

Appendix C: Onboard Survey Comments



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ONBOARD SURVEY COMMENTS

Question 32. What are your suggestions to improve County Commuter service/any other comments?

Miscellaneous (3 percent)

- Did not have a chance to finish.
- Leave up to boss.

Bus Conditions (18 percent)

- “Large” size bus is more comfortable to ride on!!
- Bigger bus for Hopewell Express.
- Bigger bus for my route.
- Don’t get rid of big buses. Small buses are too small. I think the bus should go to Save-A-Lot and Target.
- Easy on brakes and accelerator (sends my daughter flying almost every time).
- Full size buses for all drivers.
- Get bigger buses, small buses starting to go bad, bad springs. No room for 2 wheelchairs on small buses. Bus drivers don’t like to get out of bus for disabled. You are going to have a discrimination complaint if a busdriver has to leave one wheelchair behi
- Maugansville bus needs to have a bigger bus in the morning and evening routes/Sat. for CitiCorp employees.
- One lady likes how the seats on the bus are all forward facing.
- The noise from the windows.
- We could use a bigger bus because we are receiving more riders.
- We need a bigger bus cause people have to stand sometimes.

Drivers (3 percent)

- Bus drivers should make riders with strollers and carts to go to the back of the bus. Also people with cell phones shouldn’t talk longer than 5 minutes. Also only disabled and elderly should be allowed to sit in the front seats as stated on larger buses,
- Only have trouble with 2 part-time drivers. I will NOT ride the bus with!

Fares (7 percent)

- 30. \$1 for seniors and disability. 32. 1. They need to extend bus routes. 2. Add more buses on Funkstown / West End, Robinwood, Williamsport, Mauginville, Smithsburg, Prime Outlets needs to be extended at the MV and Greyhound as well as other parts. 3.
- Continue to make transportation affordable to all.
- I would like to see a \$3.50 Day Pass. Most bus drivers are rude, with road rage, no consideration for customer safety, turning curbs to fast, riding on car tale almost causing accidents.
- Keep fare the same. Low income.
- Keep it free.

Passengers (2 percent)

- Kick more annoying people off.
- Most of the buses are fairly clean. It is sad to see people laying down on rainy days or during the winter making the seats dirty. I know it's difficult, but I would like the drivers to be stricter with the patrons regarding etiquette.
- The people on it.

Positive (15 percent)

- Everybody should be on the same page when it comes to dropping you off and picking you up.
- Everything seems to be good, it's a great service.
- Great Job!!
- I am very grateful that we have a bus service and that it is affordable.
- It's great.
- Keep up the good work.
- Likes the bus system.
- None. Everything is good.
- Things are fine.
- This service has always been VERY reliable, punctual, & helpful. Thank you.

Schedules (4 percent)

- Make sure schedule reflects the true time or (at least) print the time a couple of minutes before the bus truly leaves - instead of a little notation to be at the stop 5 minutes before scheduled stop.
- Posted maps.
- To have actual route maps not just transfers and drops.

Service (45 percent)

- 1. Add another bus to the Salem Ave./West End Bus. It takes me all day to do a round-trip, or else let it stop at the Square. As it stands, I have a 45-minute wait both ways. 2. Put a camera on the bus for driver security.
- A stop at the Piolet on the weekends.
- At South End shopping center go to Big Lots for shoppers instead of at the first area of shopping center on the inbound and outbound.
- Be earlier, have bike racks, more drivers, more schedules & Sundays.
- Bus service on Sundays. A lot of people work on weekends including myself. Chris Keller.
- Buses don't leave too early (always leave a couple minutes too soon from the transfer point).
- Buses going each way and more frequency.
- Can you make a stop at the Pilot, I work there.
- Convenience.
- Different bus times for Robinwood. Bus should go through the West End/Gateway crossings/Best Buy. Bus drivers should slow down and look out for people standing on the corners for the bus.
- Earlier runs Saturday; 8:45 am Long Meadow, Locust run, during week and Sat.
- Expand more places like Sharpburgh Pike.
- Improve Saturday service for Maugansville instead of every 2 hours. Everything else is basically fine with the exception of a few drivers that could improve their people skills.
- Long Meadow time.
- Longer hours at night. I get off from work at 10pm and can't get home, so my boss takes me downtown everyday. I work in Williamsport. I am from Baltimore, they run until 3am. People at night need a break, please.
- Make purchasing a punch ticket easier. Other locations.
- Maybe run on Sundays 1/2 a day. Have the bus run more often if possible and for the Hopewell bus to run later.
- More buses and pick up times.
- More buses. Service on Sunday. Service to and from same route. More stops throughout city.
- More evening rides.
- More routes to more locations.
- More than one bus to go to the community college will be nice. More hours on the weekend.
- Need Sunday service.

- Night service to and from Mall.
- Salem Ave/West End bus to Wal-Mart is always late.
- Sunday service.
- The West End Salem Ave. bus always is late. 2:45 pm bus. I'm late in my job.
- They should run the bus on Sundays and more route locations.
- To have a later run to Maugansville and Williamsport. And have runs on Sunday.
- Would appreciate more bus routes to the prime outlets.

Stops (3 percent)

- Signs for stops to be bold and easy to find.
- Was at the City Park and could not figure out where the bus stop was located. Maybe more signs for bus stop or bolder signs for stops. Maybe a map of the routes the bus takes. More stops around Mall not just back of Mall. Maybe front too.