

Appendix B: GVT Passenger Comments



GVT Passenger Comments

- \$.75 for bus fare is fair.
- 2 of your male drivers are not very friendly and almost rude.
- A 6-month bus pass would be reasonable. Make it faster. We need a Sunday bus route.
- A bus every half hour would be reasonable.
- A reasonable fare is \$.50.
- A reasonable fare is \$.50. How come we don't have buses on Sundays?
- A ten bus-ride pass should be available.
- All bus stops are close. I think there needs to be a Redlands bus. Nice bus drivers.
- Begin to use transfer slips--areas to go back to destination or to next destination. We need Sunday buses and routes ending later.
- Bus drivers should receive higher pay.
- Bus service on Sunday. Drivers should get paid more. Evening service until 9pm--it is a growing city. Numbers on the back of the bus--not available on vans so you don't have to walk the entire transit center.
- Buses 5 & 11 are always late.
- Buses are often dirty. Bus stops are located in poor and rural areas. The college bus stop has poor safety. The time and locations could improve use. Signage: Need better posting/stop "BUS" and times to expect bus (please). Not all bus stops are clearly marked. Longer (earlier Saturday hours) run times, weekdays to 9 p.m. in the summer to accommodate shoppers--entertainment downtown Jct. and on to Fruitita/Clifton would be GREAT! Keep the drunks off the bus. Also, Sunday bus schedule for church and special events. Increase fleet and bus traffic that flows both directions (every 30 minutes instead of hourly). Bigger GVT signs at locations without a bench or shelter. THANK YOU.
- Buses look bad on the inside but are good on the outside. The friendliness of the drivers varies. Saturday mornings the reliability of service is worse than normal. The driver safety depends on the driver. Repair torn seats. Mark new maps with stops, not just timing spots. Routine "secret" riders to monitor behavior and issues that drivers can't see or hear--cameras. Some drivers take short cuts and miss stops. Tax base for more financial support--equal fares. Limit riders who joyride all day; more authority to drivers. Security presence (GIPD) at transfer points; protection for drivers. More benches with routine maintenance.

- Buses need to run more frequently and later into the evenings, as well as on Sundays.
- Buses should be washed more often. Drivers should get a little more control over teens to be more courteous to adult passengers in regards to yelling at each other and their bad language.
- Buses should operate every 30 minutes.
- Buses should run later in the evening and run on Sundays.
- Buses should run on Sundays. Buses should start running 1 hour earlier.
- Change bus stop at 15th & North because it is very dangerous. It needs a railing or something.
- Coronado Plaza needs a full-time sheriff from 12-6:00 p.m.
- DRIVE ON SUNDAY!!
- Drive on Sundays!
- Drivers need raises.
- Excellent and patient drivers. I hope they are well compensated.
- Extend the hours at night.
- Fares should be \$.30. I think there should be better routes, more stops, and more buses. Drivers need more money and better benefits.
- Fares should be \$.50.
- Fares should be \$.50.
- Fares should be \$.50. Convenient, cheaper than gas and insurance. It may take a little longer--sometimes drivers are not fair. Fairly good all around--better than walking everywhere.
- Fares should be free. We need Sunday and evening service. Would like service every half hour.
- Fares should be less than a dollar.
- For the most part, buses look good on the inside. There are a couple that are older and show it. I wish the buses would run on Sundays and longer on Saturdays, and at least an hour longer on weekdays.
- Good drivers and everything we need. A bus stop at Palisade Winery.
- Good service.
- Great!
- GVT has definitely improved since it began. The buses are much more punctual. It would be nice if they ran more often than one per hour.
- GVT is an excellent way to get around Grand Valley!
- GVT is my only source of transportation to and from school. Thank you.
- Have to get off the bus when you continue in cold weather.

- Hours need to go from earlier to later and run on Sundays.
- How about Sundays? Need larger buses. The bus seats are torn and they have metal rods sticking out of them. How about shelters for the stops? A number of stops have no benches.
- I am new to the area and have been riding the bus since January. It has been extremely convenient for me.
- I am new to the area.
- I am very grateful for the bus system.
- I arrive at my work on time thanks to the bus.
- I completely appreciate this service. I would be totally hopeless without it. The drivers are great.
- I didn't want to finish.
- I feel buses should run 7 days a week from 6:00 a.m. to 10:00 p.m. People do need rides to and from work earlier and later than 7:00 a.m.-9:00 p.m.
- I feel it is ridiculous to make people wait outside the buses at transfer points when it is below freezing. This is not only unfair, but also unsafe for our elderly as well as for our children. Until such time as adequate facilities are provided to protect your "customers" from the elements, I feel that this is a practice that should be reevaluated.
- I feel that riding the bus is my way of supporting our troops. I think it's incumbent on every American to reduce our dependence on oil, and by riding the bus, I can make my contribution, however small. I also love the bus. The drivers are friendly and unfailingly helpful. You have a wonderful staff!
- I feel the buses need to have longer hours and maybe have another bus in Fruita.
- I feel they should run later during the week and also run on Sunday until at least 4 p.m.
- I found GVT operators rude.
- I had to stop a bus when he didn't stop when we saw a woman getting beat. All the driver did was take off with my stuff still on the bus.
- I have been riding the GVT since 1999. I can't say how much it helps during the summer. Some areas of town I'm not that aware of location. But I'm glad we have the buses. Thank you.
- I like the bus drivers, Tom is very good. Thank you.
- I love having the transfer point at 12th & Orchard. It's convenient for school and work. I ride the bus because of gas prices. I firmly believe in reducing our dependence on oil, and I love to feel like I am doing my civic duty by helping in that endeavor. The bus drivers are polite and helpful to all their passengers. They are unfailingly willing to "go the extra mile" for passengers requiring ANY kind of assistance.

- I love the bus!
- I love the bus.
- I love the GVT!
- I really like GVT. It is wonderful.
- I ride GVT to shop at Wal-Mart and I enjoy taking my girlfriend with me!
- I ride the bus in the morning and afternoon. I ride a total of 3 buses each time. The drivers to Fruita are ALWAYS nice and on time. However, the driver named Fred who drives the downtown bus is not. He is very rude and I have noticed this many times. Thank you.
- I think buses should run on 30-minute intervals; should run later at night and on Sundays.
- I think it should be one dollar for round-trip, and I think transfers should be valid for anytime--not just the very next bus.
- I think Orchard Ave needs better service on Saturday (hours). We need stops on Patterson by the mall. Santee is the best driver. Please bring Alice back.
- I think the bus drivers should drive more carefully in respect for people on the bus.
- I think the bus is a good idea, but it takes too long to get around on it. If we had more drivers and buses, we could get to places faster.
- I think you all need to extend your hours of operation to help out people who don't get off work until 8 or 9:00 p.m. at night. More people would ride more places.
- I was disappointed when the Dial-A-Ride service was dropped from 30th & A 1/2 Rd. I live 2 miles from the nearest bus stop. That is why I use the bus so infrequently.
- I wish the bus started early in the morning, like at 3:30 a.m. I work early and have to be there at 5:00 a.m. I also wish buses ran later than 7:00 p.m. I want it until 8:00 p.m.
- I would appreciate a route for Horizon Dr separate from St. Mary's. I work on Horizon Dr. and I'm at least 5 min. late everyday--sometimes 15 min. Besides that the bus system is great. Thank you.
- I would have the buses run later. Sometimes I have to take off work early.
- If a bus could run later for late shift work, until 9:00 or 10:00 p.m., that would be great!
- I'm glad this valley finally has a bus system. I don't use it but I am glad it is there when I need a ride. It is a great way to get back to Fruita from the "city!" Keep up the good work. :)
- It would be good if the bus ran Sundays and later in the evenings.

- It would be great if GVT ran longer times. At transfer points maybe a large map and a bulletin board could be placed there.
- It would be great if they could run Sunday and later in the evenings. Matt, the PM driver for route 11, is very rude and is always late on his routes. The office staff is rude at times too. Joe, Randy, and Toni on Fruita route need raises!
- It would be nice if the bus came every half hour. Some of the bus stops could use more lighting at night.
- It would be wonderful if next school year the bus system would have later hours (last run at 10:00 p.m.) and for buses to come every half hour instead of every hour.
- Judy is a bitch sometimes, not friendly, real attitude--same with Santi. Buses should run 7 days a week from 5 a.m. to 11 p.m. every 1/2 hr. There should be a special rate for the disabled.
- Just keep doing what you're doing! Keep up the good work!
- Just wish it ran on Sundays so I could go to church.
- Later buses. Sunday service. More frequent buses. Service to Colo. Matl. Monument. Service between Delta and Grand Jct. People would ride it -- 3-4 Delta buses a day. Park an old bus in front of the homeless shelter, college -- a dollar and let them stay on it all day! They just ride it around anyway and you would save gas.
- Longer hours and run on Sunday more often.
- Longer hours Monday through Saturday ending at 9 p.m. or 10 p.m. Part-time Sundays (like from 11 a.m. to 5 p.m., for example).
- Longer hours, especially on Friday and Saturday would save a lot of people high-priced fares for taxis as well as long waits for them, and probably most importantly, DUIs. Crack down on all the punk kids. I almost saw a fight today -- 2 jackasses cussing and making a scene in front of elderly ladies and children.
- Makes it hard to get a job and keep it with the restrictions of the bus schedules. If they could run longer that would help. And if you miss a bus, waiting for another hour causes problems for people getting to work. People are just trying to get on their feet.
- More big buses
- More frequent routes and later in the evening, and into the Redland area.
- More night hours for the buses to run, and Sunday buses. More pay for the drivers.
- More stops, go on other big roads, work on Sundays.
- My son and I have been left walking 2 days while a new replacement bus driver passed us by. We were at the bus stop on time. 30 and 45 minutes is a long walk.

- Need a Redlands route.
- Need a Redlands route. It takes too long to go anywhere. Make more stops per hour.
- Need a Redlands route. It takes too long to go anywhere. We need more routes per hour. New schedule maps with all the stops would be nice.
- Need a route from one side of Grand Junction to the other with few stops. For example: Clifton, Horizon Drive, Mall Bus that runs on I-70 and stops only on stops listed above.
- Need a stop located near Canyon View Park by the mall.
- Need an express bus service and Sunday service.
- Need at least 2 more buses each direction.
- Need at least 2 times per hour operation. Need special express cross city bus. Need buses every 15 or 30 minutes. Need 7 days each week of operations.
- Need bathrooms at the Transfer facility. Need Sunday buses. Need to operate later than 9:00 p.m. Need a Redlands route all the way to Fruita and back. Too many kids loitering at the college and Clifton bus stops.
- Need better security at 12th & Orchard transfer. Need earlier leave and departure times from Fruita on Saturday. Please add Sunday service. Also run later at night--not just 6:50 p.m.
- Need bus operation on Sundays, please.
- Need bus service on Sunday. Drivers do not get enough pay. Need bus service later in the evening.
- Need drivers who enforce GVT rules on the bus and at stops (consistency). Good office support! Need more drivers and better pay to keep the good ones. We have lost too many good ones in the past year. The friendliness of the drivers varies from bus to bus. Driver safety varies. Need to note the location of bus stops on the map. Safety at bus stops is poor at 12th and fair at the Mall.
- Need evening service and Sundays.
- Need later hours and a bus running on Sundays.
- Need later hours in the evenings. Most all drivers are very accommodating & pleasant. Don't change any of the regular drivers on the Fruita route.
- Need longer hours for GVT.
- Need longer hours to Fruita. Need Sunday service to Grand Junction.
- Need longer service into the evenings. Also Sunday service for church, movies, shopping. Need at least benches at some locations. Need level note rocks at bus stops, especially the stop just before 11th & Grand. Need to retain more drivers with increase in wages. This would help to increase the number of drivers for longer hours and Sundays.

- Need more express buses from 12th & Orchard.
- Need more frequent times of service.
- Need more, bigger buses.
- Need service every half hour.
- Need service on Sundays/ evenings/ nights!! Security at Clifton/ Coronado transfer (too much graffiti there and behavior problems, etc.).
- Need some security at transfer points to deal with kids acting up, fighting, and swearing! I have 2 young kids and I don't like the language on the bus sometimes. Otherwise it is all pretty good.
- Need Sunday buses. Need longer time in evening routes.
- Need Sunday route.
- Need to be able to get on more often than once an hour. Need later service and Sundays. Other than that it's okay!
- Need to improve hours of operation and attitude of bus drivers. Also, add locations to the bus routes.
- Need to run later a more often than once per hour. Need better weekend service on Saturday and Sunday.
- Need to run later in evening. Need stop at 33 3/4 Rd and Paterson "F Road."
- Need to take action when harassment takes place and people use dirty, foul language. Need to run Sundays. Buses are dirty. Not happy with the service.
- No waiting OUTSIDE bus in too cold or too hot weather. It's bad! No Sunday service is bad! Need to have 7 days per week operations!!
- Not pleased with the service of Mesa Mall route driver. We need Sunday service! Start with half day or one Sunday a month.