

METRO AREA TRANSIT RIDERSHIP SATISFACTION STUDY

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Disclaimer

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INTRODUCTION

The Metropolitan Area Transit (MAT) system is the public bus system for the cities of Fargo, Moorhead, and West Fargo. The City of Fargo wants to better understand the MAT system's riders' satisfaction with current bus service. The Fargo/West Fargo portion of MAT has 12 bus routes serving these cities plus two specific routes to serve the North Dakota State University campus community. These routes form a network throughout Fargo and West Fargo to best serve the area's customer base. To gather data on rider satisfaction with the MAT system, an on-board survey was conducted by the Small Urban & Rural Transit Center (SURTC).

SURVEY INSTRUMENT AND ADMINISTRATION

The survey instrument used to gather data on rider satisfaction was one-page and included 11 questions. Most questions related to riders' use of MAT services and opinions of various bus service areas. Two questions inquired about alternative transportation options to MAT bus services. Demographic questions requesting respondents' age and gender were also included. Lastly, an open-ended area asked for bus improvement suggestions. The complete survey is included in Appendix C.

Students from North Dakota State University administered the survey by riding MAT buses and interacting with bus users. Surveys were administered over three days in November 2005. The three days covered were Tuesday, Wednesday, and Saturday, which captured riders who use the bus during the week and those who ride on the weekends. Schedules were coordinated and attempts were made to cover all bus routes throughout the time period each bus runs. The survey was handed out to riders when they were waiting for the bus or while they were actually riding the bus. MAT bus riders completed 822 surveys.

RESULTS AND FINDINGS

Results from the MAT area satisfaction survey are presented in the subsequent text. Basic demographic characteristics regarding survey respondents' gender and age are included in Figures 1 and 2. Just over half of the bus riders who filled out the survey were male (422), while 378 were female. The remaining 22 did not indicate gender on their completed surveys (Figure 1). Age ranges are shown in Figure 2. Forty-six percent of the bus users from this survey fall into the age category between 18 and 29 years of age. This suggests a considerable portion of the Fargo MAT user-group is comprised of young adults, which is logical as North Dakota State University draws a substantial rider population. Approximately 27 percent of the riders surveyed were between the ages of 45 and 64.

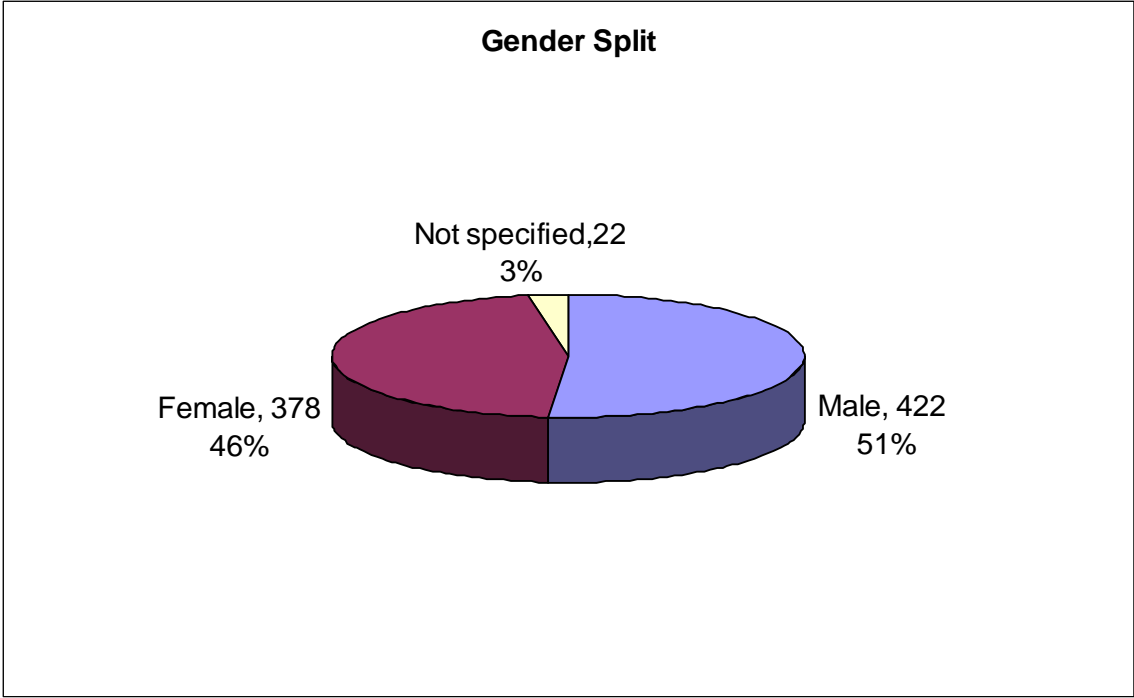


Figure 1. Gender of Respondents, n=822

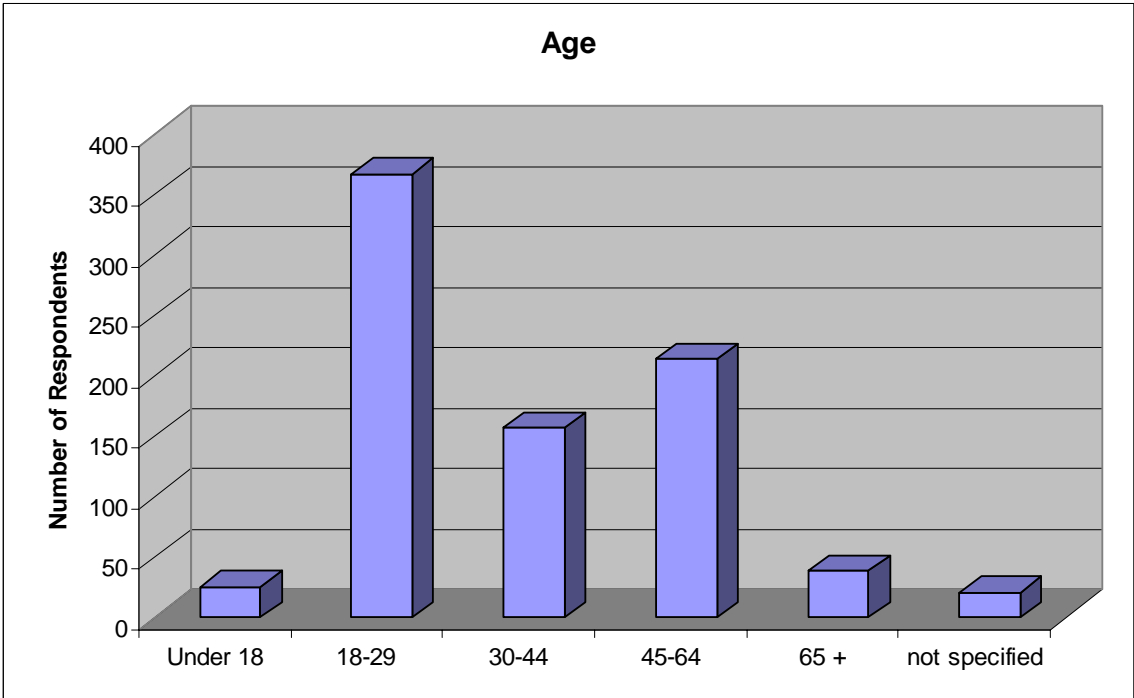


Figure 2. Age of Respondents, n=822

Bus users from all Fargo bus routes were surveyed. All 12 routes are represented in this survey along with surveys completed at the Ground Transportation Center (GTC). Routes 13A and 13B are grouped together for this survey. The routes listed are the routes each individual was riding at the time they filled out the survey. Respondents may have several routes they ride regularly, but that information was not gathered for this research.

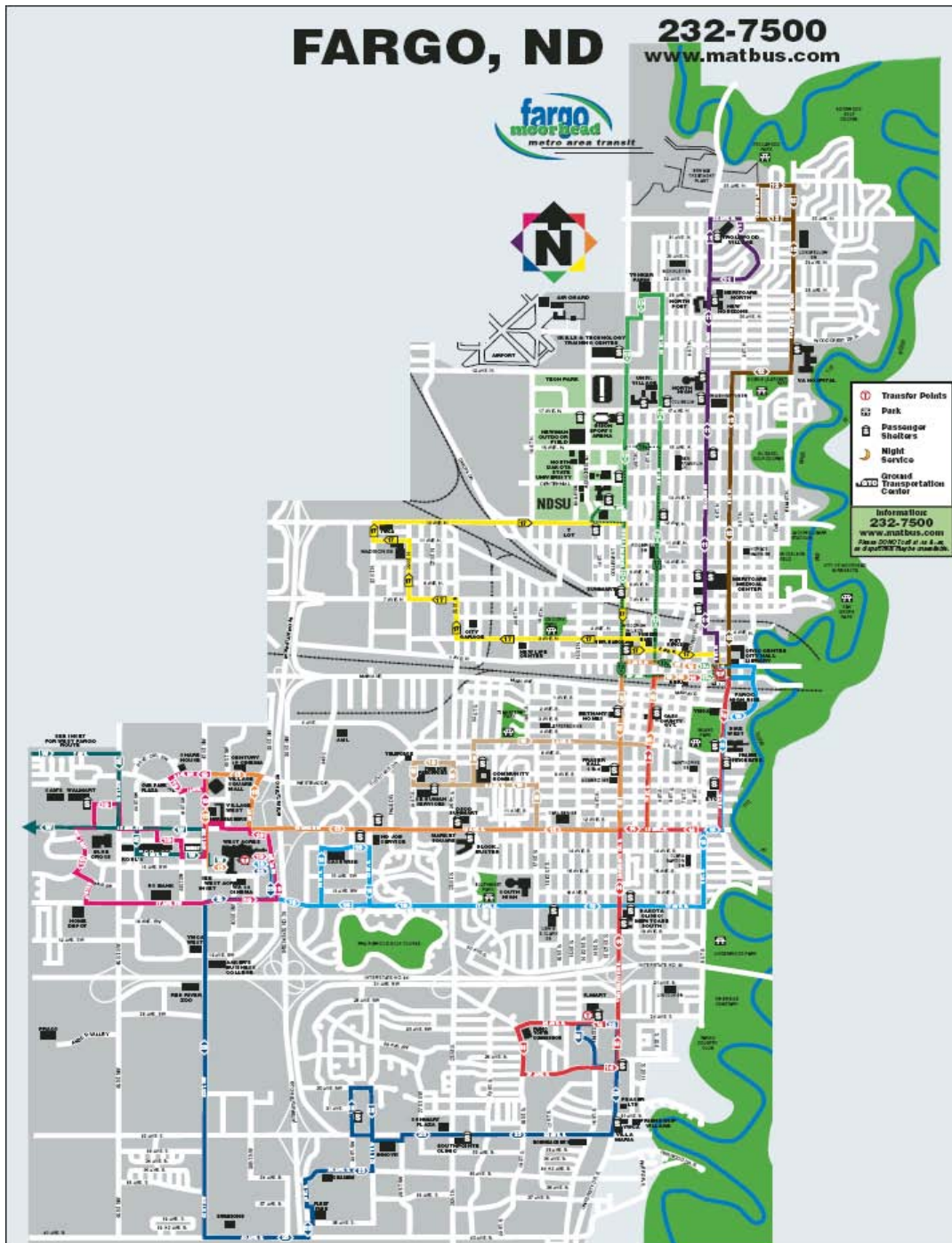


Figure 3. Map of MAT Bus Routes

As shown in Figure 4, the most common route surveyed is 13, with 253 completed surveys from this route. A significant number of surveys also came from routes 15 and 11 with 133 and 107 completed surveys from each route, respectively. Because of the large response rate from route 13, a separate analysis will be included later in the report. Route 13 draws riders who are North Dakota State University students. Those students' bus service needs may differ from those of Fargo's general bus riding population. To account for this possibility, a separate analysis will be detailed.

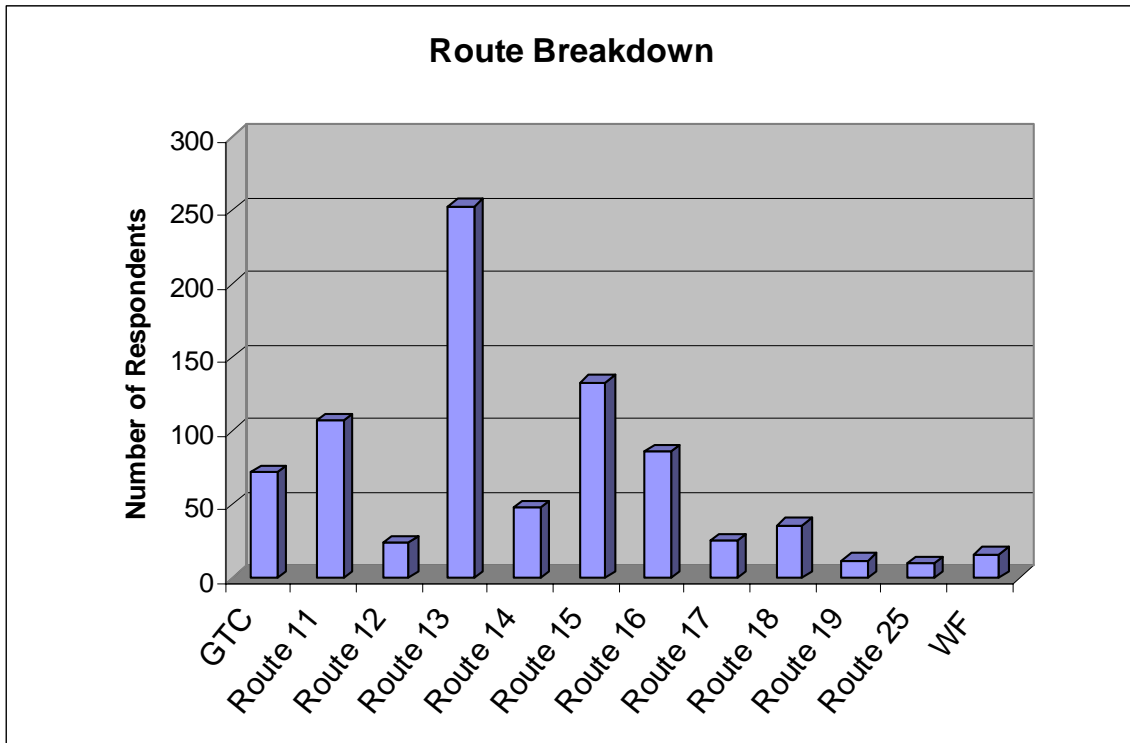


Figure 4. Number of Surveys Completed from Each Route, n=822

The greatest number of respondents indicated they have been riding the MAT bus less than a year. This comprises 288 of riders who filled out the survey. The second most popular answer to this question was greater than five years with 246 responses. When these two groups are combined, a total of 65 percent of the respondents are basically new customers or are well-established patrons. One hundred eighty-nine people indicated they have ridden the bus one to two years while only 92 people have been riding the bus for three to four years.

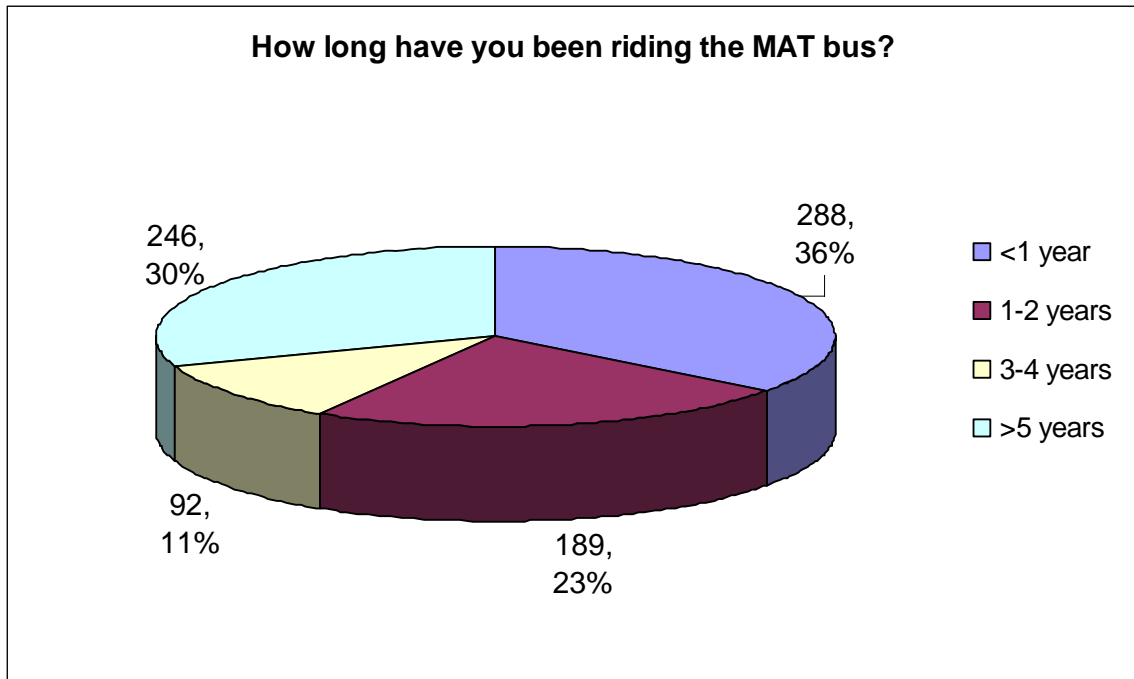


Figure 5. Number of Years Riders Have Used the MAT Bus, n=815

Riders were questioned about how often they make use of the MAT system. More specifically, they were asked how many one way trips they make each week. They were given three range options and were instructed to mark the applicable choice: 1-4 trips, 5-10 trips, or 11 or more trips. The most common range was between 5 and 10 which was checked by 319 respondents. Following close behind was 1 to 4 trips a week with 296 respondents. Only 187 reported using the bus for eleven or more one-way trips per week. Answers to this question are illustrated in Figure 6.

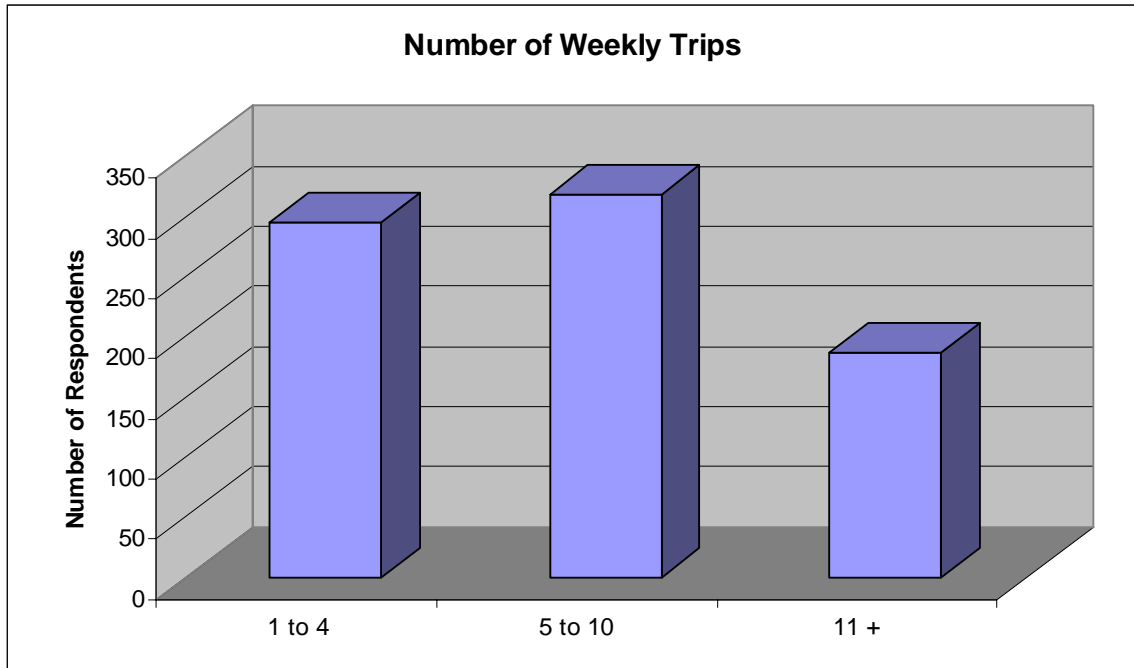


Figure 6. Number of One-Way Bus Trips Each Week, n=802

The following graphs illustrate respondent's habits and use of MAT bus services. Respondents were asked what time of day they usually ride the bus, and to mark all applicable time-ranges. The two most popular times were both specified by about 53 percent of the respondents. These include 6 to 9 a.m. with 440 riders indicating they use the bus at that time and 3 to 6 p.m. with 428 riders. The time that received the least indications was 6 to 10 p.m. with 260. The graph below (Figure 7) shows the results for this question.

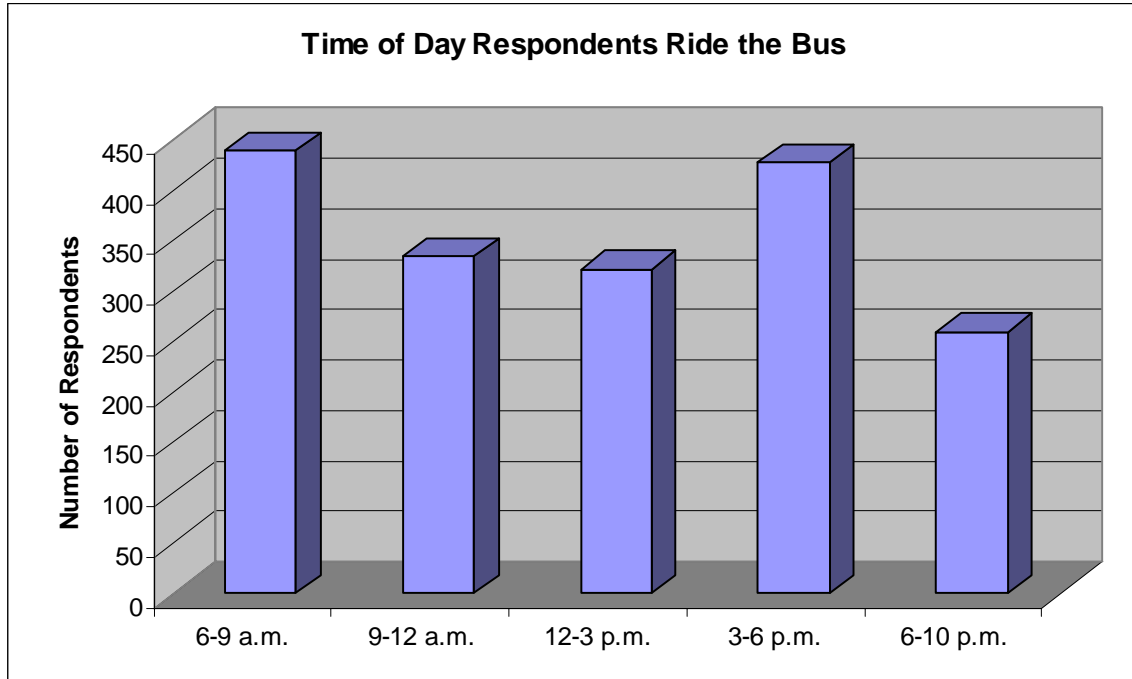


Figure 7. Number of Riders Indicating Use of MAT During Each Time-Block

Purposes for riding the bus varied. The survey gave a list of eight options, including an “other” category where they could fill in the blank with a different reason. Survey participants were asked to check all answers that were applicable reasons for taking the bus. The most popular purpose for riding the bus was work, which was checked by 442 people. The second most common answer to this question was shopping as indicated by 358 people. All answers for this question are illustrated in the graph below. Thirty-three people marked the ‘other’ category. Some of the answers listed for this selection were church, library, visiting family or friends, workout and job hunting. Figure 8 shows the percent of respondents that checked each category by route.

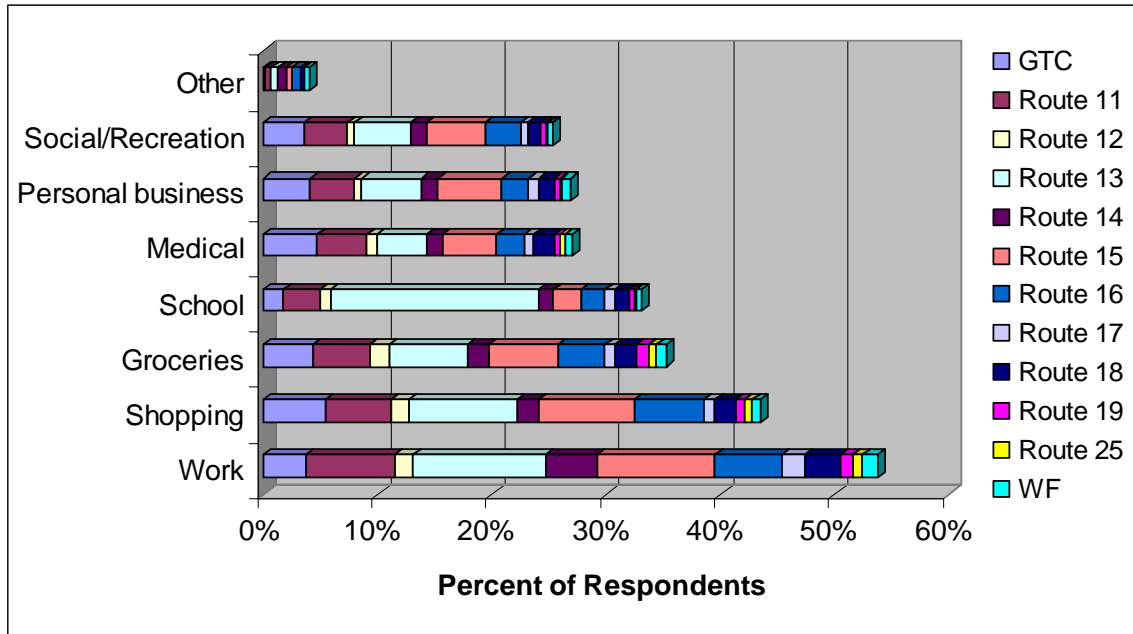


Figure 8. Purpose of Riders Use of the MAT Bus

The next question pertains to how long respondents are willing to wait for a bus. The question states, “If you miss the bus, how long are you willing to wait for the next bus?” Respondents were to check one of four options: 15 minutes, 30 minutes, 45 minutes, or 60 minutes. The option checked by the greatest number of respondents was 30 minutes with 399 responses. Approximately 280 people said they would wait 15 minutes for a second bus. Interestingly, more people said they would wait 60 minutes than those who are willing to wait 45 minutes with 72 and 44 marking these categories, respectively.

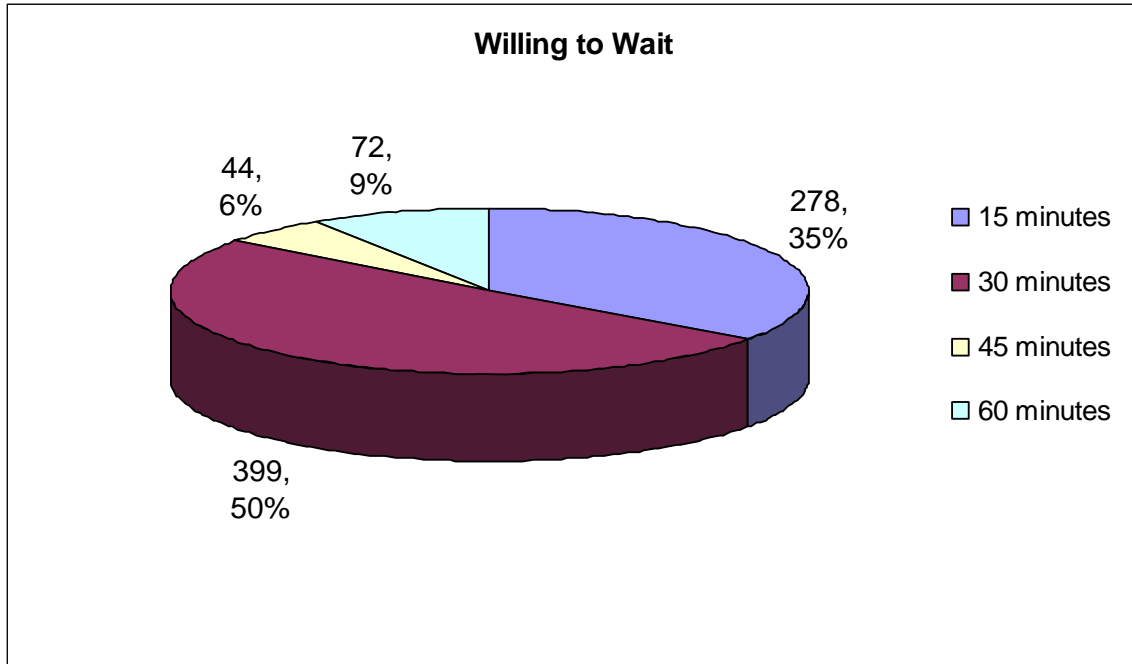


Figure 9. Percent of Respondents Willing to Wait Various Time Periods for a Bus, n=793

Included in the bus survey was a question with a list of 13 bus service characteristics. Respondents were asked to rate each element by marking one of five likert scale choices: ‘very good,’ ‘good,’ ‘average,’ ‘poor,’ or ‘very poor.’ Overall ratings were favorable. Eleven of 13 categories were rated very good to good by at least 70 percent of survey respondents. Results for these questions are included in Table 1.

Table 1. MAT Bus Services: Ratings for Various Facets

Bus Service Characteristic	Very Good to Good		Average		Poor to Very Poor	
	Number	Percent	Number	Percent	Number	Percent
Bus cleanliness	734	91.2%	66	8.2%	5	0.6%
Buses are on time	675	83.3%	113	14.0%	22	2.7%
Drivers are friendly	690	85.7%	104	12.9%	11	1.4%
Ease of transferring	673	84.2%	104	13.0%	22	2.8%
Cost of ride	684	85.4%	98	12.2%	19	2.4%
Route information	704	88.3%	76	9.5%	17	2.1%
Comfort of ride	627	78.6%	153	19.2%	18	2.3%
Bus goes where I need to go	568	70.8%	158	19.7%	76	9.5%
Dispatcher friendliness	641	81.4%	126	16.0%	20	2.5%
Availability of shelters	458	57.5%	233	29.2%	106	13.3%
Ease of fare payment	669	84.2%	104	13.1%	22	2.8%
Downtown GTC	670	84.3%	108	13.6%	17	2.1%
The bus comes often enough	531	66.3%	176	22.0%	94	11.7%

Receiving the best ratings or the largest number of 'very good' marks are cost of ride, followed by bus cleanliness and route information. Each of these bus service elements received more than 400 'very good' ratings. Availability of shelters was the service that received the least number of 'very good' ratings. Looking at the other end of the spectrum, availability of shelters is prominent again, receiving the second highest 'very poor' ratings with 36. Thirty-seven respondents also rated how often the bus comes as 'very poor,' while 30 indicated this rating for whether the bus goes to where needed. Overall total ratings in each category are very positive. The number of 'very good' ratings is 4,729 and the number of 'good' ratings is 3,595. The total number of 'poor' and 'very poor' is 307 and 142, respectively (see Figure 10).

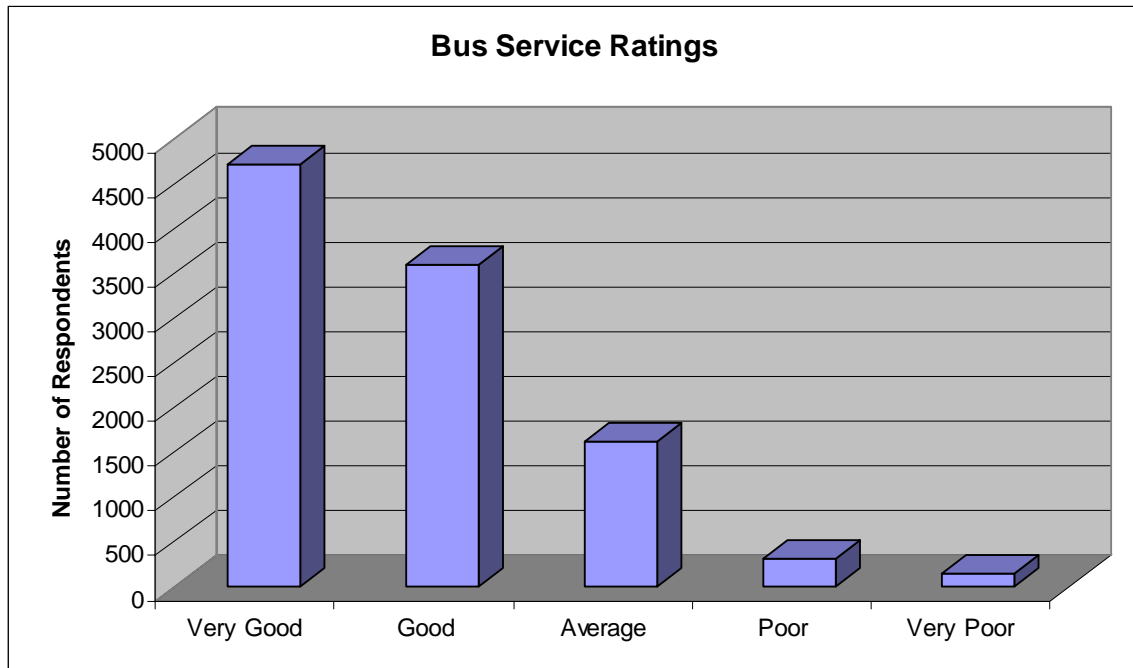


Figure 10. Total Responses for Bus Service Ratings

To paint a picture of respondents' need for bus service, two questions were included. When asked if they have access to a motor vehicle, nearly 48 percent said no. Thirty percent indicated they do have access to a motor vehicle, while 22 percent indicated they have access 'sometimes.' The number of responses for each is shown in Figure 11.

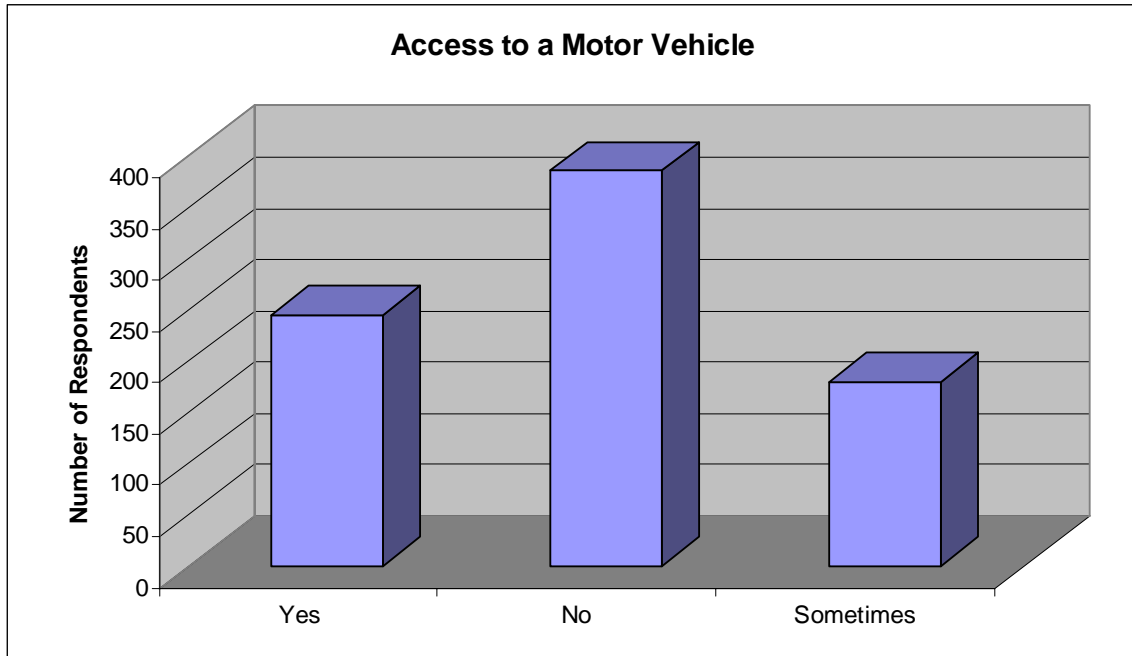


Figure 11. Bus Users' Access to Motor Vehicles, n=811

Another question asked “Could you have made this trip if bus service were not available?” Forty-six percent of the survey respondents answered no. It would be impossible for these people to reach their destination without the MAT bus services. Twenty-eight percent indicated they could, but not easily. Adding up these responses, almost 75 percent of the riders who filled out this survey could not make their trip without the bus or would have a very difficult time doing so. A quarter of the respondents indicated they would be able to make the trip without the bus. Those people who said they would be able to find an alternative method were asked to indicate their other option(s). Most commonly respondents indicated the method they would use a car if they could not take the bus. Other answers included using a bike, walking driving, and getting a ride from an acquaintance. Figure 12 illustrates answers for this question.

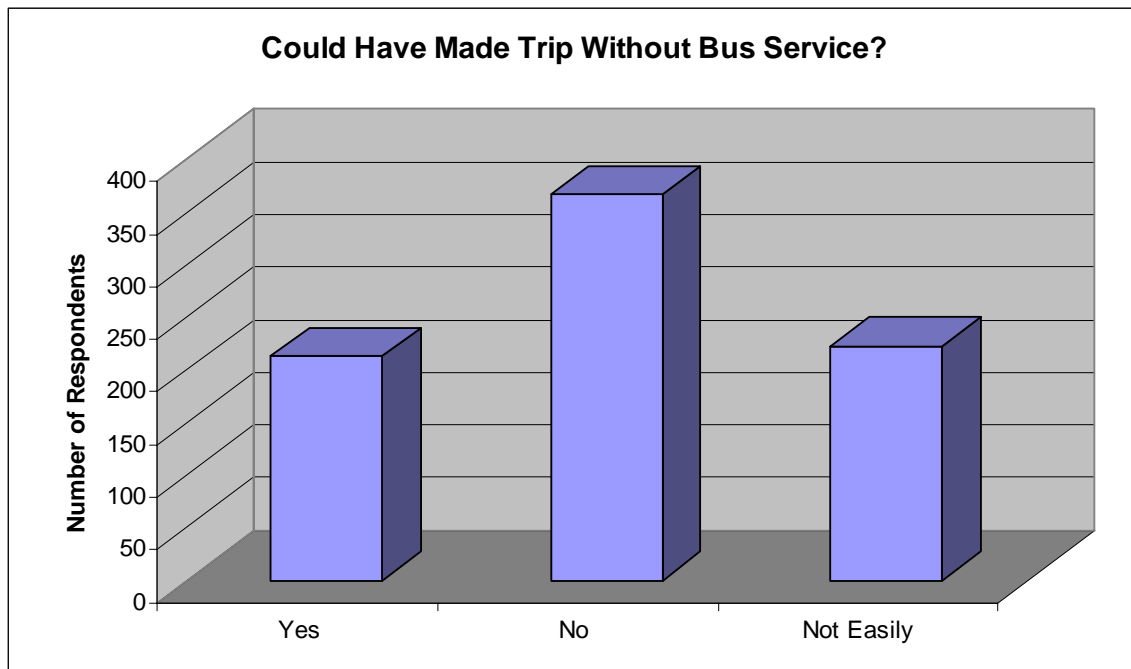


Figure 12. Bus Users’ Ability to Make Trip without Bus Service, n=803

This question, in particular, is important to understanding MAT bus riders’ needs because it indicates real need for the service. To further understand the customers most in need of MAT services, additional tables illustrate the data by age, trip purpose and bus route. This information is included in Tables 2, 3 and 4.

Table 2 . Ability to Make Trip Without Bus Service, by Age Group

Age	Yes	No	Not Easily	Total
Under 18	7	11	7	25
18-29	115	132	112	359
30-44	36	81	40	157
45-64	42	112	57	211
65+	10	22	4	36
Total	210	358	220	788

Table 3 . Ability to Make Trip Without Bus Service, by Purpose of Trip

Trip Purpose	Yes	No	Not Easily	Total
Work	100	205	125	430
Shopping	42	203	107	352
Groceries	29	189	68	286
School	99	97	71	267
Medical	21	137	61	219
Personal Business	25	138	51	214
Social/Recreation	30	121	55	206
Other	8	16	8	32
Total	354	1106	546	2006

Table 4 . Ability to Make Trip Without Bus Service, by Bus Route

Route	Yes	No	Not Easily	Total
GTC	13	41	16	70
11	25	53	27	105
12	3	10	10	23
13	91	91	68	250
14	16	25	5	46
15	22	73	34	129
16	22	36	27	85
17	10	7	8	25
18	5	11	16	32
19	1	6	5	12
25	2	6	2	10
WF	3	8	5	16
Total	213	367	223	803

The last question on the survey was open-ended, asking respondents to list suggestions for improving bus service. They could suggest improvements for both the specific route they were riding at the time of the survey as well as system-wide improvements. There were comments regarding many different issues. Themes that appeared consistently throughout the surveys include: more and improved bus shelters, more frequent bus stops, more routes, adding Sunday service, running later hours, better punctuality, and changing routes to include specific stops. This portion of the survey was set up as one question divided into sections 'a' and 'b.' Section 'a' was for comments suggesting ways to improve bus service on the specific route that they were riding on at the time of the survey. Part 'b' was for comments that would improve bus service system-wide. It should be noted that respondents may not have filled out this portion as specified. If the question was not read thoroughly, comments for specific routes or the system could have been placed in either section. However, the results are set up as the survey indicates.

Table 5 shows the number of riders from each route that included route-specific comments on their survey. The most route-specific comments came from riders of routes 13 and 11. Table 6 is a matrix showing comments broken into categories and the routes from which they came. For example, the comments indicating a need for a stop near the industrial park were stated by riders of routes 11 and 16.

Table 5. Number of Route-Specific Comments

Route/Location	Number of Riders with Comments
GTC	4
Route 11	58
Route 12	6
Route 13	60
Route 14	29
Route 15	41
Route 16	51
Route 17	7
Route 18	13
Route 19	6
Route 25	4
WF	9
Total	288

Table 6. Route-Specific Comment Matrix, by Category and Route

Category	Route												Total
	GTC	11	12	13	14	15	16	17	18	19	25	WF	
Add a Sunday route	2	9	1	6	3	11	8	1	-	2	-	2	45
Better promptness (not too early or late)	-	4	1	3	4	1	4	-	-	-	-	-	17
Bus cleanliness	-	-	-	1	-	-	-	-	1	-	-	-	2
Driver comment (good or bad)	-	-	1	1	3	2	6	-	-	-	-	-	13
Everything is good	-	10	-	-	8	-	7	1	-	-	-	-	26
Extended hours (earlier and/or later)	-	8	2	5	4	4	9	-	1	5	-	3	41
GTC, Clean up or longer hours	-	1	-	1	-	-	-	-	-	-	-	-	2
More buses	-	1	-	5	-	1	1	-	-	-	-	-	8
More frequent buses	-	5	1	13	4	10	6	3	1	-	1	1	45
More room on bus/better seats/new bus	-	1	-	3	-	2	2	-	1	-	-	-	9
More routes	-	-	-	3	2	2	2	-	2	-	-	1	12
More/different transfers	1	3	-	2	-	-	-	-	2	-	2	-	10
More/improved shelters	1	5	1	10	5	5	3	2	3	-	1	1	37
Route to Industrial Park	-	2	-	-	-	-	3	-	-	-	-	-	5
Saturday/weekend (routes, hours, frequency)	-	3	-	3	2	2	1	-	1	-	-	-	12
Stated a specific route change	-	7	1	7	1	2	3	-	1	1	-	-	23
Total	4	59	8	63	36	42	55	7	13	8	4	8	307

Table 7 shows comments by category for system-wide improvements. The most popular improvement suggestion related to adding Sunday service, with 56 people including this on their survey. The next two most common comments were adding more or different routes to the current MAT system and extending the hours of service. Comments in the ‘other’ category were those that did not fit into one of the defined categories.

Tables 8 and 9 include a sample of respondents’ comments regarding specific route improvements and system-wide improvements. A complete list of comments are included in Appendices A and B.

Table 7. System-wide Comments by Category

Comments: System-wide	# of Comments
Sunday Route	56
More/Different Routes	52
Extended Hours of Service	48
More Frequent Stops	39
More/Improved Shelters or Benches	32
Other	31
Route to Industrial Park	21
More Buses	20
GTC, Clean up or Longer Hours	17
Everything is Good	17
Saturday, More Buses or More Frequent	10
More Room on Bus/Better Seats	5
Bus Cleanliness	4
More Prompt	4
Total	356

Table 8. Sample Bus Service Improvement Comments: Route-Specific

Route	Comment
11	I think the service is very good the way it is at the moment.
11	Make Route 11 half hour service on Saturday.
12	Heated shelters
12	Drivers more gentle with turning, stopping and going. More service times.
12	More punctual
13	Clean the bus every week, it has a bad smell. The bus usually comes every 30 min. Have it come every 15.
13	Go to the airport.
13	13B sometimes never shows up, and then I'm late for class. Be on-time with the schedule.
13	Go farther north on 10th Street
13	More buses.
13	Run longer on Saturday, and have Sunday service.
13	Run every 1/2 hour after 6pm.
14	Route 14 needs to be 1/2 hour all the time. Needs to be shortened to run on time, start earlier, run longer. Richard is a fantastic driver.
14	Richard is a fantastic driver.
15	Sunday Service all day, later buses all week.
15	More frequent stops.
16	Allow the buses to run until 1 a.m. on Mon-Sun.
16	Ask drivers not to ride on breaks.
17	Come more often
17	Excellent! Perfect for me as MeritCare employee.
18	This route could be modified to cover more of the neighborhood.
18	Increase frequency to every 15 min.
19	Put #25 bus back to leave K-Mart at 7am instead of 7:30, so I can get to work on time.
19	A shopping shuttle, Sunday Service, start earlier, run longer.
19	Run Nights.
25	Add a few more shelters for when it rains or snows.
GTC	Change the bus transfer rules.
WF	If it was a 30 minute route, it would be more convenient.

Table 9. Sample Bus Service Improvement Comments: System-Wide

Route	Comment
System-wide	Additional routes to Industrial Park in Fargo.
System-wide	Enclose the shelters more to block wind, snow, and rain.
System-wide	Run until Midnight.
System-wide	More shelters and more frequent pick-ups.
System-wide	Expand service to South Fargo and 45th St. Businesses.
System-wide	More routes more often.
System-wide	More shelters.
System-wide	Better routes and times in Moorhead.
System-wide	Need more West Fargo routes. Don't have the drivers take off until ALL passengers sit down (I was thrown to the ground one night because of a driver neglecting to do this). Stop announcing the stops!
System-wide	Late buses are nerve-racking. I wish they ran more often and later. I ride 13, 7, & 8 at night. I also wish there were more buses on weekends. I would use them a lot if they went later. It's a safety thing. You don't want to be stranded.
System-wide	Be on time.
System-wide	Service on Sundays.
System-wide	More frequent.
System-wide	Run 1/2 hourly at night.
System-wide	Make sure people aren't left at drop-offs.
System-wide	More routes.
System-wide	Hire someone to clean the shelters.
System-wide	One driver is mean.
System-wide	Buses need to run on Sundays.
System-wide	More money is needed to go to public transportation.
System-wide	More frequent stops.
System-wide	Have Sunday services.
System-wide	Buses should run later on all routes.
System-wide	I would like to see the bus come down Broadway to at least 3rd Ave. N.
System-wide	Longer hours. I had to switch hours when buses don't run later. Also please keep Mhd buses year round.
System-wide	Just more shelters.
System-wide	After living in L.A., CA, I'm grateful for a bus system that works.

As indicated previously, the large number of responses from route 13 raised concern. Route 13 services the North Dakota State University area including several stops on-campus as well as the university's downtown facility. Because a large number of students ride this route, an analysis was done to verify if responses from this route differed from all the others. Student opinions may be different than those of the general public, and thus skewed from the normal bus-riding population in Fargo. Figure 13 is a map of MAT Route 13.

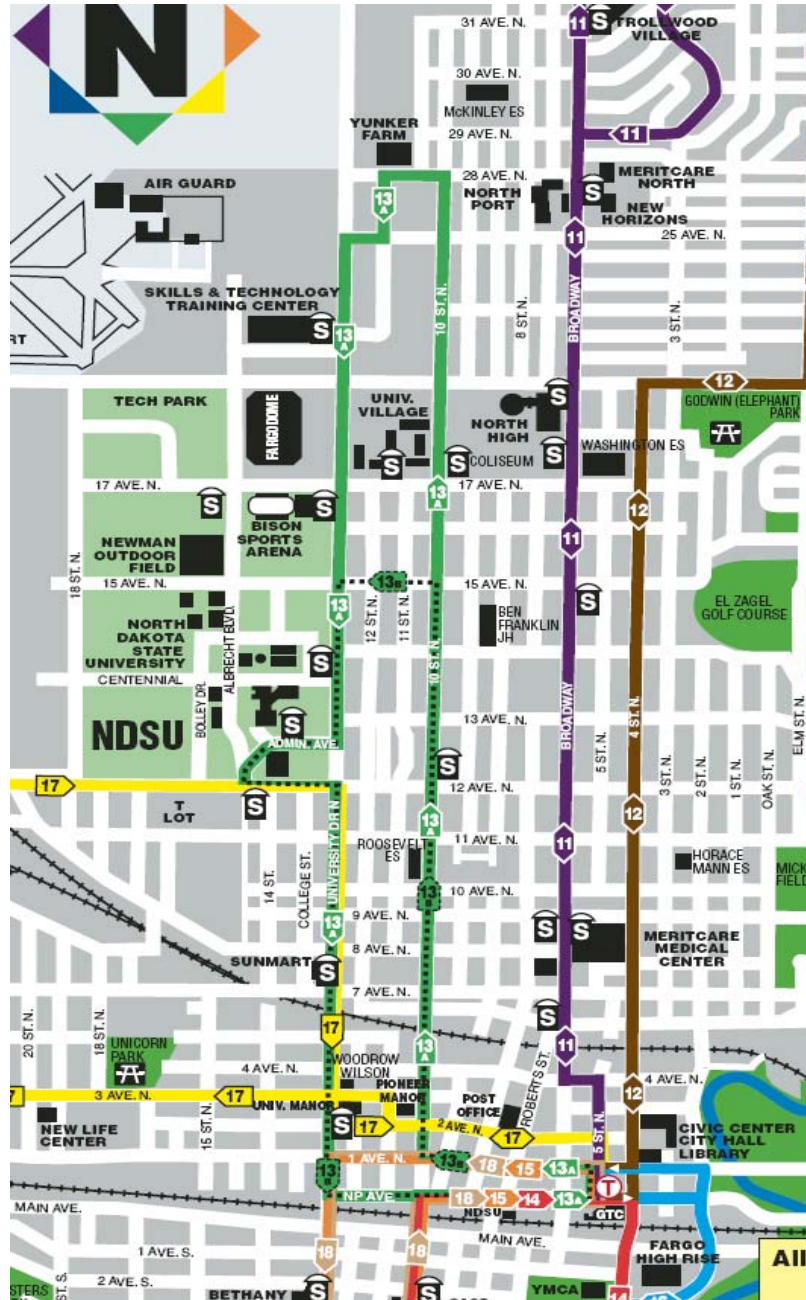


Figure 13. Map of MAT Bus Route 13: Servicing the NDSU Campus

When answers from the survey for route 13 riders were compared to all other riders, there were statistical differences. There was no difference between these two groups when comparing answers for how many one way trips they make each week or in the bus service rating section. When comparing the answers from route 13 to all other routes, answers to questions regarding how long they have ridden the bus did differ. The most common answer to this question for route 13 riders was less than a year with 44 percent, while the most common for all other riders was five or more years with 38 percent. There also was a difference between these groups for answers regarding how long they are willing to wait for the bus. Overall, the answers from route 13 indicated they would wait a shorter amount of time than answers from other routes. Ninety percent of route 13 participants said they would wait 15 or 30 minutes while 83 percent of other routes indicated those times. On the other hand, 17 percent of all other routes said they would wait 45 or 60 minutes for a bus, while only 10 percent of route 13 riders would do the same.

When comparing the two groups' answers to questions regarding access to a motor vehicle and ability to make the trip without bus service, there was a statistically significant difference for both questions. When asked "Do you have access to a motor vehicle?" 40 percent of route 13 riders answered no, while 51 percent of the riders on all the other routes indicated no. When asked "Could you have made this trip if bus service were not available?" 36 percent of the route 13 riders indicated no versus almost 50 percent of riders from the other routes. These disparities are important to note because college students' bus needs may be different than the general bus-riding population in Fargo.

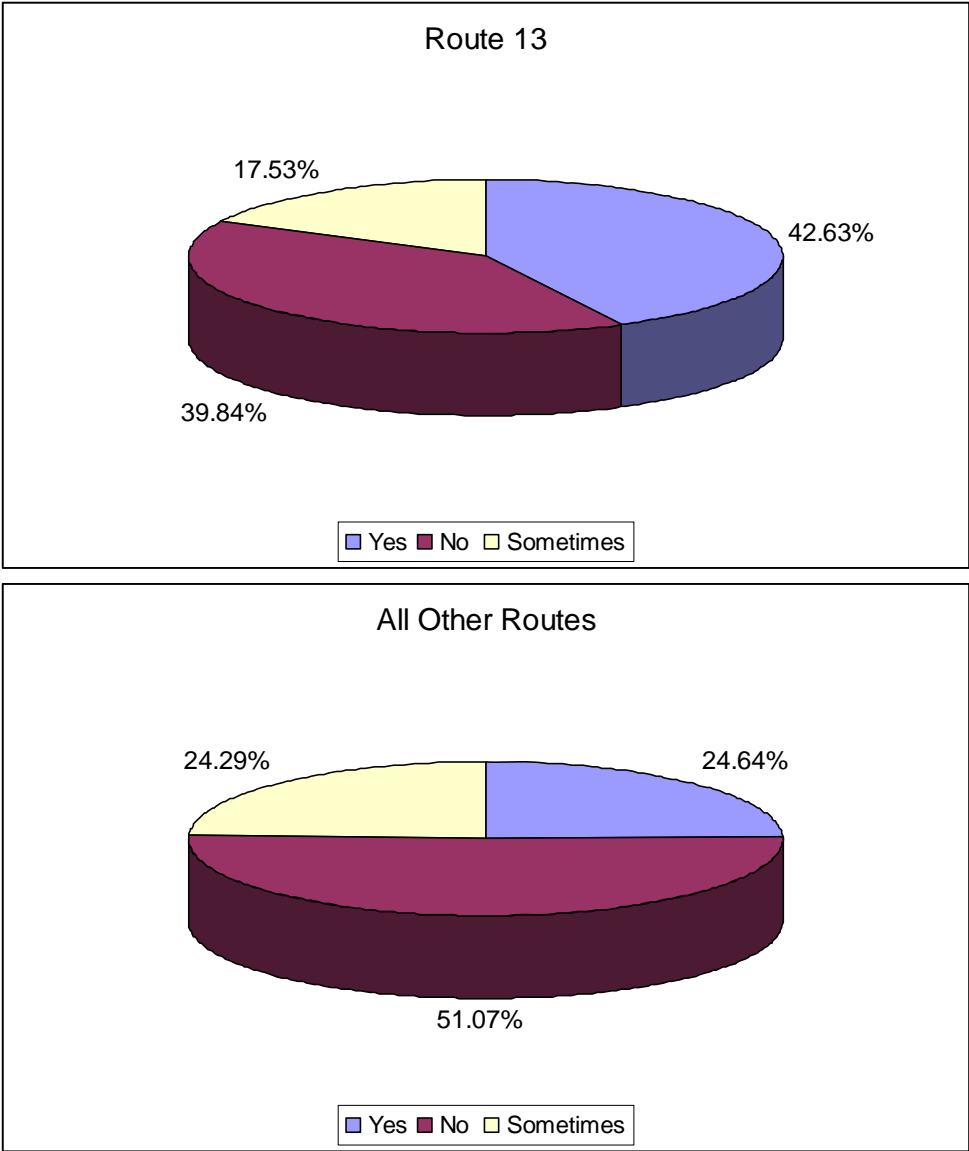


Figure 14. Access to Motor Vehicle: Route 13 Versus All Other Riders

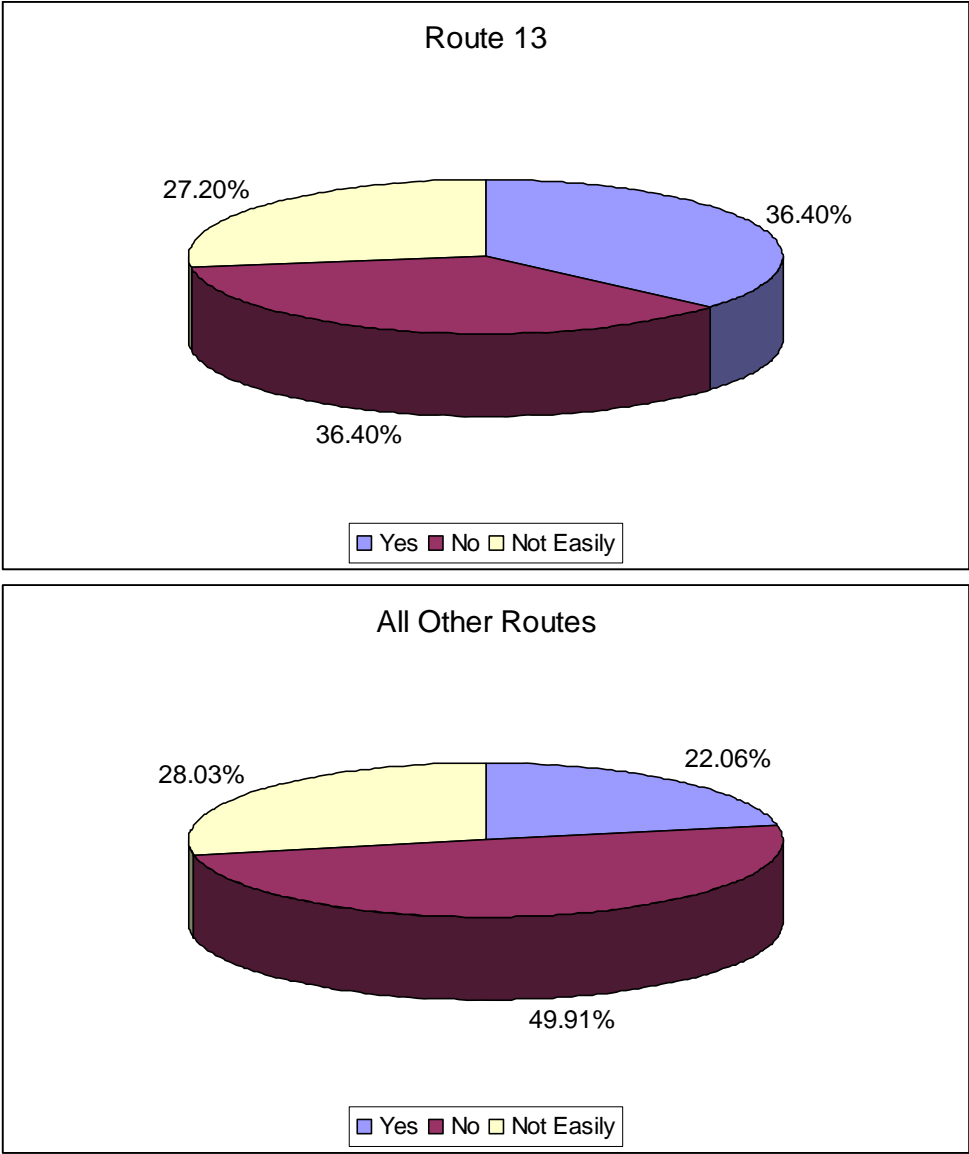


Figure 15. Ability to Make Trip Without Bus: Route 13 Versus All Other Riders

There also was a statistical difference for each category included in purpose of bus trips when comparing route 13 riders to those from all other routes. The percent of respondents indicating the various purposes for riding the bus from each group is compared in Table 10. There is a large difference when looking at the percent of riders who indicated school as the reason for riding the bus in the two groups. Fifty-nine percent of route 13 riders checked school versus 22 percent of all other riders. Another bus trip purpose that should be noted is work with 22 percent of route 13 riders marking this versus 41 percent of other riders. This illustrates again the widespread use of route 13 by NDSU college students, and differences in their bus needs versus the general public. Students would logically use the bus for school purposes more than non-college riders. On the other hand, the general public makes use of the bus for work more than the students.

Table 10. Purpose of Bus Trip: Route 13 Versus All Other Riders System-Wide

Purpose	Percent Route 13	Percent All Other Routes
Grocery Shopping	22	41
Work	38	61
Social/Recreation	16	30
School	59	22
General Shopping	31	49
Medical Appointments	14	33
Personal Business	17	31
Other	2	5

CONCLUSION

The results indicate the MAT system is providing a good service to bus riders in the city of Fargo. The overall survey answers are favorable. There are definite trends in the people who need bus services to be mobile. The age profile of riders is quite diverse, but a fairly young crowd dominated responses. Again, this is partially due to the large number of potential NDSU college students from Route 13 that may have been included in the survey. Riders indicate they use the bus for a variety of reasons, most commonly for work and shopping. There is also a large portion of riders using bus services for school purposes.

MAT bus services are important to respondents as almost 70 percent do not have access to a vehicle or only have access sometimes. In addition, roughly 75 percent of riders surveyed said they either could not have made the trip without the bus or if they could have, it would not have been easy. That illustrates the need for this service in Fargo.

Riders gave the MAT bus service very favorable ratings. Positive replies dramatically outnumbered negative ones when comparing responses of 'very good' and 'good' to 'poor' and 'very poor,' for quality of service provided by MAT indicating an overall satisfaction with the system. When asked to leave feedback regarding improvements to the MAT system, riders did leave a variety of suggestions. Of the 822 riders who completed surveys, 356 riders left comments regarding possible system-wide improvements while 288 left comments regarding specific-route improvements. Things that appear dominant from these comments are Sunday service, extended hours of service, more or improved bus shelters and more frequent bus stops or more buses. These things do suggest riders want and need this service to be mobile and would like to use it more often for more reasons. The feasibility of making such improvements, of course, depends heavily on economic constraints.

APPENDIX A. Route-Specific Bus Service Improvement Comments

----- Location=GTC -----

Bus shelter opening faces north at 13th Street and 3rd Ave, Bethany Homes corner =- bad idea during winter weather.

Change the bus transfer rules.

Sunday Service

Sunday service

----- Location=Route 11 -----

1) Shelter for winter winds. 2) Transfers that would be good both ways and longer for shopping convenience. 3) Need to run Sundays and more often.

12 - good; 11 – good

13B-OK

Better communication about semi's and trains blocking streets

Better marked stops.

Bus to industrial area Sunday service.

Bus transp on Sunday.

By my house we ride 14 comes. I wish there was a shelter on Pacific Dr.

Come every half hour route 12.

Continue good customer service.

Go Ho drivers is.....

Great

Hard to see so ask drivers for route.

Have more transfer stations like at grocery stores and where routes intersect.

Have the bus come on time.

I think it's good how it is.

I think it's very sufficient the way it is.

I think the service is very good the way it is at the moment.

It should go to 15th Street, and turn onto Elm St. Instead of 19th Ave.

It works well the way it is.

It's better if you can provide bus every 15 minutes.

It's better to have buses after 6:00 p.m. to the UV when we have classes. It takes long while to come to GTC and go back to UV.

It's good.

Keep open GTC later. It's going to be cold waiting outside. I get off work at 7:30 - have to wait outside until 8:15. It's going to be cold. Donna Voracek

Keep up good work.

Longer hours (p.m.)

Longer hours and Sundays.

Make Route 11 half hour service on Saturday.

Make a few more shelters. My stop just got a bench but now it's snowing/raining, it's not like anyone can really use it. Other than that, I don't have any other problems.

More 12 bus routes available later and on Saturdays.

More area to cover.

More bus route signs/stops

More bus routes, live on Main Ave.

More buses to the ind. park.

More buses, less waiting time, more 13A bus route after 6:00 p.m.

More shelters. Be on time; it's normally 5 minutes off, but otherwise, it's good

NA

Need bus from University Village to school every 15 min and also at night. Want direct bus from University Village to school all the time.

Need more buses like on Main Ave. or 1st Ave. S.

Need to find way around train delay problem. Be quicker w/wheelchairs (one wheelchair and missed transfer).

Newer buses – seats less comfortable. Rt 11 often late in afternoon.

No improvement.

None

Nothing

OK

Open longer than 9:30 p.m. Keep up the good work.

Rt 11 - I could use more night buses and Saturday buses - Sunday would be nice too.

Run earlier in the morn especially Sat.

Run later on weekdays, holidays and Sundays.

Run on Sundays.

Run very 30 minutes to VA.

Set transfers back to 2 hours; emergencies, shopping, etc.

Shelter on 32nd.

Some of the Moorhead routes should go later on at night.

Sometimes late in evening but pretty good.

They need to run on Sunday.

We couldn't live here without it.

Wish I could get a bus closer to ?...? area.

----- **Location=Route 12** -----

Drivers more gentle with turning, stopping and going. More service times.

Extend hours into the evening.

Heated shelters

Include 2nd St.

More punctual

Sunday Service, and run later into the night.

----- **Location=Route 13** -----

13B sometimes never shows up, and then I'm late for class. Be on-time with the schedule

Add Sunday route, and run twice an hour after 6pm.

Allow transfers to be made at all stops. Better visibility out the bus windows, bus shelter needed at 28th and 7th for people who work in the area.

Be on time all the time.

Be on-time everyday.

Better bus shelters, a system that tells you when the bus is coming would help.

Bus should arrive 5 minutes earlier for NDSU classes so we can catch the later one

Clean the bus every week, it has a bad smell. The bus usually comes every 30 min. Have it come every 15.

Closed bus shelters

Closer to home.

Expand the schedule to 6:30.

Friendlier bus drivers.

GTC should have the same hours as the buses. Shuttle needs to run more than an hour.

Get a bench or shelter at 28th and 10th. I know a few people who walk a couple blocks to get there, so it would be nice if they had a spot to sit and get out of the weather.

Go farther north on 10th Street

Go further into North Fargo

Go to the airport.

Have 13B run everyday.

Have an overnight route.

Have buses arrive at Student Union 5-10 mins before the hour so we don't have to take the earlier bus and sit longer on campus or we'll be late for class.

Have more buses so all routes run the same. Have 20 mins or 1/2 hour routes.

Have the bus stop and rest at NDSU Union instead of NDSU downtown.

Have the bus wait a couple minutes at the Student Union.

Increase # of stops circulating this route.

Increase frequency

Increase the frequency.

It would be great if the bus could get to the NDSU union at least 7 min. before the hour and 1/2 hour because I have to take an earlier bus to get there on time for classes. Maybe go past the Union earlier in the route? Reverse route?

Keep Scott off the bus at 7:15am, Big mouth.

Let NDSU faculty and staff ride free.

More benches

More benches.

More buses

More buses should be employed at different routes.

More buses.

More frequency with buses coming.

More frequent routes, every 15 mins.

More frequent, 15 min.

More frequent.

More routes.

More routes.

More seating

More shelters for winter. Longer and more buses to Wal-Mart area shopping.

Newer buses.

Put a shelter on the corner of 10th St. North and 7th Ave.

Run 1/2 hourly at night.

Run every 1/2 hour after 6pm.

Run later on weekends.

Run longer on Saturday, and have Sunday service.

Since it goes to University, it should include USDA in it's route.

Softer chairs

Sometimes the bus is very early on the 28th Ave. N. route (like by 10 min). We need a shelter at 28th, at least a bench.

Stop at Hornbacher's North

Sunday Service

Sunday service, late NDSU service.

Tell people or put on the route map that after 6:30, 11 & 13 switch every 1/2 hour. Especially in winter so we don't have to wait in the cold.

The NDSU Student Union Shelter is very drafty, one side is completely open. Close, to keep heat in.

Turn 1 hour transfers into 1/2 hour.

more heated shelters

run bus on Sundays

run later

----- **Location=Route 14** -----

(18) On demand service north of 5th Ave. S. in the area of 21st to 18th streets.

Bus drivers need more people skills.

Bus should come out more. 17 should be 1/2 hour.

Every 1/2 hr on Saturday. Sunday routes.

Go slower. Bus goes too fast in regular weather. There should be more 1/2 hour routes

Have Sunday service available.

Have them run later hours to MSU, Concordia, NDSU. For the safety of riders, all stops should be available so long walks aren't needed.

I can't think of anything specifically for this route to improve.

I would like to see more bus shelters on the corners.

It is excellent now.

It's fine.

It's great.

Moorhead 1 & 2, I was hoping they could stop at requested corners.

More runs Saturday a.m.

More shelters

More shelters.

More signs, stops.

Need a shelter on South 10th St.

No improvements needed.

None.

Route 14 needs to be 1/2 hour all the time. Needs to be shortened to run on time, start earlier, run longer. Richard is a fantastic driver.

Route 14 needs to run 1/2 hour at all times. Shorten route to keep on time. More shelters. Start earlier - run longer.

Same.

Should have bus could ride in.....no idea.

Sue takes the bus to work.

Sunday service. Better and longer night bus service. Start earlier. Less emphasis on college students. Run on time. 1/2 service at all times.

This route is fine. #14 is easiest to ride.

This route works well for my needs.

Try to not be late which that is OK. It is understanding.

----- **Location=Route 15** -----

52nd Ave S. University needs more South Service.

Be more willing to keep freeloaders off bus. they are very dirty and annoying to all

Better shelters (very drafty on campus-MSUM-and wet).

Bigger bus, often crowded.

Buses need to run more often.

Driver could lower bus so it's easier to get off and step down. Bus drivers can announce certain stops, be more outgoing and friendly.

Extended hours, weekends, people need to get home from work.

Get Sunday back on because some of us work on Sundays.

Go all the way west of Fargo.

Have a bus every 1/2 hour and service until 12:15am, and Sunday Service.

Have all day Sunday service.

Have bus service in the summer in Moorhead.

Have the bus run on Sundays.

In order to improve we need more riders.

Keep same driver.

Make a Sunday route to go to the mall for the employees who need to go to work.

Make the fare less.

More bus services by West Acres more often.

More buses more often.

More buses.

More direct route from 13th Ave. S. to near Industrial Park.

More frequent buses, like interval of 15 mins.

More frequent stops.

More route 15 so a person doesn't have to be an hour early for work.

More routes (Main Ave.).

More routes, more frequent buses.

More seating, maybe more buses that come every 15 mins.

More shelters.

More shelters.

More stop times.

Need buses on Sunday, and service till midnight.

Please install heated bus stops.

Put a bus shelter at Target in Fargo.

Regularity and consideration.

Run 1/2 hour service on Saturday night.

Service on Sundays during winter.

Sunday Route.

Sunday Service all day, later buses all week.

Sunday route.

Sunday routes please.

Sunday service.

----- **Location=Route 16** -----

Allow the buses to run until 1 a.m. on Mon-Sun.

Ask drivers not to ride on breaks.

Be more friendly.

Be more friendly.

Being on time.

Bus should come into the VA property to better serve veterans and employees.

Can't think of anything. Keep up the good service.

Cut down the wait time to every 30 minutes.

Driver needs to slow down. On early morning routes he is way early, sometimes by 10 minutes or more.

Everything's good.

Go more into WF and Dil.

Go to Industrial Park. Run 4th St. on Main to 45th.

Good so far. Don't ride this route often.

Good.

Have an earlier route 4:00 a.m.

I don't know - this is my first time/trip on this route.

I think more shelters need to be put up. The young and old should not stand in the rain or snow. I'm willing to help in a fundraiser to help. Dave 297-0810

Improving rates to other areas. Decrease waiting time from 30 min to 15 min.

Increase the frequency 30 mins each.

Later night service. Somehow 15 min waits. Excellent drivers on this route.

Let Mitch the bus driver drive it forever.

Make more better than ride bike.

Moorhead run later.

More Sunday buses.

More frequent stops at GTC.

More puppets? (Seriously I have no idea.)

More seating and more shelters.

More shelters. Bus comes more often. More routes. More hours a day.

No changes - Mitch, our bus driver, is wonderful and caring to everyone. He is a great guy for a young bus driver.

None

Nothing. The bus driver is very nice. I think he needs a raise.

OK

OK

People work in industrial park in NW Fargo, but limited routes there.

Poor

Route 16 needs a larger bus. For all the cutesy over-paid help that make up Fargo Mat, the bus service is poorly and incompletely managed.

Run every 1/2 hr on Saturdays. Run later for people working evenings, restaurants, etc.

Run every half hour on Sundays and Saturdays.

Some later service (some of us work late eves), Sunday!

Sunday bus service.

Sunday bus.

Sunday service

Sunday service

Sunday service.

This route is good. Does not need any changes.

To always make it on time especially to West Acres on the weekends; and to run every day until at least 12 midnight like the bigger cities.

To go all night until 12:00 p.m., quality of ride, service. I do enjoy Mike A., Transit Planner. He works really hard.

Two buses - one inbound, one outbound.

Wash the bus once a day. This is a must.

You cannot.

You need a bus that goes to where people really need to go. I personally don't, but all I ever hear is you

need a bus that goes to Fargo Industrial Park and you need a 24 hr bus going there and all around Fargo Moorhead.

----- **Location=Route 17** -----

1/2 hour service

Come more often

Excellent! Perfect for me as MeritCare employee.

Heated shelters

More frequent (1/2 hour instead of hourly)

Sunday service

more shelters

----- **Location=Route 18** -----

Allow transfers to be used on any bus, not just at the terminals because sometimes you have to go out of the way just to transfer.

Bus shelter on 18th St. S.

Clean more often.

Get some new buses.

Have TV's installed.

Have a bus that goes down Main Ave., heated shelters.

Increase frequency to every 15 min.

Kmart 14/Transfer 25 - nice to have better way to Southpoint area.

More Saturday times.

More shelter along routes needed for winter. Need more routes in South Fargo.

More shelters please.

Route 14 - Run bus later than 9:45. Often get off work at 9:45 or later. One last bus at 10:45 would be perfect. Sunday rides also be good, but not sure how cost effective

This route could be modified to cover more of the neighborhood.

----- **Location=Route 19** -----

A shopping shuttle, Sunday Service, start earlier, run longer.

Bus should run later.

Put #25 bus back to leave K-Mart at 7am instead of 7:30, so I can get to work on time

Run Nights.

Run at night

Run later in the evening, and have a Sunday Service.

----- **Location=Route 25** -----

Add a few more shelters for when it rains or snows.

Arrival coincides better with other routes for transferring.

Have route 25 and 14 meet up on a time on Saturday.

Run every 30 mins.

----- **Location=WF** -----

Access to more neighborhoods in WF

Better shelter in front of Lowes

Extend Hours at night

Music on the bus.

Run every half hour.

Run past 6:15

Sunday Service until 10pm. Later service during the week.

Sunday service.

Take out the bus benches. They are very confusing.

APPENDIX B. System-Wide Bus Service Improvement Comments

#11 should turn around at 32nd and 8th St and McKinley Elementary School. No

15 minutes between routes. Less transfers, more buses.

24 hour bus service, and Sunday service.

25 bus run later.

A route from NDSU to West Acres would be nice.

A special route developed for night/Sunday service. Larger buses for 15 & 16. Eliminate 13B and college buses. Colleges need to pay full price like rest of us. GTC open longer at night. Get rid of Laidlaw. Our bus driver need 40 hours a week, better

Access to Main Ave. Sunday routes.

Add a route to do down Main Ave. West. Shuttle bus needs to run every 1/2 hour during Holiday season.

Add bus line to industrial areas.

Add more routes and extended hours

Add more routes from University Ave. to North Fargo.

Add Sunday routes, and run until 11pm instead of 10pm.

Add Sundays for major routes (13, 11, 15, etc.)

Additional routes to Industrial Park in Fargo.

After living in L.A., CA, I'm grateful for a bus system that works.

All are smelly.

All buses need to kneel for passengers. Most Moorhead bus drivers will not do this. Also not all drivers will lower buses at GTC.

All buses should go more. Need wait 1/2 hour for next bus takes all day. That means I don't have much time when I do get where I'm going.

All routes run 15 minutes.

At night, wish drivers could let us in building between buses to stay warm.

Bar time buses 12 - 3 a.m.

Be on time.

Before Christmas, have a direct bus between GTC and West Acres, no stops.

Being on time.

Bench at corner of 32nd and 3rd street N. Outside of GTC, sidewalk area needs cleaning

Better info/maps in shelters, i.e. which route stops at the shelter, "you are here" marker on map, etc.

Better routes and times in Moorhead.

Better/closer connections.

Bike racks year round. Run later at night.

Bus drivers are good at giving route info. Buses need to go to Kohls, Gordmans, etc. I like when driver waits until I sit down to go.

Bus on Sundays.

Bus routes need to start 2 hours earlier or run 24 hours. I have to be to work by 6am most days of the week, and my husband works nights so it would be nice if he could ride the bus too.

Bus to 45th Street, and night bus downtown.

Bus to run on a route through the Industrial Park.

Bus to the industrial park.

buses go from the school and the school needs help!

Buses need to be cleaned inside. MAT buses smell bad. Use sanitizers, detergents, deodorant. Treat these wonderful buses like your car.

Buses need to run on Sundays.

Buses on time so people don't miss the bus at GTC. Need a bigger bus on Route 14 and 18, there are problems on small buses.

Buses should leave the GTC at the same time. Like #16, we have to wait 20 minutes for it.

Buses should run later on all routes.

Buses stop more frequently at downtown NDSU.

Buses that are more reliable.

Certain routes should serve more areas, need more shelters on most routes.

Change the insulting "Thank You" and "Invalid" to something else.

Clean up the boarding area of GTC! The spills around the trash cans are disgusting.

Clearer Windows, not seeing out clearly causes motion sickness.

Come more often and make room for more passengers.

Do not block windows with advertising. Keep windows clear and clean for passengers, advertise on body only.

Do the same for the entire system. Also have the buses run until midnight.

Don't cut routes. When you do cut routes, don't tell us it's part of some "improvement" or that it's for our "convenience." It creates cynicism especially when you raise rates at the same time.

Don't use air-conditioning when the outside temp is 60 degrees, it gets cold in the bus.

Downtown GTC - outside area (concrete area) needs cleaning more often especially in summer.

Downtown shuttle.

Earlier start time, run on Sundays for church, be more persistent w/ no vulgar language on buses, no drunks allowed on bus.

Easier access to S.W. Fargo. West and South of West Acres. Also to Fargo industrial park.

Eliminate 13B and all college routes, college needs to pay price like everyone else. GTC open later at night. Bigger steps on buses.

Eliminate BB and all college routes. Make colleges pay full price. Sunday service.... Need an industrial route. Outside phone at GTC. No ...? Too much service on Northside, not enough on Southside. Need 1/2 hour shopping shuttle.

Enclose the shelters more to block wind, snow, and rain.

Encourage friendly drivers who have knowledge of other routes in case someone needs to transfer or find a location. Also to remind drivers to let people take a seat before driving, to lower the step when getting on and off, and to drive at a safe and com

Enlarge to cover more of Fargo/West Fargo.

Everything's good.

Excellent

Expand service to more of south fargo and 45th street.

Expand service to South Fargo and 45th St. Businesses.

Fargo Industrial Park.

Form more relationships with employers, especially downtown, to promote the bus service.

Friendly drivers, also passengers.

Get drunks and other obnoxious people off the bus sooner.

Get Sunday back on because some of us work on Sundays.

Go in 15 min. increments not half hour. More shelters - important in winter!

Go more NW.

Go to 35th Ave. on S. University.

Go to places where people work in the Industrial Park, or near there.

Go to the industrial park so a guy can have a job.

Good

Good. Please call 293-3078 Todd

Greater frequency. Occasionally, the 13A bus does not come at all.

GTC looks pretty shady, get the passengers in before the drivers step out for a break at GTC because it gets too cold.

GTC open as long as the buses run. It gets cold and could be potentially dangerous.

Half hour service on #17

Handicapped accessible.

Have a bus from Dilworth.

Have a bus from Industrial Park and service until 12:15am, and Sunday service.

Have a bus going from Main Ave. West, and 1st Avenue SW

Have a route directly to Moorhead from West Acres. Bus stop at US Bank service center.

Have all day Sunday service.

Have better shelters. Have buses that travel from GTC to Fargo after 7pm. Should have a Sunday service.

Have bus 18 run 30 mins on Saturday.

Have bus drivers look for people at bus stops. Driver failed to stop for me on 11/19/05 at 9:30 a.m. at

Univ. & 15th Ave. N.

Have buses run later into the night.

have GTC open after 7pm

Have GTC open later. Have music playing softly, it would make it friendlier or something.

Have later routes, and weekend routes so I am not stockdriving. Make transfer times for the buses the same so we don't have to wait 30 mins. For the next bus.

Have later times past midnight, run on Sunday.s

Have more frequent routes.

Have more routes running longer into the night, if you did bar closing there would be a lot of business.

Have more routes.

Have more shelters. Maybe could have the main GTC open later. Even just one night a week, like Thursdays, since some businesses stay open later and it seems like a lot of people are out. Have some run on Sunday.

Have more small comfortable buses.

Have Sunday services.

Have the buses come more often.

Have the GTC open later. Winter is cold waiting outside. It is a 45 min. wait for me, and it isn't safe sitting outside one night, I thought I was going to get raped, I reported.

Have to wait outside after 9pm, bad news, have GTC stay open later.

Heat and less jerkiness in transportation.

Heated shelters

Heated shelters with closing doors.

Heated shelters, or more enclosed to keep the snow out.

Heated shelters.

Hire someone to clean the shelters.

I do remember a driver acting put off when another person and I did not signal that we needed the bus. I found this odd because I could not think of another reason why two people would be standing on the corner next to a bus shelter. (It was off 12th St

I don't know what a transfer is. I get dropped off at the GTC and make it to the other bus just fine. Why does he ask?

I hope an easier transfer could be possible on Fargo's South side where 2 nursing homes are located on University. More services could be given in summers. The grounds of the GTC can be kept cleaner. The drivers can pace themselves and not rush so as not

I never use transfers but I can usually get to where I need to go easily. Time system on Sat and Sun should be the same as weekdays since a lot of people shop on Saturdays.

I would like a lot bus drivers be friendly which only one was mean.

I would like to see the bus come down Broadway to at least 3rd Ave. N.

I would ride more if connections were more user-friendly. I dislike taking the bus from home (North Fargo) to Wal-Mart because it takes so long. Also, it would be nice if there were more routes. I would buy a low-priced family pass if it were available al

I'd like to see Sunday service and possible 24 hr service.

If possible, cover more routes with more buses.

If there is a special fare or anything changed, that there be notices in all buses.

I'm also satisfied w/the system wide.

Implement 1/2 hour schedule on weekend routes to West Fargo and West Acres.

Increase frequency for some of the Saturday routes.

Increase the buses.

Industrial Park rides at the the times the jobs start and end over there.

Industrial park route, and more West Fargo.

Invest in a fuel efficient hydrogen fuel cell vehicles, it would save on money and pollution in the long run.

It works well for me so far. Thanks

It would be nice if buses ran early on Saturday, and all day on Sunday for those of us who work.

It would be nice if there were buses that ran past 10 p.m. because I work graveyard and where I go it's usually such a commute. Then again, I don't know if anyone would ride it at those except for me.

It would be nice to have more buses so some of the waiting time could be shortened.

It would benefit me and others if routes ran a bit later and especially if they ran on Sundays.

It's good.

It's not my fault if the bus is late picking me up, but then I always end up missing my next bus because of it. Have the buses wait a little longer if they know there's a transfer.

I've ridden buses in other cities and you need to improve your service quite a bit.

I've ridden the city buses in bigger cities and they have better service with transfers from bus to bus. At grocery stores, your ride to one, do shopping, and if you walk one or two blocks, you can catch another bus which will take you to another store, w

Just more shelters.

Keep bike racks on through the winter months.

Keep GTC open later in cold winter months.

Keep the terminal open please during all bus service hours for safety and shelter. I think the printed schedule is not easy to figure out.

Keep up the good work.

Keep up with the growth in Fargo/Moorhead

Late buses are nerve-racking. I wish they ran more often and later. I ride 13, 7, & 8 at night. I also wish there were more buses on weekends. I would use them a lot if they went later. It's a safety thing. You don't want to be stranded.

Later service, till 12am or 1am

Less time between buses, more Moorhead night service.

Let the buses run Sundays for those who work in the surrounding areas and for those who go to church or other activities held on Sunday.

Longer bus service to West Fargo, at least till 8pm or 9pm and longer shuttle service to Wal-Mart.

Longer bus transfers for shopping.

Longer hours. I had to switch hours when buses don't run later. Also please keep Mhd buses year round.

Main Ave. access, and Sunday routes.

Make 1/2 hour service on #14 at night and on Saturdays. Run a Sunday service.

Make 19 a night bus. There are some who work all day, and need to go to Wal-Mart after work and can't get there b/c of limited service. Bus route at the Industrial Park would be appreciated.

Make a route that goes through 25th St. to 50th St. down by Discovery Middle School, and Centennial

School.

Make bus shelters with heaters like the ones at NDSU. Make more room and no smoking in shelters.

Make college students/staff pay full fare. Sunday service. Start earlier in day. 1/2 hour shopping shuttle.
No trolley? Get rid of college buses. No fare raises until college students start paying full fare.

Make more routes in different locations.

Make obnoxious riders i.e. Scott Shear keep it down.

Make route 25 run later in the evening.

Make sure people aren't left at drop-offs.

Make sure to stop at the block after the sting is pulled, sometimes, the driver doesn't, and you end up another 10 blocks down the road.

Make the bus schedule easier to understand so I don't end up transferring when I don't need to.

Make transfer slips more easily read to speed up time, bus driver shouldn't break so hard.

Make transfers not just for transfer places, let them be used anywhere.

Maybe have 2 route 25 so it's not hourly but 1/2 hourly. Also it would be nice if buses (even limitedly) ran Sundays.

Moorhead bus 1 should not go every other time on Sat. Preferably the times that don't go on that day.

Moorhead evening routes are an excellent addition. My biggest complaint on the Fargo buses is the cleanliness of the seats. They're cloth, not all riders' bottoms are as clean as they might be. The seats simply need to be shampooed with greater frequency.

Moorhead night buses aren't as easy to go places. Example they no longer to to the Marriot.

More access to bigger businesses especially in the winter.

More benches outside for summer, and shelters for winter.

More bus availability in South Fargo, the hourly route is not enough. Route 11 should run 6am-10pm

More bus route signs/stops. Keep up the good work.

More bus routes in places where you are currently not running (25th St., South Fargo). Extend hours.

More bus routes.

More bus shelters on 13th Ave by Windwood Estates where a bus bench is.

More bus stops.

more buses

More buses as well as more routes since Fargo is growing. 15 minutes between buses.

More buses available at night. Some of the buses seem like they're ready to fall apart, get that fixed.

More buses going more places, have 2 buses doing all the routes, with one getting to GTC every 15 mins.

More buses in South Fargo, Sunday Service, more buses on Saturday, more Shelters

More buses more frequently

More buses more often! Night routes 24hrs.

More buses more often. Sunday service.

More buses, more often to more locations.

More buses.

More buses.

More buses.

More buses.

More buses.

More frequent buses - not having to ever miss a transfer when it's not your fault - otherwise have to wait.

More frequent buses in more areas, buses could be smaller if so.

More frequent buses.

More frequent routes.

More frequent services, especially Saturdays.

More frequent stops, more routes.

More frequent stops.

More frequent.

More money is needed to go to public transportation.

More Moorhead night buses.

More night Moorhead buses.

More night service in Moorhead.

More night services in Moorhead.

More rides.

More room for passengers.

More room on the buses.

more routes

More routes going to West Fargo and Further South Fargo.

More routes in industrial area's and elsewhere that there are no routes.

More routes more often.

More routes running every 15-20 mins, not 1/2 hour.

More Routes to Industrial Areas and Main Ave., and West Fargo Industrial park. More night services, and more Moorhead routes. Be dependable and on-time!

More routes.

More routes.

More routes.

More routes.

More routes.

More routes.

More saturday routes

More shelters

More shelters

More shelters

More shelters and more frequent pick-ups.

More shelters on 7th Ave. N.

More shelters on route 18, and run the route every 15 min. rather than every 30.

More shelters, bus 17 at 29th St. N. Go to more shopping places like Old Navy and Kohls.

More shelters, have a bus go on Main Ave.

More shelters, more 30 minute buses.

More shelters.

More shelters.

More shelters.

More shelters.

More to West Acres every 15 mins. instead of 1/2 hour so less wait. More 15 min. intervals through Fargo more in residential area (especially from income housing and campus runs).

More West Fargo coverage. More buses to West Fargo.

NA

NA

NA

Need a bus route in Industrial Park in North Fargo.

Need buses on Sunday, and service till midnight.

Need buses running down Main Ave. to West Fargo.

Need more routes like 45th St. and Main Ave., cover more of the city. Also, get the buses on time everytime. Make alternative plans if needed. If you want people to ride, they have to depend on getting to work/school/appointments on time!

Need more trips to Concordia.

Need more West Fargo routes. Don't have the drivers take off until ALL passengers sit down (I was thrown to the ground one night because of a driver neglecting to do this). Stop announcing the stops!

Need to get service to the industrial park areas.

Need to go to outlying areas.

No improvement.

None

None

None right now.

Not late enough routes. Perhaps a Main Ave. route. Sometimes buses arrive too early at non-transfer destinations. I often walk 5 miles because the bus system stops too early. Perhaps a few routes that cover the main routes (13th Ave., University, Main, Br

Nothing else.

Offer Sunday and Holiday rides at increased cost.

OK, need more buses for each route to run more often.

On Saturday, have #18 come every 30 min.

One driver is mean.

Overall, it is a good system.

Pay box seems to always be having a problem, slows things down so we have to run at the GTC to make our next ride.

perfect!

Pick up students in T-Lot at NDSU, and bring them to main campus.

Please ask the 13A drivers to look around bus stops for additional passengers (running for bus) before closing doors and driving off. Buses should be more frequent.

Please call: 293-3078 Todd Haugen

Poor

Post route times at each bus stop.

Pretty happy with the system overall. There are many things better than the bus system in my hometown of Pittsburgh, PA. I was surprised that there is no bus going to Pracs. If you'd like to contact further: C. Owens, 2540 ...St. #111, Fargo, 58103

Provide a direct bus from NDSU to West Acres.

Provide more buses to Wal-Mart.

Provide transportation to the Industrial Park. Have a Sunday Service.

Purple route should go over to Broadway on 2nd as it used to. Also I would like the Yellow route the become the Purple route on Saturday as it used to.

Put shelters at every stop so you don't have to wait outside, run a Sunday service.

Quicker handicap accessible, and make dollar pay and transfer slip area better.

Road supervisors, and extended hours of service.

Route 13B is difficult to understand. Could put info at stops. Please do not put info on the side of stop (shelter) where we are looking for the bus.

Route 20 cancelling makes getting to businesses in Industrial Park difficult in summer and basically impossible in winter!!!

Rte 25 - longer hours of service to Innovis from Rte 14.

Run 1/2 hourly at night.

Run every 15 min. for the more popular routes.

Run half hour Sat - Mon.

run later

run later at night and on Sunday, have a bus that goes the the industrial park for job purposes.

Run later than 10pm

Run on Sundays, cannot work on Sunday for this reason.

Run on Sundays. Run later in South Fargo. More routes in South Fargo

Run on Sundays. Run nights in Mhd. Run more on Saturdays. Later evenings for working people. Keep GTC open later weekends in winter for cold and security. More West Fargo buses. Better transfer spots. Windy and cold in winter weather. Have better

Run some routes on Sundays.

Run Sundays and overnight.

Run until Midnight.

Same

Same

Same

Same as above question.

Same as above.

Service in South Fargo could run longer perhaps 1-2 hours longer. Route 25 service on Main Street West of UMV is almost non-existent.

Service more areas, like US bank building, etc.

Service on Sunday! A bus to Innovis from downtown and one closer to the zoo and the RRV fair!

Service on Sundays.

Shelter at High Rise in West Fargo.

Shelter at TJ Maxx

Shelter near North Side Retirement home.

Shelters at the majority of stops and have a direct non-stop bus from GTC to West Acres/Target area.

Shelters at University and 12th. Put a countdown outside signs saying amount of time before the bus departs. At stops, put times tht buses go by, separate from the maps.

Shelters can get messy. Put garbage cans in them. Also, rock salt the shelter areas so people don't fall.

Should have buses that could ride at night, e.g. 7 - 9 p.m.

Smaller buses on some routes.

Some drivers don't use common sense when running late. Skip stop when they will be going back to that stop on next run, example #6.

Some passengers do not follow rules: Putting feet on seats, bad language, passengers sitting up front not giving up seats for disabled and handicap, speaker system not used enough by drivers.

Something on Sunday for people who work, it would be nice, something for the VA hospital area.

Sometimes I see busdrivers talking on cell phones when driving. I don't think it is acceptable.

Stay friendly.

Sunday bus? Later bus routes?

Sunday buses and I don't need buses in developing areas in South Fargo, but I know others would. Perhaps a shopping ?...? around the holidays near West Acres =- would be more incentive to shop using the bus. And I would like to have seat belt. Someday

Sunday buses.

Sunday church service 8 - 1 or so.

Sunday service

Sunday service

Sunday service - route 14 needs to run 1/2 hour times. Start earlier - run later. GTC open later - phone outside GTC. Eliminate 13B and all college routes. Too many shelters at NDSU. College students need to pay full price like everyone else. Laidla

Sunday service all day, later buses all week.

Sunday service and good otherwise.

Sunday service from 7 a.m. to 6 p.m.

Sunday Service, even if it's every 2 hours, and 1/3 of the buses, they could cover most routes, make sure the fabric seats are shampooed regularly, they can be pretty dirty sometimes.

Sunday service, have a bus go to industrial park

Sunday service, later nights

Sunday service, longer and better night service. Eliminate 13B and all college buses. Make college pay full price, 1/2 shopping shuttle, 1/2 on route 14, too much service on Northside, not enough on Southside. GTC needs to be open later at night. Route 25

Sunday service.

Sunday service.

Sunday travel.

Take a look at the European System of public transportation.

Take advertising off windows so we can see. To get off, don't put anything outside window after a foot up at least, if anything.

Take the advertising off the windows. Wee need to see out and watch for our destination.

Thank you for this system. Relocated to Fargo, transmission went out of car, so I am very, very thankful. Laurie. Need shelter across from South University. Susan (dispatcher) you're the greatest.

The bus does not come often enough on Saturdays. Needs to use the wheelchair lift. The bus should come every half hour on the weekends on route 16. Also wish the bus would run on Sundays.

The bus in West Fargo could go more places for employment (like 11 and 10).

The buses that have the rainbow seats need more padding. They hurt when going over potholes and bumps.

The buses with forward facing seats are much more comfortable to ride in. The side seats are a strain on one's back and waist with all the stopping and going of the bus.

The buses would be good if they could cover more of West Fargo. Some jobs are there, but it's a ways to

walk from the bus stops. Would be nice if they could run 1 - 2 Sundays a month - shopping and laundry.

The only complaint I have is mean passengers. The drivers put up with a lot.

The routes (bus map) should be more clear on stops. Names and buildings please.

The same things above.

The same.

The way they run the bus is good for me.

There is a lot of manufacturing companies in West Fargo and they need workers badly. We need a bus to travel all the way to 13th and 9th NE in West Fargo, Think about this, it is important.

There needs to be more late night service in case I need to go to West Fargo or up north at night.

There would be some advantage in staggering the schedules, problem in making connections.

Time until next stop at same spot is a long time.

To have same coverage as 40 years ago, need to double number of buses. Have a Sunday service.

Too many drivers overlook riders who are eating and drinking on the bus.

Very Good

Very good.

Very sufficient

Warmer shelters.

We are very pleased to hear Moorhead night bus is all year. Put "Mat Saves Money" in more places. Bulletin boards like at grocery stores, etc.

We should start a compatible ride where a few more buses go into more S. part areas of Fargo. More buses covering the whole FM area.

When it's cold out, the bus shouldn't be so hot because those w/heavy coats get very sweaty.

When the temp outside is 60-65, too often drivers use air conditioning excessively, results in temp inside bus becoming too cold. This is very uncomfortable

Would be nice to have Sunday and holiday buses for non-drivers/passengers.

Would like to see a Sunday route again. Noticed when I rode before on Sundays, some people needed to go south again, but only one bus doing the whole city, a lot of people got stranded on the North side or at the GTC when the bus service ended on Sunday.

Yes

You need a college degree to read the map. Get the bus all the way to Industrial Park NW Fargo, promote it. Now thousands of cars drive there daily with no passengers in cars.

APPENDIX C. Fargo MAT Bus Rider Satisfaction Survey

Metro Area Transit Riders: Please complete the following survey. Your comments will help us design MAT's future service and improve existing service. After you finish answering all questions, please return the survey to the survey worker or the bus driver, thank you.

1. How long have you been riding the Metro Area Transit bus?

- Less than one year
- 1-2 years
- 3-4 years
- 5 or more years

2. How many one way trips do you make each week?

(Count a round trip as two trips)

- 1-4 trips/week
- 5-10 trips/week
- 11 or more trips/week

3. What are normally the purposes of your bus trips? (check all that apply)

- Grocery shopping
- General shopping (Wal-Mart, West Acres)
- Work
- Medical appointments
- Social/Recreation
- Personal Business
- School
- Other _____

4. If you miss the bus, how long are you willing to wait for the next bus?

- 15 minutes
- 45 minutes
- 30 minutes
- 60 minutes

5. How would you rate each of the following:

	Very Good	Good	Average	Poor	Very Poor
Bus cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Buses are on-time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drivers are friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of transferring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost of ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comfort of ride	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bus goes where I need to go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dispatcher friendliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of shelters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of fare payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown GTC	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The bus comes often enough	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Do you have access to a motor vehicle?

- Yes
- No
- Sometimes

7. Could you have made this trip if bus service were not available?

- Yes
- No
- Yes, but not easily

if yes, how _____

8. What time of day do you normally ride the bus?

(check all that apply)

- 6-9am
- 9-12am
- 12-3pm
- 3-6pm
- 6-10pm

9. Your gender

- Male
- Female

10. Your age

- Under 18
- 18-29
- 30-44
- 45-64
- 65+

11. How can we improve bus service in Fargo/Moorhead?

a. on this route

b. system wide
