CCTA Customer Service Rider Survey Results

During the fall of 2014, CCTA surveyed approximately 7.1% of its weekday riders (653 completed surveys from around 9,275 weekday trips) in an effort to learn more about their background, incomes, need for transit, and overall satisfaction with the current services being offered. CCTA chose to interview passengers rather than handing out questionnaires, thereby ensuring a high response rate and a more representative sample. Note that among the 9,275 weekday trips, there are likely only about 3,700 individuals making these trips (since most people make more than one trip per day), so the survey represents about one out of every six people who use CCTA on a regular basis.

The sample was developed by selecting portions of driver runs that covered all CCTA routes, with the number of trips on each route being roughly proportional to that route's ridership. Trips from the beginning of service through early afternoon were surveyed, thus eliminating double sampling of the same commuters. Most of the surveys completed on commuter routes represent the trip to work in the morning.

The survey results were then weighted to represent the average ridership by route for September and October of 2014 (the period when the survey was conducted). Full day ridership figures were used, as the people riding buses in the afternoon and evening are largely the same people who rode in the morning. GMTA-operated trips on the Montpelier LINK Express were not included in the sample, and thus the ridership on those trips was also excluded from the weighting. The number of completed surveys by route, route ridership, and the corresponding weight factors are shown below.

Route	Route name	Surveys	Sept/Oct 2014 Average WD Riders	Weight Factor
1	Williston	75	1,849	24.7
1V	Williston Village	24	57	2.4
1E	Williston-Essex	15	112	7.5
2	Essex	89	2,124	23.9
4	Essex Center	25	110	4.4
5	Pine St	31	490	15.8
6	Shelburne Rd	71	1,014	14.3
7	North Ave	63	1,090	17.3
8	City Loop	22	320	14.5
9	Riverside/Winooski	40	579	14.5
11	College St Shuttle	68	573	8.4
12	South Burlington Circ.	31	351	11.3
36	Jeffersonville Commuter	20	61	3.1
46	Route 116 Commuter	7	15	2.1
56	Milton Commuter	16	74	4.6
76	Middlebury LINK	18	80	4.4
86	Montpelier LINK	24	281	11.7
96	St. Albans LINK	14	95	6.8
	All routes	653	9,274	14.2

The routes with the highest weight factors are those with the highest ridership. Each of these routes has a significant number of completed surveys, and most of the core system routes have weight factors in the same range (14 to 17), reflecting the fact that they were sampled in proportion to the ridership and amount of service operated. The commuter routes, including the Williston Village but excluding the Montpelier LINK, have much lower weight factors reflecting their lower ridership and the fact that with longer bus trips on commuter routes, the surveyors were able to interview a higher percentage of people on the bus.

The survey form for 2014 was mostly consistent with the 2012 survey, with the biggest difference in the question about potential service improvements. As in 2012, a separate form was prepared for the College Street Shuttle which included a few questions relevant only to that service. Results from the 2012 Customer Service Survey are shown to the right of the new survey results. Results from the earlier surveys are not shown, but are referred to at a few points when they are relevant.

In addition to differences in the survey forms, there is an important difference in the way the surveys were conducted. As mentioned above, the 2014 survey was conducted from the beginning of service (6:00 a.m.) until early afternoon, before the start of the PM peak period. The 2012 survey was conducted in the same way. In contrast, the 2010 survey was conducted from just after the AM Peak period (about 9:45 a.m.) through to about 8:30 p.m. when most CCTA routes end their service. The 2008 survey, like the 2014 survey, was conducted from the start of service (at 6:15 a.m.) through to about 6:00 p.m., but coverage in the PM Peak was relatively light. Finally, the 2003 survey covered the midday through evening service span (similar to the 2010 survey), but there were far fewer responses from PM Peak riders. The net result of the differences in survey method is that the three surveys are weighted to different segments of CCTA's riding public.

Percentage of Survey Responses by Time Period

Period	2003	2008	2010	2012	2014
AM Peak	0.5%	34%	0%	60%	55%
Midday	64%	51%	52%	40%	45%
PM Peak	20%	15%	41%	0%	0%
Evening	16%	0%	7%	0%	0%

Thus, the 2014 survey is more heavily weighted to peak period riders than the 2010 and prior surveys. Also, the AM Peak period tends to have a greater concentration of commuters than the PM Peak period, because the latter tends to have the "return trips" of people who began their journey in the midday period. Thus, the 2014 survey has an even greater weighting of commuters than the straight percentage of peak-period surveys suggests.

This summary of the survey results is divided into four sections:

1) Trip Data
2) Usage Characteristics
3) Demographics
4) Customer Service and Satisfaction
5) College Street Shuttle Responses
6) Comments

Section 1: TRIP DATA

1A) Origin-Destination pairs for trips to the seven core communities.

From To	Burlington	Colchester	Essex	S. Burlington	Shelburne	Williston	Winooski
Bakersfield	7						
Barre	23						
Bristol	4						
Burlington	2,694	213	201	656	311	474	195
Cambridge	3						
Charlotte	43		24				
Colchester	364	24		53		24	
Duxbury	12						
E Berkshire							
E Calais	12						
Essex	523	24	160	86	24	23	52
Ferrisburgh	4						
Fletcher	4						
Franklin	4						
Georgia	7						
Grand Isle	4						
Highgate	7						
Hinesburg	26						
Huntington	2						
Jeffersonville	6	3	6				3
Jericho	3						
Middlebury	13	4					
Milton	52						4
Monkton	2						
Montpelier	12						
Morrisville	12						
New Haven				4			
Panton					4		
Richmond	28						
S Burlington	498		16	171		20	49
Shelburne	246		52	43			14
Sheldon	20						
St Albans	27	7		7	14	4	
St Johnsbury	25			25			
Stowe	35						14
Underhill	6		4				
Vergennes	4				4		
Waltham	4						
Warren	12						
Waterbury	47			4			
Westfield	3						
Williston	262	5	9	36		8	14
Winooski	463	24	61	77	29	68	178
TOTAL	5,526	304	534	1,162	387	620	525

Comments: It is clear that the majority of CCTA riders either begin or end their trips in the city of Burlington. South Burlington is the second most common destination, followed by Williston, Essex (including Essex Junction), Winooski, Shelburne, and Colchester. Williston ranks significantly higher on this list than it did in 2012. Riders destined to Burlington come from many communities in Vermont and in other states. Note that the number of commuters from Montpelier and other Central Vermont communities is likely understated here because only the CCTA-operated trips on the Montpelier LINK Express were sampled. The trips originating at GMTA in Montpelier, which are more oriented toward Chittenden County workers, were not included in the survey.

1B) Origin-Destination for trips to outlying areas

To From	Barre	Cambridge	Ferrisburgh	Jericho	Johnson	Middlebury
Burlington	12	3		4	9	13
Jeffersonville					3	
Middlebury						4
Monkton						4
Winooski			4			

To From	Milton	Montpelier	Plainfield	Richmond	St Albans
Burlington	4	12	12	14	
Colchester	4				7
E Berkshire					7
Essex		23			
Hinesburg		12			
Milton	4				
Montpelier				12	
S Burlington		12			
Williston		23			
Winooski	4				

Comments: CCTA's commuter routes serve reverse commuting trips to many communities in Chittenden, Addison, Lamoille, Franklin, and Washington counties. The preponderance of Washington County commuters in the above tables reflects the fact that Montpelier LINK ridership is 3 to 4 times higher than the other LINKs, but some reverse commuting via the new Jeffersonville route is evident in the numbers to Johnson. The sample size on most of the Commuter routes was relatively small, thus the above table should not be taken as the final statement on reverse commuting. Ridership counts by stop would give a more full picture of the travel patterns.

2A) Access mode to the bus (all routes)	**2014**	**2012**
a) Walked	75%	79%
b) Dropped off	5%	4%

c) Drove and parked	5%	5%
d) Biked	6%	3%
e) Transferred	8%	8%
f) Other	1%	1%

2B) Access mode to the bus (commuter routes)

a) Walked	24%	46%
b) Dropped off	19%	17%
c) Drove and parked	47%	32%
d) Biked	4%	4%
e) Transferred	4%	1%
f) Other	1%	2%

Comments: The vast majority of riders on local routes reach the bus stop by walking. The access mode for CCTA's commuter routes is much more oriented to automobile access, and this orientation has increased since 2012. The percentage of passengers who reached the bus via transfer understates the transfer rate calculated from the farebox, which is approximately 12%; the sample may have caught more passengers on the first leg of their trip, since the egress mode responses indicate a higher transfer rate (see below).

3) Average waiting time

Route	Average Wait Time (minutes)
1 Williston	8.3
1E Williston-Essex	11.1
1V Williston Village	8.9
2 Essex Junction	7.1
4 Essex Center	9.2
5 Pine Street	7.4
6 Shelburne Road	9.2
7 North Avenue	8.5
8 City Loop	7.0
9 Riverside/Winooski	10.1
11 College Street Shuttle	6.0
12 S. Burlington Circulator	7.6
36 Jeffersonville Commuter	6.6
46 Route 116 Commuter	3.6
56 Milton Commuter	5.6
76 Middlebury LINK	6.3
86 Montpelier LINK	8.5
96 St. Albans LINK	6.9
System	7.9

Comments: Most routes hover around the system average waiting time of 8 minutes. Wait time for the College Street Shuttle is noticeably shorter than the system average, reflecting its

higher frequency of service. The Route 116 Commuter shows a very short wait time, perhaps because riders on this relatively new service pay close attention to the schedule. Most of the commuter routes have below average times because most riders aim for specific trips rather than just showing up at the bus stop. The Riverside/Winooski route has consistently longer wait times than other local routes, likely due to the portion of the day when it offers only hourly service.

4) Egress mode from the bus	**2014**	**2012**
a) Walk	83%	90%
b) Picked up	1%	1%
c) Drive	0%	0%
d) Bike	4%	2%
e) Transfer	12%	5%
f) Other	0%	0%

Comments: The vast majority of riders walk to their destination after they leave the bus. The 2014 transfer rate for egress from the bus is right in line with the rate calculated from farebox data. The biking rate is slightly higher than in 2012, perhaps because the 2014 survey was conducted earlier in the Fall.

Section 2: USAGE CHARACTERISTICS

5*) Purpose of trip*	**2014**	**2012**
a) To/from work	53%	48%
b) To/from school	15%	20%
c) To/from shopping	5%	5%
d) To/from friend or relative's home	2%	4%
e) To/from personal business	7%	8%
f) To/from medical/dentist	12%	11%
g) Between jobs or work-related errands	3%	2%
h) To/from other	3%	3%

Comments: The 2014 results are largely consistent with the 2012 results, though worktrips are a bit higher and school trips are a bit lower. As mentioned in the introduction, worktrips would represent a smaller percentage of trips if the survey included more responses in the late afternoon and evening. The trips in the "other" category include sightseeing, meals, music lessons, and daycare dropoffs.

6) Reasons for using CCTA buses*	**2014**	**2012**
a) Cannot drive	27%	30%
b) Percent of riders without a valid license is	*44%*	*41%*
c) No car available	45%	43%
d) Percent with no car available for this trip is	*75%*	*77%*
e) To avoid traffic	11%	23%
f) Save money	33%	56%
g) To avoid parking and/or fees	11%	35%
h) To save the environment	19%	45%
i) Other	6%	7%
Convenient and hassle free		
Can work or relax on bus		
Health benefits		
Likes the community on the bus		

*Total is over 100% due to riders choosing more than one reason.

Comments: Riders use CCTA for many reasons. The most common reason in the 2014 survey was not having a car available, cited by nearly half of riders (which seems low in the context of the fact that 75% of riders actually had no car available). Saving money and not being able to drive were other common reasons. Most of the figures in the 2012 survey were higher because respondents were invited to mark as many reasons as they wanted; in the 2014 survey they were asked to mark no more than three answers. Although the percentages marking the latter four options all dropped significantly, it is notable that "saving money" dropped from the number 1 answer in 2012, when gas prices were much higher, to a distant second place in 2014.

7) Frequency of bus ridership	**2014**	**2012**
a) Almost Every Day	66%	69%
b) 2-3 Times per Week	24%	20%
c) Once per Week	4%	4%
d) 2-3 Times per Month	3%	2%
e) Once per Month	1%	1%
f) Once Every Few Months	2%	1%
g) Once Every 6 Months	0%	0%
h) Once per Year	0.4%	0%
i) First Time Riding	0.5%	3%

Comments: The results of the 2014 survey are roughly consistent with prior surveys, though the morning peak sampling period tends to catch more regular riders than occasional riders who are more likely to be on the bus in the afternoon or evening for social trips. It is important to note that this type of survey represents the usage patterns of riders on a given day and does not fairly represent the full population of people who use CCTA over a given year. Because each bus trip was sampled only once, people who use the bus frequently were much more likely to be included in the survey than someone who rides a few times a year. Thus, all of the information in this survey represents mostly the characteristics of frequent users.

8) Number of bus trips taken on the survey day	**2014**	**2012**
a) 1	13%	15%
b) 2	55%	58%
c) 3	10%	9%
d) 4	16%	14%
e) 5 or more	7%	4%
Total:	**100%**	**100%**

Average trips per rider: 2.5

Comments: The majority of passengers use the bus for one round-trip per day, with the next highest number taking either two round-trips or one round-trip that involves a transfer each way (resulting in four bus boardings). A small number of passengers use the bus for multiple trips, with the highest number of trips claimed to be 10.

9) If the bus was not available, would you still make this trip?	**2014**	**2012**
a) Yes	83%	81%
b) No	17%	19%

If Yes, how would you make this trip?

a) Walk	30%	27%
b) Bike	14%	13%
c) Taxi	14%	10%
d) Use car	25%	27%
e) Get a ride/rely on friend or family	28%	18%
f) Not Sure/Other	3%	5%
Total:	**114%***	**100%**

*Total is over 100% due to riders choosing more than one means.

Comments: There was a slight increase in the number of people who said they would still make the trip if the bus were not available, but the 2014 result is still lower than the 2008 figure of 85%. The higher prevalence of work trips in the 2014 surveys is likely correlated with this increased percentage, as few people would see these as optional trips. With respect to alternative modes that would be used, results for 2014 are largely similar to those for prior surveys, with the exception that noticeably more respondents indicated that they would get a ride with a friend or family. In 2012, respondents marked only one answer to this question, but many people indicated two options in the 2014 survey.

10) Riders who use CCTA buses to commute to work	**2014**	**2012**
	67%	62%

Companies with the most ridership include (in descending order):

Fletcher Allen Hospital/Offices
University of Vermont
State of Vermont
IBM
People's United Bank
Saint Michael's College
Howard Center

Comments: The number using buses to commute increased slightly from 2012. The list of employers drawing the most bus riders is consistent with previous surveys, though IBM was cited less frequently than in prior years. Saint Michael's College shows up more prominently than it did on past surveys.

11) Use of other CCTA routes	**2014**	**2012**
Williston/Williston-Essex	41%	31%
Williston Village Commuter	6%	4%
Essex Junction	36%	39%
Essex Center	6%	5%
Pine Street	15%	14%
Shelburne Road	24%	23%
North Avenue	24%	21%
City Loop	12%	10%
Riverside/Winooski	21%	19%
College Street Shuttle	16%	13%
South Burlington Circulator	9%	11%
Hinesburg (Route 116) Commuter	1%	0.3%
Milton Commuter	2%	1%
Middlebury LINK	3%	2%
Montpelier LINK	6%	6%
St. Albans LINK	3%	2%
Jeffersonville Commuter	2%	n/a
Sunday Service	5%	2%

Comments: In general, the number of respondents using various routes in the CCTA system reflect the total amount of ridership on those routes, with the highest percentages being on the routes with the highest ridership. The percentages overall are somewhat higher in 2014 than they were in 2012, which may reflect more widespread use of the system, or some issue with the 2012 data, since those percentages were somewhat lower than the figures from the 2010 survey. The only route that shows a drop in use from 2012 to 2014 is the South Burlington Circulator.

Section 3: DEMOGRAPHICS

12) Household statistics	**2014**	**2012**
a) Average Number of Persons per Household	2.7 persons	2.7 persons
b) Average Number of Cars per Household	1.1 cars	1.0 cars
c) Percent of Households with Zero Cars	38%	40%
d) Percent of Riders with No Car for This Trip	75%	77%

Comments: The 2014 results are very close to those of 2012 and reflect a mostly transit-dependent population among CCTA's riders. Among riders on commuter routes in 2014, the average number of cars per household was 1.68 and only 12% of commuter route households had zero cars—less than one third the percentage of the system as a whole. Some 68% of riders on commuter routes did have a car available for the trip, and most of those drove that car to a park-and-ride lot to reach the bus.

13) Age of riders		
e) 18 and Under	7%	7%
f) 19-25	20%	27%
g) 26-35	27%	23%
h) 36-45	13%	14%
i) 46-55	15%	14%
j) 56-65	13%	10%
k) 65 and Over	5%	5%
Total:	**100%**	**100%**
l) Declined to Answer	16%	4%

Comments: The survey respondents in the 2014 survey generally line up with the age distributions in previous surveys. The 2014 survey has a somewhat lower representation of college age passengers and slightly more young adults.

14) Gender		
a) Female	50%	55%
b) Male	50%	45%
Total:	**100%**	**100%**
15) Employment status		
a) Employed	62%	58%
b) Homemaker	2%	3%
c) Disabled	9%	6%
d) Retired	5%	5%
e) Student	14%	19%
f) Unemployed	4%	3%
g) Employed+student	4%	5%
Total:	**100%**	**101%**
h) Employed among 19 to 65 age group	72%	61%

Comments: More riders are employed in 2014, reflecting the improved state of the economy and the fact that the sample has more workers and fewer students than the 2012 survey.

16) Race

	2014	2012
a) Caucasian	69%	79%
b) African American	7%	9%
c) Asian	4%	4%
d) Hispanic	2%	1%
e) Not recorded	18%	7%

Comments: Due to omissions by the survey staff, race was not recorded for a large number of passengers. Given that most of the passengers whose race was not recorded were likely to be Caucasian, the 2014 results are mostly consistent with earlier surveys.

17) Riders receiving government assistance*

Currently receiving any type	37%	32%
Assistance Type		
a) Food Stamps	21%	17%
b) Social Security	13%	15%
c) Medicaid	17%	13%
d) TANF	1%	1%
e) VHAP	5%	9%
f) WIC	3%	2%
g) Medicare	11%	10%

* Persons under 19 were excluded from this portion of the survey.

Comments: The 2014 survey has a somewhat higher incidence of people receiving some sort of assistance than the 2012 survey, but it is consistent with earlier surveys. The drop in VHAP may be related to the implementation of Vermont Health Connect as low income people receive subsidies through other means.

18) Approximate household incomes

a) Under $20,000	40%*	29%**
b) $20,000-$25,000	14%	14%
c) $25,001-$30,000	10%	10%
d) $30,001-$40,000	9%	19%
e) $40,001-$50,000	9%	10%
f) $50,001-$60,000	2%	4%
g) $60,001-$70,000	6%	3%
h) Over $70,000	10%	12%
Median Income (approximate)	**$23,800**	**$28,000**

*Percentages exclude the 17% of riders who declined to answer this question.
**Percentages exclude the 34% of riders who declined to answer this question.

Comments: Most of the income categories are consistent with the 2012 results, except that the lowest income category is significantly higher and the middle category ($30K-$40K) is a lot

lower. The overall response to this question was much higher than in the 2012 survey, so it may have been that many people who did not answer the question in the 2012 survey belonged to the lowest income category. The 2014 results are more consistent with earlier surveys, so the 2012 results may be the anomaly.

19) Fare payment	**2014**	**2012**
a) Monthly pass	23%	24%
b) Cash	32%	35%
c) 10-ride ticket	20%	12%
d) Student/employee ID	18%	20%
e) No fare (College Street)	6%	8%
Discounted fare	4%	6%

Comments: The results show a continued low percentage of people riding on discounted fares, which likely results from surveyor error in not checking the box on the form. Ten-ride tickets show up more prominently in the 2014 survey than they did in the 2012 survey, but other fare media are quite consistent.

20) Town or City of residence

Town	Riders	Town	Riders	Town	Riders
Burlington	4,887	Middlebury	25	Taunton UK	8
Essex	1,060	Sheldon	25	E Berkshire	7
Winooski	888	Waterford	25	Georgia	7
S Burlington	685	Barre	23	Monkton	7
Colchester	394	Montpelier	23	Swanton	7
Shelburne	351	Jeffersonville	15	Fletcher	5
Williston	145	Highgate	14	Grand Isle	5
St Albans	73	Homeless	14	Bristol	4
Waterbury	61	East Calais	12	East Middlebury	4
Milton	59	Morrisville	12	Ferrisburgh	4
Charlotte	52	Warren	12	New Haven	4
Richmond	51	Jericho	11	Panton	4
Stowe	50	Bakersfield	10	Waltham	4
Huntington	44	Underhill	10	Cambridge	3
Hinesburg	38	Doylestown PA	8	Johnson	3
Vergennes	34	Eden	8	Westfield	3
Chittenden	25	Hudson, MA	8	Franklin	2

Comments: Commuter express routes and park & ride lots help to expand access to the system to a wide range of communities. Some riders who boarded at the airport reported their hometowns in other states or countries.

Section 4: CUSTOMER SERVICE AND SATISFACTION

21) Riders' ratings of CCTA's performance

	(1) Always	(2) Usually	(3) Seldom	(4) Never	2014 Avg	2012 Avg
The bus is on time	23%	67%	9%	1%	1.9	1.8
The bus driver is courteous	51%	45%	4%	0%	1.5	1.4
The bus runs frequently enough	36%	51%	9%	3%	1.8	1.7
The bus is clean	46%	50%	3%	1%	1.6	1.4
I feel safe on the bus	62%	37%	2%	0%	1.4	1.2

Comments: The average is calculated by taking the number of points shown above each of the answers and multiplying by the percentage choosing that answer. Because the "better" answers have lower numbers assigned (e.g., Always has the number 1), a lower average rating indicates better service. Customer ratings are excellent overall, though they are all slightly worse than in 2012. On-time performance continues a downward trend from previous surveys. The lower overall ratings may be due to holdover resentment from the drivers strike in March 2014, which several passengers commented on.

22) Improvements requested by riders	*Avg Rating 2014*	*Avg Rating 2012*
a) More frequency	3.7	5.2
b) Earlier hours in AM	2.9	3.2
c) Later hours in PM	3.7	4.8
d) More service on Saturday	3.6	4.6
e) More service on Sunday	3.8	5.5
f) Better on-time performance	3.1	3.7
g) Faster, more direct	3.0	3.5
h) More shelters	3.1	5.0
i) More park-and-ride lots	2.5	2.4
j) Real-time arrival information	3.5	4.5

Comments: The rating system changed in the 2014 survey from a 10-point scale to a 5-point scale, so the average ratings are not directly comparable (though dividing the 2012 ratings in half would make them roughly comparable). In 2014, riders were asked to assign a number from 1 to 5 to indicate their interest in the potential improvement, with 5 being the strongest interest. Thus, a higher average rating indicates that riders placed greater importance on that type of improvement. An increase in Sunday service is the most popular choice among current riders followed by improved frequency of service. These results are consistent with past surveys. Later hours in the evening rose in prominence compared to the 2012 survey, as did more service on Saturday, though the 2014 results were more consistent with the 2010 and earlier surveys. Among towns mentioned for new routes, Colchester was by far the most prominent (mentioned on 13% of the survey responses), with many other locations receiving mention by a few passengers. Those with five or more mentions include Huntington, Johnson, Richmond, the Champlain Islands, and Morrisville.

23) TDM Measures

	Avg Rating (higher is better)	
	2014	*2012*
a) Safer walking and biking connections	3.6	3.6
b) Employer-subsidized bus passes	4.0	4.0
c) Cash or gift reqards for biking/walking/transit	3.6	3.6
d) Bike racks or bike lockers at more locations	3.4	3.5
e) More carshare vehicles in Chittenden County	3.0	2.9
f) Guaranteed free taxi ride home	3.8	4.2

Comments: This question on potential travel demand management measures was asked for the first time on the 2012 survey. Riders were asked to rate the effectiveness of these potential TDM measures on a scale of 1 to 5, with 5 indicating the greatest effectiveness. Thus, a higher average rate indicates a more favorable opinion among passengers. The 2014 results are almost identical to the 2012 results. Of the six suggested measures, a guaranteed ride home was thought to be the most effective at encouraging people to drive less, though a little less so than in the 2012 survey. Increased carshare vehicles was judged the least effective among the six, but still moderately effective. Respondents were asked to list other ideas as well. Most of these other suggestions related to bus service improvements (better frequency, later hours, midday and weekend service on commuter routes), or could be fit into one of the above categories. Additional bicycle capacity on buses was requested by several people. Several riders mentioned better information on bus locations and arrival times through a smartphone app.

Section 5: COLLEGE STREET SHUTTLE RESPONSES

A special survey form was prepared for riders on the College Street Shuttle. This form included four additional questions that substituted for the fare payment question on the regular form. The questions were similar to those asked on various special surveys of the Shuttle in the past.

24) UAP Partners

a) UVM	38%
b) FAHC	16%
c) Champlain College	1%
d) Saint Michael's College	0%
e) NECI	0%

Comments: This question was asked to determine what percentage of Shuttle passengers are getting no tangible benefit from the free fare since they would ride for free anyway under the UAP. Given the distance of Saint Michael's and NECI from the Shuttle, it is not surprising that there were no riders from these institutions. Overall, UAP partners made up about 56% of the riders on the Shuttle.

25) Frequency of Shuttle Use

Days per week used

a)	0	12%
b)	1	18%
c)	2	12%
d)	3	7%
e)	4	7%
f)	5 or more	27%

Average use: 3.0 days per week

Comments: About a quarter of the riders are frequent users of the Shuttle, but there are plenty of riders who use it only occasionally. In a separate question, 21% of passengers said that they ride the Shuttle more during the Summer than in other seasons. Of course, since the survey was taken in the Autumn, it would not have captured any riders who use it only in the Summer.

26) Willingness to Pay a Fare

a)	Yes	36%
b)	No	64%

Comments: Only 36% of riders said that they would be willing to pay a fare on the Shuttle. In past surveys of Shuttle riders, 50-60% of riders said that they would be willing to pay. The prevalence of UAP riders in this sample may have depressed the figure relative to earlier surveys. In the 2008 survey when 60% said they would be willing to pay, only 38% of riders were affiliated with a UAP partner institution.

Section 6: COMMENTS

The following were verbatim comments from the survey forms.

Specific Service Suggestions

- Shelburne bus should run on Sunday
- A 7 am bus from Williston /Richmond would be perfect!
- A later bus to Middlebury during the week would be nice 5:30 hard to catch from work
- Colchester routes for sure!
- Depend on Middlebury bus to get to and from school. Please, service for Middlebury on Sunday!
- Different hours for Middlebury day and night hours not sufficient enough
- Earlier morning runs down north ave to catch earlier bus to work and more weekend buses
- Earlier service before 6:00 am more drop off locations on the bus around the hospital for Williston - Essex Jct route
- Essex center bus on weekends

- Everyone I talk to (including myself) wants a Montpelier bus on the weekends. I'd ideally love more buses going everywhere, but you guys got a budget. Thanks so much, I love the bus!
- Glad you are here, would hate to have to drive in every morning. Wish you had an earlier bus that left in evening say 4:15 or 4:30 on St Albans Link
- Holiday service and sunday services would better serve the community
- I <3 the bus --> I am excited to see what changes happen -- later night trips up north ave would be great -- I often work nights and have to have my husband pick me up --> would be great to take the bus home after 11:30 pm
- I cannot stress the need for bus service on Sundays enough
- I enjoy the Milton bus becacuse it makes my commute easier but sometimes I wish there was a 6:20 bus for the few times I could work later
- I feel like it's a solid system for trasportation but I would like for Essex Center bus to run beyond 6-7
- I like to have a saturday morning in essex center
- I love it. I used to ride the Montpelier Link, and I would have taken that bus a lot more (btw Richmond and Burlington) if there were more buses running in the middle of the day and later into the evening
- I so appreciate the 86 link. I use it daily except when absolutely necessary to drive. I would love to see a 7:30 am bus from Waterbury as wll as a midday
- I think you should provide service to the Tilley Drive satellite to Fletcher Allen for customers who have to get there by taxi
- I used to commute on the Link Express almost every day from Burlington to Montpelier and back. In March 2014, the agency I work for (Agency of Education) moved its office to Barre. Riding the bus now requires making a very close connection (about 5 minutes) to catch a ride to Barre. The same is true going in the reverse direction when returning home. I'm much more limited in buses I can take to get to work on time, put in the number of hours, and get home at a decent time. From the time I leave home in the AM until I arrive home at night is now a minimum 12 hour day. The ideal for me would be a direct bus to Barre that got there by 8:00 am and a direct bus back to Burlington that arrived by 5:00 or 5:30. If not feasible due to insufficient ridership (but has there ever been any survey of potential riders?), the next best option would be a quicker way to get from Montpelier to Barre (and back in time to catch an earlier Link Express - is there a 4:30 or 4:45 bus/link from MTP to BTN?)? I wonder if there would be a possibility of a faster, more direct route between Barre and Montpelier. I know there are quite a few AOE employees who would like that, some who would only go as far as Montpelier and others who travel to other points north --> Colchester, Burlington, Richmond, St Johnsbury, etc
- I wish the Mnteplier Link did not head into downtown at the end of the day - makes my commute home long b/c of traffic also rarely arrives in Waterbury on time 6:10 I wish I could get on the bus at the CCTA station - have to ride down pine st instead which just seems silly as its across the st from my work
- I would like to see more buses on sundays and later on saturdays more bus routes huntington, colchester, south burlington
- I would like to see some Saturday/Sunday service on the College St Shuttle during the winter (off season)

- I would like to see the bus increase the areas covered. For example, I use the library in Williston Village and go to church on Hinesburg in So Burlington and would like to go to Planet Fitness on Community dr. Buses aren't available close to these places. Also I REALLY appreciate the senior discount
- I would love a park n ride in Williston. I would also really like earlier and later available buses (6:15 am/ 6:45 pm) to/from Montpelier. Also the last bus leaving Montpelier is always late, moving back the departure time so riders can plan on it and arrive later would be great
- I would love to be able to get to and from Middlebury more often , so more service there from Burlington would be great!
- I would love to see sunday essex center service
- I would really prefer a pick up at FAHC at 5:10 since most of us have to work until 5 but dont want to wait until 5:30 for a bus
- If buses ran more frequently to/from milton I would use the bus considerably more for my commute
- Just more buses running at once on Shelburne Rd, I hear that a lot from people waiting on the bus
- Later bus essex run 1/2 hour service williston - essex - s burlington
- Later hours for the Essex Center bus would be great. A stop near Allen Martin rd and Rt 15 in Essex would be great
- Later hours on north ave on saturday nights (gotta go to the movies!) Affected greatly by strike better hours on sunday please
- Longer bus service on Saturdays for the North Avenue bus. I work until 9:15 pm and don't have a ride home
- Mass transit "If you build it they will come" Express routes for Burlington metro area. You've extended service to outer -- without developing service in more urban areas bus not effective 5 miles outside cherry st for work commute
- Montpelier link is a wonderful service. Would like to see a 4:30 run from Montpelier to Burlington also temperature on bus is frequently very cold
- More evening service for the north ave
- More frequent service on riverside
- More protected (against rain and snow)shelters and bus stops
- More service on holiday and sundays
- More sunday routes -- St Mikes CCV have students that use bus -- this could justify adding Essex on Sunday Keep Williston to Walmart open more places to get bus passes on the go grocery store customer service desk
- More sunday service more bike carriers on buses
- My only request and i would be ecstatic is if you had one more link bus that left at 7:15 or even 7. Next semesteri'm going to have to take a class that ends at 6:45
- Need a bus stop in front of SD Ireland not one block away
- My boyfriend and I have to take the bus everyday and there isn’t enough winooski loop buses and not early enough
- Need more pm shifts for shelburne rd if I get out of work between 8pm -- 10pm I have to wait until 11:09 pm to catch the bus home or walk the 7.5 miles at night rain or shine
- Need to have a bus to essex sunday
- North ave at 6 am needs to arrive downtown to catch 6:15

- North ave service in the afternoon 4:15 5:45 is endangering my daycare/work. So unreliable. I have to pick up kids at HO wheeler and daycare needs to count on bus. We need 15 min service
- People like me who work 40+ hours a week and get paid a service wage (minimum wage + $1) and cant afford a decent car or a one bedroom apt is ridiculous! The bus service helps people in financial issues like me! Please extend bus service on #4 bus esp in the afternoon and evening. Many times I have to walk from Amtrak cause last bus is 6pm
- Please guys! Get a bus from morrisville to the jeff commuter at least
- Please start sunday service to and from essex junction to downtown burlington
- Please we can have bus service on sturdays and sundays in winter and at night because some of us work nights from 11:00 to 7:00 am
- Please, please, come to Huntington!!!! 17 miles to williston is a very cold walk in due winter
- Riverside early morning! More service to north ave on sundays early morning
- Shelburne rd should have at least sunday to orchard school
- Sunday service is what most people talk about the most primarily needed for non-drivers going to/from work or doing necessary errands
- Sunday service please for ALL routes. Many people work on Sundays and have no other way to get to work. Essex Cneter should run between 9:30-1
- Take the lund home people off add Sat service to essex center add a 12:30pm bus fri/sat disinfect the seats and poles every day
- The Essex Center route needs weekend runs or at least one. And a 4:30 weekday. I have to use vacation time to catch the 4:00 center and if I miss that its an hour for the next
- The only comment I have is that I really wish CCTA offered opportunities to get to the "Jimmo's Motel" stop in Ferrisburgh at another time beyond 6:05am. I currently am forced to show up to work 1.5 hrs early every day and stay ~2 hrs later than needed because the evening bus doesn't leave till 6:45pm. More ride opportunities would be great! Thanks!
- The shelburne route reall needs to have more later hrs and run on Sundays very inconvenient for riders who rely on shelburne bus
- There should be a direct essex jct -- umall route along with sunday service & early AM and late PM hours
- They should have buses running on Sundays
- When I get out of CCV at 6 on Tuesday there is no Essex center bus running that late. So I need to find an alternative rid. Would be nice to have later running buses
- Wish there were more hours and weekend trips to jeffersonville and other buses on weekends
- Would be great to have the route #2 also run on Sundays
- Would like to have Park and Ride back in New Haven Junction. I used to get on in NH Junction and it was wonderful. Several people used to get on at NHJ

Operational Complaints/Comments

- 1. Sometimes drivers drive too fast 2. They dont always wait until I'm seated to move the bus 3. Overcrowding on 3 pm bus due to students

- 1) When a woman has a baby, a diaper bag, a purse, and a stroller in her arms the driver should wait for her to sit down before the bus moves 2) drivers should be more polite 3) drivers should be lighter on the brakes
- Better connections with 12 bus
- Better on-time arrivals from 1a and 1b buses. Frequently late
- Bus drivers need to wait for patrons to sit before taking off. Bigger buses especially for williston route way over crowded in afternoon runds. Shouldn't half stand on bus w/too many people. Better or consistent wifi
- Bus drivers should have a class that helps promote more positive interaction w/ customers
- Bus drivers should help people more with heavy bags -- disabled people should have more access to seating up front than people who are not. Drivers should be more aware of lowering bus.
- Bus drivers treating passengers with more respect I see a lot of the drivers very lagituded and rude a lot
- Bus is always 30 min or more late at 4:00 in winooski/riverside route seems like everyday driver does not do his 4:06 pick up at tigan ave in winooski he is late everyday
- Drivers should make sure seats are available for seniors and those w/ babies some young people refuse to move need sunday service to and from winooski
- Employee passes are on paper - they should be plastic. Also, single parents w/ children are sometimes treated rudely, not just not offered help
- If we hadn't move would have use Jeffersonville committee. I know city loop is difficult to be on time because of traffic at least can catch second essex bus love the service
- Generally terrific #12 line needs tweaking in late afternoon
- I expect the CCTA drivers to be friendly, professional and also flexible. I would appreciate seeing the drivers be more about the people and be kind and courteous to passengers
- I find the drivers to be very friendly and enjoy riding the bus I often walk after work due to the bus being stuck in traffic but not cctas fault
- I have a therapy service animal. You should change your policy on PTSD anxiety dogs. She has been a service dog for me for 9.5 years I miss a lot of doctors appointments because of not being able to bring her
- I prefer the buses that have one door (more seating) more comfortable seating. There is frequently a strong exhaust odor inside the bus
- I ride to Williston bus & typically there is terrible overcrowding & seemingly the need to run more buses. Have never experienced this on any other route
- I stopped taking the bus for a very long time because I hadn't taken the bus in almost 20 yrs when my car broke down I started taking it again & I wasn't sure where the bus stops were the bus drivers went right by me & it was raining & very cold outside. Instead of stoppin and letting me know where the "NEW" bus stops were he drove right pas me. I was standing at an "OLD" bus stop. I felt he was very RUDE and inconsiderate
- I think it would be fair to use my student ID from Johnson State College to ride this bus. $4 a trip adds up for an unemployed college student

- I understand weather hindering meeting time points but on gorgeous days/ no construction there are driver who simply cannot meet their time points. When I have evening meetings or need to be at work on time I have to drive. I cannot call this service dependable as it relates to being on time
- In my experience at SBHS the buses were usually on time, but there have been times when the North Avenue buses were very late coming to the Burlington High School stops whil I was a student there. They were pretty much never on time.
- In-bound services (toward Burlington) are irregular and never on time
- It would make me feel a lot safer if drivers were trained/instructed to remove people from the bus for making inappropriate comments to other riders. I have been harassed by other riders on numerous occasions. They're very bold about it because no one ever does anything about it.
- Less smoking around bus shelters. More North Ave routes on Saturday, every half hour please. No feet on bus seats!
- Morning bus to williston is late everyday. He will make me late to work come winter. I'll be mad if so
- Most bus drive 9 rude to me and a lot of the passangers #56 need to run on weekends and more during the day ie every 2 hours no bag of cans and bottles allowed on bus. No drunk people should b allowed thanks for doing this
- Most bus drivers are friendly, some could use work in customer service though
- Most drivers are awesome but today I was scolded by the driver to leave myself more time to get here (I made us 34 seconds late) Don't start until people are seated! Play soft happy music :)
- Need to sell passes at other locations that at Cherry St. Inside daily but never get to Cherry St. And have to make a special trip. Don't like #12 circulator off of Williston bus. Transfer at Umall at 5:30 is a nightmare-it takes longer to get from Umall home that from downtown to Umall. The circulation that comes through at 5:30 should keep circulating instead of going "out of service". Not effective to have 6 pm circulator from downtown. Always late! Would like circulation to be its own route not off of Williston route. Liked old "airport" route. Tell drivers not to say "I hope you're not tryng to catch the circulator"... Because it makes you feel stupid because you are trying to catch the circulator.
- Need to use larger bus for St Albans link, especially 4:50 pm Burlington to St Albans. Much too crowded for smaller buses
- New bus stop between mcdonalds and last stop on essex center bus
- Please consider going around the winooski round about in a different direction in the evenings -- reverse than the way we go now -- may save time
- Rush hour buses tend to be late leaving downtown
- Some drivers are disrespectful and have poor radio communication skills (ie williston driver calls circulator to express running late w/ transfers; circ responds w/ if your not here in 3 min. I'm leaving!) Everyone heard this and it left a handful of people to walk!
- Some drivers could be nicer and foreigners could be easier to understand and they understand us better
- Some of the drivers drive crazy and i've hit my chest multiple times from quick stops. North ave bus always late! Especially winter time

- The bus drivers are great and deserve respect on the job and more breaks between runs think about switching from a "pulse" schedule to a schedule where the routes just keep running w/o all trying to arrive at the same time
- The very few bus drivers who are nice and courteous I just want to take the time to thank you!! I wish I knew all their names but for one I know for sure ... Red! Your the nicest, friendliest one and I really appreciate/enjoy seeing you drive up to pick me up! And, the other 2 you guys are also awesome and just wish I knew your names so I could write them down also T.Y.
- Why is there a gap between 1st bus and the rest of service. Other buses have shorter gaps between service. Lakeside commuter
- Williston sidewalks/crosswalks are nonexistent. Getting to where i need to go from some bus stops in not safe or pleasant at all
- Winooski-riverside afternoon bus is often delayed which makes link connection difficult. Link service is great. Public restrooms?
- Wish people would be prevented from using cell phones on buses!! Also do not allow inebriated passengers and not allow dogs other than service dogs
- Would like to see buses get to cherry st on time to make connecting buses to transfers

Technology/Information Comments

- Make it easier to cross reference bus routes to check transfer times
- Better wifi on bus
- GPS bus tracking please The wifi is great when it is working, but it would be great if it worked more often and throttled people trying to watch youtube and netflix
- GPS tracking would help a lot especially if a READ-ONLY screen at stops presented real-time and reliable information on the buses for that specific stop(s). Maybe an app for a smartphone would be extremely useful
- Help make bus stops/schedules more clear
- I find the wifi service on the commuter bus #36 pretty unreliable. Part of the benefit of riding, and having a little longer commute, is that i can get some work done. That's trickier to do without reliable wifi
- I have a design for bus stop shelter like what is needed on Shunpike stops: Permanent umbrella w/solar panels so that it is more clearly visible. My pleasure. I am a bus rider by choice and appreciate the service and professional drivers
- I really appreciate the 5 years i've ridden the bus. It has taken the stress out of winter driving. The WIFI does not work well 50% of the time. Not sure why. Otherwise, no complaints!! Love the new big buses! Thank you for those comfortable upgrades!
- I understand that there are may factors as to why buses may be late (traffic, accidents, etc) and I always take that to account. However, a way to notify those who wait would be super appreciate
- I would love to see a real time app on bus location! I would use the Shelburne Rd. Bus more but it isn't reliable for time and only comes every thirty minutes. Also, can't ride home from Burlington if I'm out late on the weekend
- Idea: an app for the phone like passbook that shows monthly pass that i can renew with phone
- Need a device to help drivers see passengers at stop in dark and light

- Offer ramp for those in walkers
- Please add "next bus" or similar service via app or text to go when buses actually are due to arrive
- Please consider a smart card, hard plastic card that bus fare would be added to, that was stronger than monthly pass and lasted, could add money online. More service available on student heavy routes ie williston in the afternoon limited to no seating
- Please post on kiosk church st/cherry st about no bus service days. Last holiday in September waited for bus 1.5 hrs. No info was posted indicating bus service. The screen still showed current time services. At least have the courtesy to inform bus riders properly
- Satisfied. Cameras at the cherry st terminal. Customer had a son who left backpack behind, it was stolen
- Service is great. Real time. Better portal for feedback. Customer has sent emails and phone calls without answer. Three bike racks per bus would be good
- The main offices should have better commnication with the buses to give riders an accurate idea of when they will arrive and better planning related to traffic concerns. Whenever a customer asks about time the response is always it will be there shortly
- Times on the printed schedule need to be more realistic. I have never once made it from Cherry st to Allen rd in 14 minutes. Very consistently behind the listed time
- Where is my bus Smartphone app better acceptance of "no money" = free ride
- Wifi on all buses would be great!! Just a thought!!
- Wifi on the Middlebury link is great! More bike carriers would be a huge plus. Added PM service would be nice. Thanks! The surveyor should not be determining the race and gender of passengers

General Comments

- All told you folks have been doing a pretty decent job ... Keep it up
- As a fairly new bus traveler, I love the service
- Awesome
- Awesome! Thanks :)
- Always loved riding the bus when I lived here! It was great as a student to ride for free
- Basically unreliable; impossible to be a professional and rely on busses to get me places on time
- Be more frequent/on time saturday more carshare
- Bike racks are a plus
- Bus drivers always courteous
- Bus drivers are friendly and courteous
- Bus drivers are generaly polite. Passenger did say he was running for bus and waved at driver and bus pulled away
- Bus drivers friendly
- Bus drivers have been friendly/courteous on riders routes
- Bus has worked well for customer this week
- Buses need to be equipped with more bike racks
- Buses need to be on time and not run so late
- Buses on time always

- Buses shouldn't leave the stop until posted times, especially link buses
- But we asked to have the bus on the weekend, because many people work
- Buy future buses that have wider walking lane between seats in the bus
- CCTA provides an invaluable service.Please consider providing more mid day Montpelier Link runs. Thank you!
- Cecil is one of the friendliest CCTA drivers. He is always upbeat and has a sense of humor
- Clean seats regularly
- College st drivers are great
- Content with service. More eveninghours would be good
- Critical to the quality of life in burlington
- Do better job with updates
- Doesn't usually ride the bus. Bike time poppol
- Drivers always friendly, and I would have a very hard time without the bus
- Drivers are generally grumpy and unfriendly. If you have a question they hardly answer it
- Drivers are good. Service is excellent
- Drivers often seem grumpy and unhappy doing their job
- Essex bus drivers are great!
- Excellent job all around!! Essex ctr bus is commonly travelled from 4:30 - 5:05 - bad timing for dinner break
- Excellent service
- Excellent service for a small city!
- First time riding
- Free for low income
- Generally happy with the service
- Get nicer bus drivers, this only applies to a few
- Glad that it runs
- Good crew of drivers
- Good job! Thank you :)
- Good service
- Good service --> excellent help
- Good service and no problems
- Good/valuable service
- Great drivers!
- Great job
- Great job I would run Jeff bus on the weekends, i've talked to a lot of people who would use it on the weekends, think of all skiers leaving btown at 6 or 7am to get to the slopes
- Great service
- Great service
- Happy with bus service. 1/2 hour interval on saturday. 1hr intervals on sunday
- Has been great 2 ride the buses
- Have a nice day
- Have only been riding for a short time but so far so good

- I am a foreign student came here just for summer. Used CCTA bus service for every day for whole summer. Very useful, met my expectations
- I appreciate the service I get. Thank you
- I appreciate there being public transport in such a sparsely populated and small state
- I chose to retire to burlington from nyc for 2 major reasons one -- medical (FAHC) two -- decent way to get around (bus)
- I don't mind taking the buses at all and the drivers are polite for the most part
- I have been riding the CCTA bus since it started the route to Shelburne. It has proven to be on time (most of the time). I'm able to email CCTA if there are problems and have always received a response
- I hope steady growth can continue
- I hope that there is more service at night and in the morning buses should run everyday and at anytime even on weekends
- I like to be in CCTA. It helps me a lot in my rides and I would like to say thank you
- I love your services
- I once came on the bus with my music playing and no headphones I'm sorry. I was pretty high
- I really love taking the bus to work. More people should do this! The service out to the village is a little sparse at times. I fear if I miss the bus i'll end up at Taft's Corners but my car will be at the Federaled Church parking lot (too far to walk with a computer in your bag or in winter)
- I really love the montpelier link
- I think it is a great service and I wish more commuters would use it
- I think, CCTA should give service all day regularly
- I work at Middlebury. It will be great if CCTA can match the schedule until local transport company
- I work weekends and would love a ride in the winter. It can get slippery to walk
- I'm a big fan! CCTA generally gets me to where I need to be
- It is great and bus been improving over the last 6 years
- It is my observation that since the strike, buses are not running really on time. It would be great if they could start running on time again
- Its a great service
- Just need to run more frequently is all
- Just to saythat this service is extremely helpful to me, to northwestern vermont and to the environment as a whole!
- Keep ccta buses running
- Keep doing a great job
- Keep up the good work
- Keep up the good work :)
- Keep up the good work add more am riversides
- Keep up the good work and please don't change work commuter bus schedules. We rely on the consistency
- Keep up the good work. Very dependable
- Look at Portland OR system of buses
- Love college st shuttle

- Love the drivers
- Make sure all drivers stick to schedule and policy on door opening
- Many patrons rarely share their seat, as if they're not aware that these are public buses
- Many people lost their jobs to the raise/strike had to take cab to job <-- costly very displeased
- More comfortable seats please
- Need better hours on weekends
- Need more bus shelters
- New williston village shelter is great. Hard to tell if that is a new stop though
- No complaints
- No more strikes
- No, its great. Keep up the good work
- Nope, you guys do a great job minus a few drivers that have closed the door on me as I'm stepping off
- On time rarely in the evening due to traffic out of burlington on williston rd not ccta's problem
- One thing i like about the link bus is that i can spend time completing small tasks -- like catching up on emails; however, the wifi service can be very unreliable! When it works its great
- Overall - great service
- Overall a pleasant experience and convenient :)
- Overall i think it is a fantastic service
- Overhead space for luggage
- Please clean the bus
- Pretty happy with service
- Pretty well satisfied as a daily rider
- Really appreciate friendliness of drivers and cleanliness of busses
- Regular bus rider. Sunday hours in essex center could be improved. Rider had unpleasant experience with 1 driver
- Right house - shelburne price chopper special
- Saturday and sunday service would be helpful. More buses later in the evening
- Service is great! Amazing work! St johnsbury line would be appreciated
- Should check under seats for garbage more often
- Softer seats. Hurts back
- Some of the older buses are not comfortable
- Someone needs to be more strict with the people who are disrespectful on the bus
- Sometimes there is crazy people or the bus and they dont kick them off when they should
- Surveys should be shorter and less personal
- Taxis are expensive, the strike was inconvenient
- Thank god for them!
- Thank god!
- Thank you
- Thank you
- Thank you

- Thank you for ccta I have a problem of sunday please I request sunday also come the bus
- Thank you for having this survey. Please listen to us, especially the folks w/ lower annual income -- a voice is needed and yet it is hard to be heard. The CCTA is great but needs a few things to be more user friendly (ie consistency, frequency and more sunday options) thanks again!
- Thank you! I really appreciate the shuttle!
- Thank you! Your services help the environment and allow low income and environmentally conscience people get around vt
- Thankful for bus service
- Thanks for the free college st shuttle
- Thanks, a huge help
- The bus drivers are polite. Rider enjoys bus experience despite owning a vehicle
- The bus is very convenient and helpful for commute
- The buses are frequently late and run off schedule its upsetting
- The drivers are always pleasant, though the williston bus could use some more on time stops
- The drivers are very courteous and my experience is generally positive
- The drivers are very nice
- The jeffersonville commuter has improved my life! Allows me to work 2 extra hours per day, share my car with my teenage kids and saves on carbon emissions and gas $ love it
- The jeffersonville commuter is great!
- The Montpelier Link is a great service. Suggestion -- consider running extra buses in the early morning in winter. The bus gets very crowded in winter
- Thomas needs a raise
- Thx
- Usually very good service and drivers are courteous
- Very good
- Very helpful for the entire family
- Very pleasant overall
- We are happy to use CCTA services. Thank you!
- We love having a bus stop at our street intersection. Would LOVE a safer crosswalk to get to the stop from the east side of north ave
- We need better buses - the older buses (with the green plastic seats) are uncomfortable. Especially going on route 7 which is very bumpy!
- Weekend & late night services are very inconvenient. Please provide more services & more frequent times
- When are the new bus schedules coming out?
- When bus is late, throws work schedule can burlington create a specific bus lane for traffic hours?
- You guys do a great job, but more areas of coverage would be great and buses running more often -- especially during rush hours -- would be great!
- You're all great