

# Appendix D: Survey Comments

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## ONBOARD SURVEY COMMENTS ( WEDNESDAY)

### Question 15. Share your suggestions and/or comments about the Downtown Shuttle.

1. Great. Carolyn's always on time.
2. It should go more places around downtown (more stops) but same frequency in time. Should run on Sunday.
3. They should go more places around town.
4. No real suggestions, except that Carolyn is easily the best Springs Transit driver in your fleet. Thanks!
5. It would be helpful, and I would use it more, if the shuttle were better coordinated with FREX departure/arrival times.
6. Since we use the shuttle to get to the FREX and back, timing it to match the FREX schedule would be helpful - especially in the PM. We've been arriving on the FREX and the shuttle was driving away.
7. Earlier service on Saturdays.
8. A closer stop to the downtown bus terminal.
9. Keep route numbers consistent.
10. I think we need a Sunday service and more night hours.
11. We need service Saturday evening; Sunday & Sunday evening. Later service always.
12. Most of the time I ride my bike to the shuttle stop under I-25. It would be perhaps better if shuttle bus come with bike racks every other time because there isn't enough for every stop. Caroline is the best by far.
13. I feel this is a guest service. Maybe you guys will employ trains or light rails. Driver Caroline was great.
14. Between Bijou & Colorado St. there's a big crap and I think that you all shall fall it in.
15. Should have one that goes to D.S.S. area.
16. Thank you! More public transportation throughout Colorado is desperately needed!
17. Thank you!
18. Thank you.
19. We live in Denver, this is our getaway via the FREX. The service is great. If you can tell me how to get to Cheyenne Mountain Zoo, email me @ Hns\_Jrry@yahoo.com. Thanks.
20. It would be great if it started at 5:00 am instead of 6:30...or even earlier. FREX starts so early that it would make it easier to catch Denver buses sooner.
21. The shuttle should run quicker intervals during evening weekday hours. P.S. Sunday shuttle would be nice.
22. Your kewl
23. Need more routes.
24. After 9 ½ hours at work from 9-9:30 at night, it is a wonderful thing to see coming up the street to take me home. Thank you.

25. I think the shuttle is great!
26. Usually reliable & convenient.
27. To have a free shuttle is a great community asset. Bringing the community together! Not everyone has a car or a great job! It really shows that the city cares, thank you!
28. Maybe if it runs more during the fall/winter season.
29. It's wonderful to have this bus open for everyone to use.
30. Keep up the good work.
31. I love the shuttle. It makes my life easier. Almost every day I travel downtown.
32. I like the shuttle. You need a Sunday shuttle and more hours on Saturday.
33. It would be nice to have the shuttle circumference the campus from Nevada to Uintah, back to Cascade. Thank you!
34. Is nice to have for free. Thank you Colorado Springs.
35. Mon- Sun 7 days weekly would be more convenient.
36. Thank you for your service.
37. I appreciate the service.
38. Good job.
39. A Ok
40. Great!
41. A route towards Manitou area again would help a lot of us westsiders.
42. There should be more stops on south end.
43. Doing good.
44. Economically functional.
45. Stops - there is no consistency among bus drivers, some will stop only at scheduled stops, some won't. Pickups - drivers are also inconsistent in this, some will pick you up between stops, some won't - downtown is small so it is faster to walk than sit & wait for a bus that may or may not come. Schedules - one time a few months ago, I waited for a scheduled bus but it never arrived. The driver said it wasn't on his schedule. Stops - some stops are 1 ½ blocks apart going in main part of downtown is only 5 blocks long.
46. Keep it free.
47. Need Sunday shuttle.
48. Run on Sundays and run later in the PM
49. Have it on Sundays.
50. It's convenient.
51. I really appreciate this shuttle.
52. Very good service. Saves a lot of walking.
53. To let all public transportation run on Sundays, fit that in your schedules.
54. Please provide the shuttle still, because it's better than me walking downtown w/bums around, etc. The school bus doesn't provide my area service! Sometimes I ride to get to Pikes Peak Library!
55. I think it's fine, maybe always run 10 minutes.
56. Works great - like lunchtime hours.
57. It is wonderful and your transit owners are sure trying to help us all.
58. Go to transit station - this is obvious!
59. OK
60. Stop at Willamette. Flag down pick ups north of Boulder.
61. It's very convenient and great on the weekends. Thank you.

62. It's great.
63. It would be nice if the shuttle could make a stop at the Downtown Transit Station
64. Shuttle works great for me, thanks.
65. Great to have a shuttle, especially with the late weekend events.
66. Spread out your routes.
67. Your shuttle is a very important part of my everyday commute. You guys do a great job. Keep up the good work.
68. Really good & need to add Sunday routes.
69. Handy.
70. Need bus to get closer to curb, I am disabled and can't handle the impact and also in need more bars to hold onto.
71. Run earlier & later. Allow small dogs without cages.
72. A great service!
73. More visible stops.
74. Run it on Sunday.
75. Expand of route.
76. Good service.
77. All the buses should be free.
78. Keep it going!!
79. Sunday service.
80. Yay for free transit.
81. Should get rid of the free shuttle and have Springs Transit run 7 days a week like Denver!
82. Very nice job.
83. We will see November 3rd.
84. Great drivers & very prompt and direct service. Wish it would run on Sundays.
85. Yes, thank you for your participation.
86. Great.
87. Love it. Keep it up. Run it LATE!
88. Go one more block north to Uintah.
89. No complaints. The shuttle has met all my expectation. I am 100% satisfied.
90. WAHOO!
91. Long time waiting. It's good for the Springs. Thanks.
92. Have a small charge to deter homeless population.
93. It's a good idea, wish it went further, maybe bigger for more people.
94. More regular schedule about 15-20 minutes.
95. I love it!

## ONBOARD SURVEY COMMENTS ( FRIDAY)

### **Question 15. Share your suggestions and/or comments about the Downtown Shuttle.**

1. It's great.
2. They need a shuttle that goes East & West, not just North & South.
3. Ok. Bus 106 10-23 Lobo. Bus driver went without stopping when I was 10 seconds from entrance, no doubt he saw me. He just shrugged his shoulders and left.
4. I wish there was more shuttle stops and Sunday service.

5. It is a great service.
6. This bus is a blessing to all of us. Thank you.
7. It works well. Don't fix it if it's not broken.
8. I'm enjoying it, very good.
9. Keep it going if possible.
10. More shuttles with bike rack. Doing good, but I heard passengers only get one trip or round trip. If it's free, why does it matter, I should be able to take the shuttle all day long.
11. More bike racks on shuttles. More shuttles. Cleaner shuttles. The shuttles are great and really help us poor folk out.
12. It is good.
13. This shuttle had made my life easier! Thanks!
14. I filled one out 2 days ago. But you guys are really needed. Thank you.
15. It's very convenient having the free shuttle. Thank you!
16. Please keep this service, it's very helpful.
17. Thanks for the great service.
18. Convenient source of transportation.
19. Shuttle should run on Sundays.
20. It's very convenient for going and coming to work. I don't drive and it saves me some cab fares.
21. Keep it.
22. It runs well!
23. Bumpy, but a great source of transportation.
24. I was told the free shuttle was to wait 5 minutes before departure, it does not. I've also waited up to 45 minutes for its arrival. Some of the drivers should really look into another profession.
25. Thank you! Rode this morning, now back to Treatment Center.
26. Great service.
27. Love it, except when I'm late and have to wait awhile for the next one!!
28. Your service is not reliable. Mostly late, no show, or drive by without stopping.
29. If the partnership development doesn't ride these buses, how can they see what is needed.
30. Greatly appreciated!!
31. Excellent ride.
32. I greatly appreciate this service.
33. Offer from outskirts and on main roads-Tejon, Nevada, etc.
34. This is really helpful. Sometimes some of the drivers could drive a little less reckless and perhaps a bit kinder. Thanks.
35. Polite drivers always appreciated.
36. Please keep running the bus! It gets to expensive to ride other transit city buses.
37. You need to stay on top of time if you're going to continue to call yourself dependent.
38. It's a nice service and should be on Sundays too.
39. Food.
40. Provides a needed service.
41. Thank you.
42. Should stop at terminal for terminal buses.
43. Great service. Maybe a route to Citadel Mall would be cool.
44. It's terrific - I use it for everything. And so do the guests at the hotel "Antlers Hilton".
45. Good service!!
46. Keep it.

47. It would be good if it ran on Sundays.
48. First time, thank you.
49. General suggestions: Improve public transport in Colorado Springs.
50. Service is great!!
51. They leave people handicap & all. Just now a bus driver pulled from me as I stepped across the ditch. That feels really dirty & evil.
52. You guys rock.
53. I think it's a great idea!
54. I walk/ride to the school.
55. More posters, map showing the route/stops on street signs, inside & outside the shuttles, etc. People always tell me they'd like to try the shuttle but don't know how it works.
56. Good idea, thanks.
57. Need more of them, west to east.
58. Excellent drivers.
59. Very convenient.
60. For the bus to run until 1 AM.
61. Have service on Sunday. Have buses run every 15 minutes on Saturday versus 30.
62. Need to run more in the mornings.
63. Keep indigents off shuttle on cold days. Sometimes the children with me cannot get seats.
64. None.
65. Need better & safer & clearer stops.
66. Great shuttle. Helps low income people.
67. Your timing sucks!
68. Come more often for cold weather.
69. It's great.
70. Go further south on Tejon or Nevada.
71. Need a route for Eastern Fountain Blvd. And more covered bus stops. I moved here 4 yrs ago and have used the bus service ever since.
72. Please put benches by stops. Please steam the Park & Ride sidewalks.
73. Thank you so much for being there for us.
74. Thank you very much, you helped us out a lot.
75. None.
76. I think it's great!
77. Great job! Please keep it!
78. Every time I ride, the answers to this questionnaire would be different.
79. Easier to read schedule at stops.
80. It's a great, cheap, convenient service for college kids!
81. Very convenient, like how it runs every 15 minutes.
82. Thank you, very helpful!
83. Shuttle is very handy for homeless people or people with little money.
84. This bus is a blessing.
85. It is a great service to the community and is helpful for those of us that aren't employed. Need to put a stop at Rio Grand & Tejon cause many people from the NHC New Hope Center ride the free shuttle.
86. Less time between each bus, especially in winter.
87. If the shuttle could be expanded to include more of central Colorado Springs or further down Nevada, I would use it more often.

88. It is nice to have something here.
89. I wish suckers shut up.
90. People who are intoxicated should not be allowed to ride.
91. Thanks!
92. Extend east and south.
93. Should run on weekdays/route off Cascade /Tejon possibly.