use public trans.
- I was sent out to Ft. Harrison for training from Indiana. I flew out and so I had no car with me. I have since moved out here permanently. However, when I was here without a car, a public trans system would have been great. I can tell you that on other bases, the shuttles get used a lot. Army guys like to get off base when off duty.
- I work downtown on the gulch, and I quite frequently see the Trolley service running completely empty, as a matter of fact, to see someone using the Trolley is a rare occurrence. The problems with the scheduled service are several: 1) the service area is not broad enough; 2) the service is not frequent enough nor enough hours; and most importantly 3) there are not even schedules posted at the stops, so customers don't know when the next trolley will be along. No wonder it isn't working!
- I would have to consider a response to increased taxes to support a bus. I wouldn't want it to end up like public schools where people that own property pay all of the school taxes even if they have no children in the school system and many people with lots of children do not pay anything for their children's education.
- I would like drivers who don't act as if they are doing passengers a favor by performing the services for which they are paid.
- I would like more friendly people that work there and have better buses.
- I would like to be able to catch a ride to and from Carroll College for classes, to and from groceries and shopping centers, to and from Civic Center, to and from downtown.
- I would like to see bus transportation to Fort Harrison with primarily evening and weekend service. Several soldier, airman, and sailors train at Fort Harrison each year. A large majority are confined to the base due to lack of local transportation. The economic benefits for the downtown Helena area and local businesses should peek some interest.
- I would like to see the bus run 7 days a week for church too.

- I would like to see the underpass for pedestrians/bikes be completed at the end of Broadway Street so that I can ride my bike to work.
- I would like to use the bus system but cannot due to time constraints - all of the time I am not working (M-F 7a to 5p) is time without pay and I cannot afford to stop at each stop riding from my destination back to work.
- I would love it if there were a park and ride or a limited fixed route from East Helena (Eastgate would be great!) that ran early (no later than 7:30 pick up) and got me home from work by 5:30 and had limited stops. I would ride 5 days a week. Right now, I catch the bus very occasionally if I have a special need to. I would rather drive only occasionally.
- I would love to not have to drive to work everyday. It would be nice to take a bus and be able to get to and from work ON TIME each day.
- I would love to see regular set routes in the city and throughout the valley. I would love to leave my car at home, and be able to take the bus downtown and free up some parking. I think the bus service in Great Falls, Billings and Missoula would be best emulated by Helena. The current system is useless for commuters in Helena...it seems to be set up for taking disabled and elderly to shopping destinations.
- I would most likely use a park and ride system into downtown Helena in the evening for entertainment and dining where parking is difficult to find.
- I would only support an increase in taxes if the transportation serviced the entire Greater Helena area (North Hills to South Hills, Broadwater Athletic Club to Spokane Creek Road) with either regularly scheduled routes or a pick-up service. I don't know that Helena is big enough yet to support a bus system similar to larger cities, but it would be nice.
- I would regularly use a scheduled bus route to and from work and the box stores. I'm not interested in the dial a ride services.
- I would ride a bus to and from work daily if it cost the same as I pay for gas approximately 4 gallons a week, and was within walking distance a half mile of my home. I would be willing to walk further in the summer, but winter is cold and slippery. If there were a bus stop with a shelter to wait in, that would be nice. Would be nice if there was a discount for people who use the bus daily, like a package deal, one month for \$50. question 20 - am assuming per trip means one way, not round trip \$3 for round trip
- I would support an increase in taxes if the bus system included the county and not just the city limits.....
- I would use park & ride if fee was reasonable. I would still have vehicle maintenance expenses, as well as fuel. It would be somewhat more inconvenient than driving my own car, so the fee would have to make it worthwhile. It would also depend on how far away the "park" area was located, and how secure it would

be. If it required me to drive 10 miles to park so that I could ride 3 miles to work, it would not be worthwhile for me. I think it should be self-supporting, and not rely on an increase in taxes.

- I would use public transit if there was actually such a thing. If we had several REAL buses that ran every half hour (like the rest of the world.) I do not want to pay for a 16 year study to figure out a coordinated public trans system (half this town doesn't have handicapped accessible sidewalks). My complaints on Dial-a-Ride are based on life threatening experiences. They have left me in my wheelchair, in below zero temps last winter once for 3 hours and once for 2 hours. Check police reports from last winter. Someone else in a wheelchair had the same experience. This person would not fill out age, gender or driver's license questions, stated it was discrimination and it was illegal.
- I would use public transportation if there were more check points and pick up times. I would also recommend publicizing the schedules more, especially in the IR.
- I'd like it 7 days a week. I do not like to ask people to cart me around because I am too independent. I end up walking a lot. I get tired and sore but if I want to go somewhere I have to go.
- I'd like to be able to ride from N.Valley to work all day, then to the Life Fitness Center 2 times a week, and back to N. Valley, so a park and ride would work for me if I could catch a ride from 4G's school to the LFC and then a bus back to the N. Valley at 5:30p.m. I don't mind paying directly for the service, rather than waiting for a tax supported transportation system.
- I'd love to use public transportation, but I don't have the time to ride all around while a door to door system picks people up. I need a real bus system with predictable routes and times that actually comes somewhere close to where I live and work. It would also be nice to have a better system for safe bike riding.
- Ideas for offsetting cost of buses: Use buses as moving billboards, have companies pay to advertise on the buses, next have companies pay to advertise on benches/ waiting shelters etc... lastly adjust the cost to use the bus, a pass system, discount the more you ride the lower the cost Yearly/monthly passes, push the yearly passes so income is up-front this creates usable money for the Transportation Department.
- If I could get to and from work by bus at reasonable times, I would almost never drive my car.
- If I did not have transportation I would walk but I do think for the elderly and those that aren't physically able to walk public transportation is important. I currently carpool with my husband.
- If the streets and bridges were more bicycle-friendly, I would ride a bike to and from work. The MDT does not design or build bicycle-friendly highways or bridges.

- If there is isn't a monthly, semi-annual, or annual payment plan with a discount, this would never fly. Nobody is going to pay \$2.50 for a round trip ticket to work and back in little Helena -that's a big city price for small town traffic!
- If there was a fixed route with buses at half hour or quarter hour intervals on the weekdays going down 11th (which is a short walk from my home) and got me downtown and back, I would consider using the bus system. Particularly during the winter. As it is now, calling for a Dial-A-Ride is inconvenient. Also one of the reasons my wife rarely uses the Dial-A-Ride service is the bus picks her up about 7:20 or so and she doesn't need to be at work until 8.
- If there was a regularly scheduled mass transit system that could be considered in scheduling my time and needs, mass transit would be much more appealing.
- If there was public transportation to any of the shopping, recreational or work areas in Helena I would use it when I could.
- If you have bus stops, they are not very well marked. I see the bus drive through our parking lot at Northgate Plaza but I don't know where the Bus Stop is. Is there a set schedule? What are the routes? Could you publish them in the newspaper once in awhile?
- I'm doubtful about whether or not people like myself who live in the East Helena/Eastgate area would use public transportation unless it was either frequent or flexible. Too many people have varying schedules and multiple destinations, the mind set is towards personal vehicles so you can go where you want, when you want to. I and many others like me are willing to pay the price for that privilege, scheduling your day/errands around a bus schedule is too limiting, but then again, it is also a great benefit for the elderly and those without a vehicle and would be a service I would use occasionally.
- I'm from Missoula, and used to take the bus to and from the university as well as other places. In order for Helena to have a viable bus system, it needs small, pocket-sized schedules that can be distributed to people, as well as clearly marked bus stops. I know there's a trolley stop somewhere near my house, but I have never seen it. In addition, there must be fixed routes and hours beyond 8-5. I think the Helena area has a particular need to transport commuters from the Montana City area who work at some of the large employers. If you had enough riders, you could use an express bus. For shopping, dining, and recreation, the more closely bus service can imitate a personal car, the better. If people have to wait too long or have to make too many stops, they won't ride. But, for me, clearly
- I'm really annoyed that the city continues to fund the HATS system at a loss of about \$500,000 a year, when we can barely keep the library open, the streets in my part of town need repair and maintenance they're not receiving, and other city facilities are suffering. I think the HATS system should be completely self-supporting. I realize public transportation is a religious icon to the politically correct, but in my view the people who *use* the system should be the ones to *pay* for the system, not the general taxpayer.

- I'm saddened about all the children, the disabled, and the elderly who have severely limited mobility because they can't or don't drive. Those populations need to be served too. I made a deliberate decision to live in central Helena so that I could walk or bike most places I need to go, but housing prices have risen so high in recent years that single people like me can't afford to live in town without a second income to help pay the mortgage. Those who live outside town need transit options too. Low-income people in particular are at the mercy of their cars - one major breakdown could case a family breadwinner to lose his or her job. As for me, more routes would be helpful. I'd like to take the bus to work in the winter when it's cold, but there are no stops near my house on 9th Ave.
- In answer to 23, Maybe. This is based on if I or my neighbors could use the system easily.
- In my work with the disabled, the state pays a contracted provide to transport to and from work services. There seems to be more of a need for evening and weekend transportation to access services ans events in the community.
- It currently costs less than \$2/day to use my car to travel to and from the office. The cost/flexibility differential could not be higher than that to encourage bus usage.
- It is too bad the City doesn't work as hard for the most (those using cars) as it does for the elitist few (walkers, bikers, public transportation). The area is becoming one big parking lot because of a lousy traffic flow system.
- It will take a while for people to get used to big city transportation, but once adapted, they would like it. With fuel costs going up and the population getting older and parking/traffic is always a growing a problem... we really need an alternative.
- It will take a while for people to get used to big city transportation, but once adapted, they would like it. With fuel costs going up and the population getting older and parking/traffic is always a growing a problem... we really need an alternative.
- It would be nice if the checkpoint would make stops at the M.E. Anderson again (regularly).
- It would be nice if there was some place to help out with getting your vehicle fixed that could go by your income and make payment arrangements for the lower income families. Repairs cost so much and lower income families can't always afford the cost up front to get your vehicle back after it is fixed.
- It would be nice to know I could ride a bus rather than drive all the time. And to know there is a bus stop to grab a bus if needed. If the car doesn't work to know there is bus service to get you where you need to go.
- Its time to have transit and alternatives such as bikes work together as they do in so many other communities. All the buses need to have bike racks and allow

people to, at any time, use the bus with their bike on a rack. It just makes so much sense and I believe greatly expand the use of the transit system. The two means of transportation blend beautifully in communities across America. Why not Helena?

- I've used public transportation in every community I've lived in with great satisfaction; Helena has a mind set against public transportation that seems to stem directly from our local government. Make it affordable and accessible to the people, not the government officials, and people will use it!
- KEEP UP THE GOOD JOB YOU DO & PLEASE NO LESS SERVICE.
- Last year my son was at the East Valley Middle School and used the Hats bus for transportation on a weekly basis from the EVMS to the YMCA or MDT. As he is now a freshman at HHS we will have to see what takes place. He is planning on highschool swim team and is too young to drive but it will depend on the times and what needs to be worked out. At this time we do not know.
- Live in an Elderly/Disabled Bldg. with Hills on all sides - very difficult to get to current stops for residents. Desperately need AM thru PM transportation.
- Living in East Helena it would not be economical to use park and ride. The only way I would use public transportation is if it were within reasonable walking distance of my home.
- My family takes the trolley from the capitol area downtown and back for recreation. I would take it more often to work if it could PLEASE run earlier in the morning. My office is downtown and we all have meetings in the capital area. We waste tax payer dollars having to use a state car to drive back and forth for meetings. It would be much more cost effective if our office could buy a couple of monthly trolley passes. However, the investment isn't worth it until we can attend morning meeting via the trolley.
- My only negative comment is that the HATS buses are not routinely cleaned. Since it is a public transit system, I would think that would be a top priority. Other than that, my hat's off to the drivers, dispatchers and all involved for endeavoring to offer the well-run, efficient and friendly service to the community.
- My regular daily route is from home to YMCA then to work then after work maybe to grocery store and/or bank then home. A fixed route system where a person could catch a ride to a couple of destinations within the day and have an affordable pass payment procedure would be very attractive to me. I would use public transportation only if the overall cost were less than using my own vehicle.
- Need a walking/bike path to Fort Harrison. Both routes to the fort are dangerous to walk/bike on.
- Need Ped Crossing at I-15 on Hwy 12.
- Need to be on time.

- Needs may change in the future. Population will be a major factor for the need today and the need in the future. This issue needs to be developed now to progress and service the future needs.
- No. 10- I would use the bus system much more if it ran more often. No. 25 - if you ran more often, I could accept more work assignments. The lack of transportation keeps me from working as many hours as I could otherwise.
- No. 16 - this question is deceptive. If I as a one time user would pay more than \$2.00 for an emergency trip, it would not mean that as a person dependant on the system I could afford to pay the same. no. 24 - maybe, explain it first. No. 25 - I don't need public transportation now or in the near future but I can see that I might someday. Having a reasonable priced, reliable, transportation system in place that provides services to all people would be a good thing.
- No. 24: not sure, people are being taxed to death as it is.
- Once established this needs to be a self supportive program. The people who can not benefit from this should not pay a higher tax bill for those who can. Local businesses would benefit from this the most. Not only would it bring their employees to work on time but it could also make it easier for customers. I would hope that the business owners would really back this and support it. If a business wants a bus stop in front of their business, they would need to pay a fee for this service. Helena is an awesome town when it comes to fund raisers. I bet that if we put Mr. Jim Smith and/or the police chief in a bucket on a crane and for every \$200.00 he goes up in the air one foot then at the height limit of the crane he bungee jumps out over memorial park pool...we could raise all the money need.
- Other cities in Montana support public transportation -- one of them being Missoula. I don't believe Helenans are ready to give up their ability to drive at this time. Maybe more PSA's on the matter would help with this.
- Park and pool lots, transit service lot, and community business parking lots would be beneficial.
- Partner with school district to share use of buses, have high school students use public transportation rather than school buses, etc.
- People need more options! There are hardly any cabs in our town, they are inaccessible and expensive.
- Please make us a nice bus system that travels all over town!!!
- Providing an easily accessible means of getting to and from work would be most desirable. Current services do not adequately provide well for this.
- Public transit is an important service provided by the City to its less fortunate citizens and to those who want to save on energy and money and to encourage alternate forms of transportation as a quality of life issue

- Public transportation is a great idea. People coming into the city to work should be the ones thinking of using the park and ride idea because it reduces parking problems in areas like the Capital Complex area and the downtown area.
- Public transportation most likely work for me for going to work due to the locations I work at. I may use it for trips to doctor etc.
- Public transportation would help out immensely in transporting the children to appointments and events and I would not have to leave work so often as I work two jobs. public transportation would be safer than them walking across town at night in the dark. I think once it was here and people got used to it, more would realize its benefits and use the transportation.
- Rather than paying on a per trip basis, I think the availability of discounted monthly passes would be more of an enticement for people to use a public transportation system. Also, in larger metropolitan areas, employers often subsidize the cost of public transportation for those employees utilizing the system - something to look into.
- Regarding transit to other cities: I work for the state government here in Helena and coordinate vehicle use by individuals within my division. Routes to nearby cities, such as Butte, Great Falls, Missoula and Bozeman, might be useful to state employees traveling for meetings, audits, etc. It may be worthwhile to examine state gov. needs and coordinate use of public transit for state business.
- Ride service for commuters from Lincoln Rd.
- Right now I can drive but at 80 it can change then I would use Public Transportation.
- Right now I use my own car.
- Shoveled sidewalks enforced by the city -- for winter commute.
- Silly as it may sound, a bus stop on every corner downtown and the capitol complex would likely increase ridership.
- Speaking for myself having a reliable bus service as other cities have would be wonderful for Helena. Especially for those who do not drive for whatever reason; being able to get places needed and not having to rely on others. Especially on Saturday when a person would be more likely wanting to shop; perhaps evenings til 9. This will probably take some thought as for the routes, however if this was planned out every so many blocks with definite places where a person could utilize this service this would be wonderful. As Helena is growing I think a bus system would be an added benefit.
- Sure would like more bike/walking trails.
- The bus service must be convenient and close by in order to justify riding a bus rather than driving.

- The city needs to focus on including bike lanes. Living north of town there is not a safe route to the capital complex and I would prefer to ride a bike.
- The City should get involved with bike paths. I think more people would use bikes in the summer to get to work, shop, etc if they had safe bike paths to use. At the present time it is very dangerous to ride a bike. Several times per week I almost hit someone on a bike using their bike to get around. I admire them for using a bike but it is dangerous to ride in this city. I have rode my own bike at times and do not feel very safe using the streets to travel on. Riding from Helena to Wal-Mart it really dangerous.
- The current bus only circles thru its route one way, it needs to go both ways to make it usable by me.
- The current drivers are careless and scare the heck out of me.
- The current system is a farce, I've seen people in my building waiting sometimes for over an hour for the bus to come pick them up, these are somewhat handicapped people or they don't have other transportation, its ridiculous that they have to leave work early so they can be out there when the bus shows up to pick them up, or they have to wait till 5 or after when they get off at 3:30 or 4
- The Helena Bus Service needs a New Name and could use Missoula as a guide in developing a better Transportation Service for the Community. We need to get the traffic off of Country Club Road to the Fort. I Hope a new Bus service will help this.
- The service needs to be dependable and on time with exception of weather. I must be able to carry items I wish without hassle like groceries, etc. Buses need to have good storage.
- The service needs to run until 8:00 or 9:00 pm seven days a week. People cannot go to movies, church, shopping social events, etc. I have heard there is a need for service from outside the city. If Park and Ride is the answer, what would the security of the vehicles be? There is a need for another checkpoint that would run in reverse of the primary checkpoint bus. This would cut down on the wait times. There is a need for a West Valley bus service. There are several people north of Target. The fare needs to be increased to meet fuel charges and employee rates.
- The taxpayers in Helena can not afford anymore tax hikes. It has to stop. A federal grant should be used to help with the costs.
- The trolley is a wonderful service, but, it is currently wasted and under-utilized due to its not running in the mornings.
- The workers need better social skills. Some need to work on their rudeness.
- There is a training facility on Fort Harrison that brings people in from out of state. They arrive with no transportation and end up walking to town in the evenings and on weekends. I would imagine they would appreciate scheduled transportation into Helena for shopping and recreation purposes.

- Think the ski hill (Great Divide) would be a good one to work with. They have limited parking due to so many SUVs going up there.
- This isn't for my personal transportation needs this is for public SAFETY! The drivers do not seem to know the rules of the road and ARE NOT courteous! They pull out in front of cars cut cars off and block intersections. I would not feel safe riding one of the HATS and I do avoid them when I am driving my personal vehicles. Maybe a deeper background check is needed and maybe a drivers ed class before starting work.
- Updated bus service will help me get around better like to the ER and other places.
- We are taxed enough!!!
- We are too widespread with not enough population to support what really needs to be done. Just not good timing yet.
- We at M.E. Anderson - 100 S. Warren, request immediate attention to have a heated bus stop service to our addressed building.
- We can and do walk from our home to the neighborhood center two days a week. We also walk downtown from home for a few shopping trips and recreational events per year. I think we would use public transportation for a variety of purposes that we don't yet envision. If a transportation service starts, please make all schedules, routes and notices very clear. Plus, that info should appear in the newspapers often, especially at the start. At \$1.25 per trip, it would cost the tow of us \$5.00 just to get there and back which is very expensive for us.
- We can and do walk from our home to the neighborhood center two days a week. We also walk downtown from home for a few shopping trips and recreational events per year. I think we would use public transportation for a variety of purposes that we don't yet envision.
- We do not need public transportation in Boulder.
- We have an increasing amount of visiting Soldiers attending schools at Fort Harrison and would ask that we consider arranging a stop for them to use.
- We have citizens in this city to support public transportation. It is needed. I demonstrate at Wal-mart and Cosco. After it opens, sometimes I don't get done until 6-8 pm. We need an evening bus and definitely weekends when I work. Thank you very much! We need City transportation. I already wrote, spoke to Gov. Switzer about how bad the transportation system for the disabled is. Montana is a rural state. I thank Helena, Lewis and Clark County for working with the community to increase bus late night and weekends. Gas prices go up so does the toll price. Clancy might need some help with trans. This is what Montana Independent Living and Montana Independent Programs talk about. Smaller towns receiving public trans from the city bus. Bozeman will never have a city bus.

- We live only about 5 blocks from the Gulch and walk and ride bikes A LOT. My kids walk or ride bikes to school (Hawthorne and C.R. Anderson). My wife walks to work. I drive across town to work at MDT. Biking would be good but I don't feel safe crossing the interstate so I drive. I used to take an MDT vanpool to work but that was phased out under the Martz administration. A bus service across town would be great.
- We need bus service in front of M.E. Anderson Apts.
- We need weekend service and daily service after 5 pm
- We really need reliable public transportation that would be convenient - offering a flexible schedule every hour at least, if not every half an hour.
- When I do see the trolley it is empty, many people comment that it is a waste of taxpayers dollars. The toll would have to be pretty low to make it worth my while to use it. I like many use my lunch hours and after work to run errands, needing a car. Consistent use of public transportation is doubtful.
- With gas prices, I can't afford to go anywhere.
- With the ever rising cost of automotive upkeep, this would be very attractive to a lot of people. Also, not having to worry about the traffic - read on the way to work and back - what a great thing!
- Would like to see buses that hold 25 people and bus with good shocks!
- Would support incentives for city and county residents to use public transportation rather than personal transportation.
- Would support incentives for city and county residents to use public transportation rather than personal transportation.
- You need a bus system to service everyone, but you need it to be affordable, too!