

**CORVALLIS CITIZENS ADVISORY COMMISSION ON TRANSIT
AGENDA**

**Wednesday, July 10, 2013, 8:20 a.m.
City Hall Meeting Room D
501 SW Madison Avenue**

- I. INTRODUCTIONS
- II. APPROVAL OF MINUTES
 - June 12, 2013
- III. CACOT/VISITOR'S COMMENTS
- IV. OLD BUSINESS
- V. NEW BUSINESS
 - Election of Vice Chair
- VI. INFORMATION SHARING
 - CTS On-board Survey
- VII. COMMISSION REQUESTS AND REPORTS
- VIII. PENDING ITEMS
 - Corvallis Transit System's Future System Levels - Discussion
- IX. ADJOURNMENT

Next Meeting:

Wednesday, August 14, 2013, Madison Avenue Meeting Room

Commission Members:

Stephan Friedt, Chair

Eric Cornelius

John Oliver

Steve Harder

Kriste York

Bruce Sorte, Council Liaison

City Hall Meeting Room D is accessible to the public.
Please contact Tim Bates at (541) 766-6916
if you need special accommodations to attend the meeting.

**CORVALLIS CITIZENS ADVISORY COMMISSION ON TRANSIT
MINUTES
June 12, 2013**

Present

Stephan Friedt, Chair
 Brandon Trelstad, Vice Chair
 Eric Cornelius
 Steve Harder
 John Oliver
 Robert E. Wilson
 Kriste York

Staff

Tim Bates, Public Works

Visitors

Absent

Bruce Sorte, Council Liaison

SUMMARY OF DISCUSSION

Agenda Item	Information Only	Held for Further Review	Recommendations
I. Introductions	X		
II. Approval of April 10, 2013 Minutes	X		
III. CACOT/Visitor Comments	X		
IV. Old Business			N/A
V. New Business • CTS Future System Levels	X		Held for next meeting
VI. Information Sharing	X		
VII. Commission Requests and Reports			N/A
VIII. Pending Items			N/A
IX. Adjournment			Adjourned at 8:55am

CONTENT OF DISCUSSION

I. Introductions

The meeting was called to order at 8:22 am by Chair Friedt. Introductions were made of Commission members and staff.

II. Approval of Minutes

Commissioner Wilson and Vice Chair Trelstad, respectively, moved and seconded to approve the April 10, 2013 minutes. The motion passed unanimously.

III. CACOT/Visitor Comments

Both Chair Friedt and Mr. Bates thanked Commissioner Wilson and Vice Chair Trelstad for their service to CACOT, as their terms end June 30th.

Vice Chair Trelstad mentioned that OSU is working to fill his seat on the Commission, as this seat is reserved for an OSU representative. Mr. Bates said the City has already received an application from a citizen to fill Commissioner Wilson's seat and it is expected this person will be confirmed at City Council's July 15th meeting.

IV. Old Business

None.

V. New Business

Corvallis Transit System's Future System Levels - Chair Friedt requested this discussion be postponed until Councilor Sorte is available to participate and the open Commission seats have been filled. He estimated it will be tabled for at least two months.

VI. Information Sharing

Mr. Bates reviewed the written Information Sharing Report. Comments provided in addition to the report included:

Philomath Connection has started its "Kids Ride Free" summer program which will continue through August 30th. Kids age 18 and under are eligible.

Commissioner Harder mentioned that Dial-A-Bus has seen a large increase in rides recently, saying that while the number of clients have increased, the number of rides those clients are taking are also increasing.

Mr. Bates reported that as of July 1 2013, the 99 Express will be funded by a Section 5310 grant to Benton County (transportation for seniors and persons with disabilities), so the City will no longer be involved with the funding of that service. At the Commission's request, CTS staff will continue to provide monthly 99 Express ridership statistics since passengers use it as a connecting system to CTS.

Mr. Bates reported that the time line for VIS implementation is aggressive. The plan is to have the real-time bus location information up and running before OSU returns to school in the fall; the automatic passenger counting is likely to take additional time due to its complexity. Commissioner York asked if the changes will be advertised to OSU students. Mr. Bates said that CTS has approximately \$7,000 left in OSU dollars to be used on a joint CTS/OSU marketing campaign aimed at OSU students, faculty and staff.

Mr. Bates said CTS will apply for its published FTA Section 5307 grant amount, less \$125,000 that the City has agreed to allow Linn-Benton Loop (Loop) operator City of

Albany to directly apply for in support of the Loop service.

VII. Commission Requests and Reports

Commissioner Wilson said that although he is stepping down as a Commissioner, he would like to be notified when the future system levels discussion will take place so that he may attend that meeting. Staff agreed to notify him in advance of this agenda item.

Commissioner Cornelius asked if CTS has considered creating Park & Ride facilities, given the new parking districts are going to impede on parking for employees and students at the LBCC Benton Center and employees at Samaritan Heath Care on NW 9th Street. Vice Chair Trelstad said the OSU/City Collaboration Team looked into Park & Ride locations but their focus was student parking. There was also an idea for a satellite transit center on OSU's campus, which is still being considered. Mr. Bates said he will invite Lisa Scherf to the next CACOT meeting because she staffs the City's Parking Committee and may be able to offer input on these topics.

VIII. Pending Items

Corvallis Transit System's future system levels discussion.

IX. Adjournment

Commissioner Wilson and Oliver, respectively, moved and seconded that the meeting be adjourned. The motion passed unanimously.

The meeting was adjourned at 8:55am.

NEXT MEETING: July 10, 2013, 8:20 am, City Hall, Meeting Room D

MEMORANDUM

DATE: July 5, 2013
TO: CACOT Members
FROM: Tim Bates, Transit Coordinator
SUBJECT: Information Sharing Report

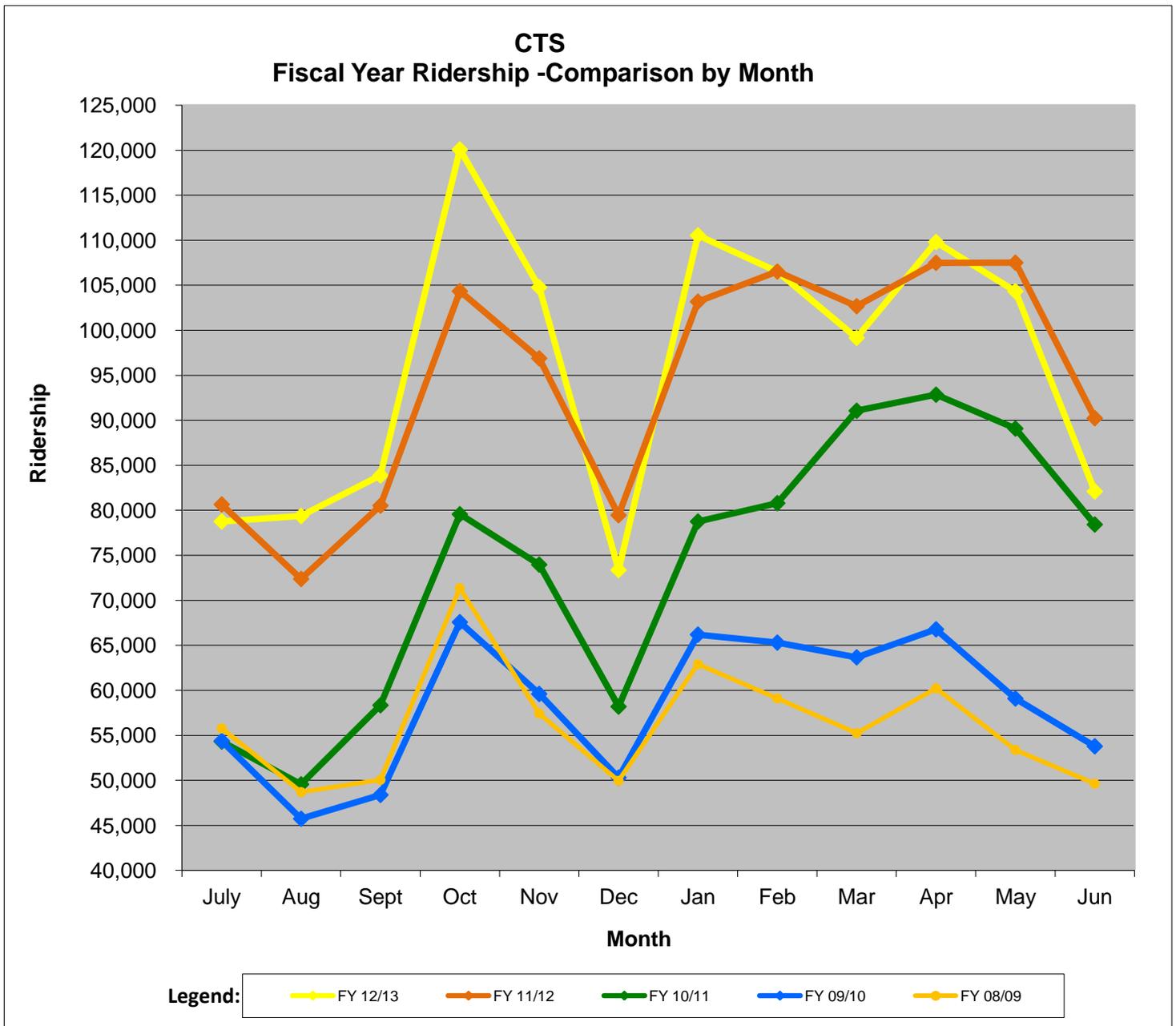
Replacement Vehicle Information System (VIS) - Work has begun on installation and implementation of the VIS.

Ridership - Percentage changes are based on rides per service hour.

- **CTS provided 82,102 rides in June, an average of 38.3 rides/service hour, a 6.9% decrease from June 2012.** Ridership for June 2012 was 90,236, an average of 41.2 rides/service hour.
- **CTS provided 1,152,665 rides in Fiscal Year 12-13, an average of 43.0 rides/service hour, a 0.27% decrease from Fiscal Year 11-12.** Ridership in Fiscal Year 11-12 was 1,131,842, an average of 43.1 rides/service hour.
- **Philomath Connection provided 2,295 rides in June, an average of 17.7 rides/service hour, a 0.8% decrease from June 2012.** Ridership for June 2012 was 2,429, an average of 17.8 rides/service hour.
- **Philomath Connection provided 30,408 rides in Fiscal Year 12-13, an average of 18.4 rides/service hour, a 0.25% decrease from Fiscal Year 11-12.** Ridership in Fiscal Year 11-12 was 30,603, an average of 18.5 rides/service hour.
- **Beaver Bus provided 679 rides in June, an average of 14.1 rides/service hour, a 22.6% decrease from June 2012.** Ridership for June 2012 was 1,096, an average of 18.3 rides/service hour.
- **Beaver Bus provided 15,330 rides in Fiscal Year 12-13, an average 11.6 rides/service hour, an 18.25% decrease from Fiscal Year 11-12.** Ridership for Fiscal Year 11-12 was 16,707, an average of 14.2 rides/service hour.
- **ADA Paratransit - June ridership was 497.** Ridership for June, 2012 was 485.
- **ADA Paratransit - Fiscal Year 12-13 ridership was 6,833.** Ridership for Fiscal Year 11-12 was 5,488.
- **99 Express Adair Village - June ridership was 569, an average of 8.0 rides per service hour.** June 2012 ridership was 383, an average of 6.0 rides per service hour.
- **99 Express Adair Village - Fiscal year 12-13 ridership was 6,341.** Ridership for Fiscal Year 11-12 was 5,487.

CTS Ridership (Beaver Bus and Philomath Connection not included in figures)

	FY 12/13	FY 11/12	FY 10/11	FY 09/10	FY 08/09
July	78,758	80,650	54,310	54,381	55,774
Aug	79,369	72,375	49,560	45,734	48,693
Sept	83,874	80,518	58,342	48,383	50,053
Oct	120,079	104,343	79,562	67,573	71,342
Nov	104,768	96,884	73,961	59,602	57,426
Dec	73,365	79,456	58,193	50,300	49,952
Jan	110,539	103,182	78,754	66,194	62,904
Feb	106,526	106,526	80,794	65,306	59,098
Mar	99,157	102,672	91,060	63,665	55,252
Apr	109,801	107,491	92,842	66,781	60,223
May	104,327	107,509	89,078	59,090	53,376
Jun	82,102	90,236	78,421	53,782	49,625
Total	1,152,665	1,131,842	884,877	700,791	673,718



Corvallis Transit System (CTS) On-Board Survey Results

February 26th – March 4th, 2013



Conducted by the
Corvallis Area Metropolitan Planning Organization



In Collaboration with
The City of Corvallis, Corvallis Transit System

With funding assistance from the Federal Transit Administration

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CTS On-Board Survey Results

February 26th - March 4th 2013

Introduction

The Corvallis Area Metropolitan Planning Organization (CAMPO) coordinated with the City of Corvallis to conduct an on-board survey of Corvallis Transit System (CTS) riders during the 7-day period of February 26th – March 4th, 2013.

The purpose of the survey was to gather information about:

- Demographic characteristics of CTS riders;
- The share of ridership affiliated with Oregon State University and Linn-Benton Community College;
- How CTS riders use the CTS system in conjunction with other services;
- How frequently CTS riders use the CTS system and whether they transfer between buses; and,
- Customer satisfaction levels and recommended areas for improvement or service changes.

The Corvallis Transit System (CTS) is a service provided by the City of Corvallis and is operated through a contract with First Student, Inc. CTS operates eight regular routes throughout the City of Corvallis Monday through Saturday and five limited-service routes Monday through Friday. CTS also operates a late night system called the Beaver Bus which has north, south and southwestern loops running from 8:45 pm until 2:45am Monday through Friday. The City of Philomath contracts with CTS to operate the Philomath Connection, which runs between the two cities Monday through Friday.

CTS contracts with Dial-A-Bus of Benton County to provide paratransit service per the requirements of the Americans with Disabilities Act (ADA). This service provides curb-to-curb transportation for those persons who are not able to use the regular, fixed-route bus service due to a disability.

All CTS services, excluding the Philomath Connection, are fareless.

The Corvallis Area Metropolitan Planning Organization (CAMPO) is a transportation policy-making body made up of representatives of the Corvallis Urbanized Area, including the cities of Corvallis, Philomath and Adair Village as well as adjacent urbanized portions of Benton County. Per federal regulations, CAMPO provides continuing, cooperative and comprehensive transportation planning and programming throughout the CAMPO area, which includes participation in local transit planning and transit coordination. This survey was conducted as part of CAMPO's efforts to facilitate comprehensive transportation planning throughout the CAMPO area.

Methodology

The survey instrument, shown as Attachment 1, was developed collaboratively by CAMPO and City of Corvallis staff and produced by CAMPO. Several days prior to survey, posters were placed in prominent bus shelters advertising the survey. The night prior to the survey, survey instruments, pencils, a return envelope and several posters advertising the survey were placed in each CTS bus. All survey posters and the survey instrument included a 'QR' code which provided respondents the opportunity to complete the survey online via a Survey Monkey tool. As an incentive, respondents were given the option to include their name and phone number to be entered into a drawing for a \$50 Fred Meyer gift card.

206 useable responses were received, including 36 via Survey Monkey and 169 via the survey instrument placed in each bus. One returned survey was illegible and not included in the survey results.

Key Findings

Key findings include:

- 25% of respondents reported that they had a disability.
- 57% of respondents indicated that their household income for 2012 was at or below 150% of the poverty level, with a majority of those being one-person households.
- Age varied greatly among respondents, with the largest cohort reporting that they were 19-24 years old (26%).
- 15% and 7% stated that they were OSU or LBCC students (respectively). Another 4% reported being Middle or High School students. 11% of respondents were retired and 24% were unemployed.
- The survey inquired about the specific trip the rider was taking as they completed the survey, and 44% of respondents reported that they made that particular trip 1-2 days per week. 34% said they made that trip 3-5 days per week and 14% said they make that particular trip 6-7 days per week.
- 12% of respondents reported that they used the bike rack on the front of the bus
- 71% reported that a personal vehicle was not available to them for that particular trip
- 88% of respondents ranked overall service as 'good' or 'very good', with respondents most pleased with safety and cleanliness and least satisfied with overcrowding and frequency of service.
- The most common open-ended responses included requests for expansion of service, improvement of reliability, and lessening overcrowding of the buses. Many open-ended comments also expressed satisfaction with CTS services and gratitude for both the system overall and its staff.

Demographics

25% of respondents reported that they had a disability.

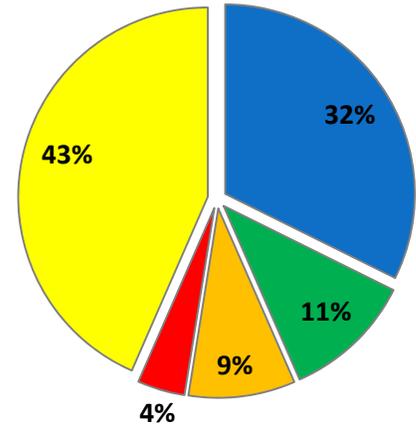
57% of respondents reported household incomes at or below 150% of the poverty level with the majority of those being 1-person households.

According to the survey results, CTS riders vary in age, with the largest cohort responding that they were 19-24 years old (26%).

15% and 7% stated they were OSU or LBCC students (respectively). Another 4% reported being Middle or High School students. 11% of respondents reported being retired and 24% reported being unemployed.

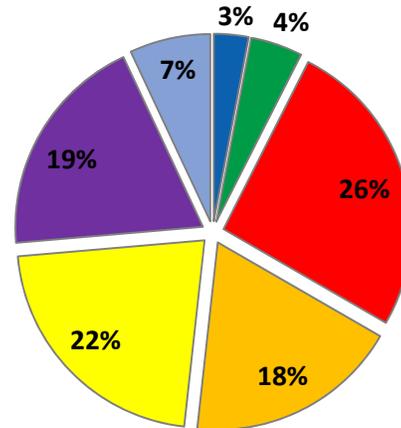
CTS riders reporting living at or below 150% of poverty level

- 1 person households or families
- 2 person households or families
- 3 person households or families
- 4 person households or families
- None of the above

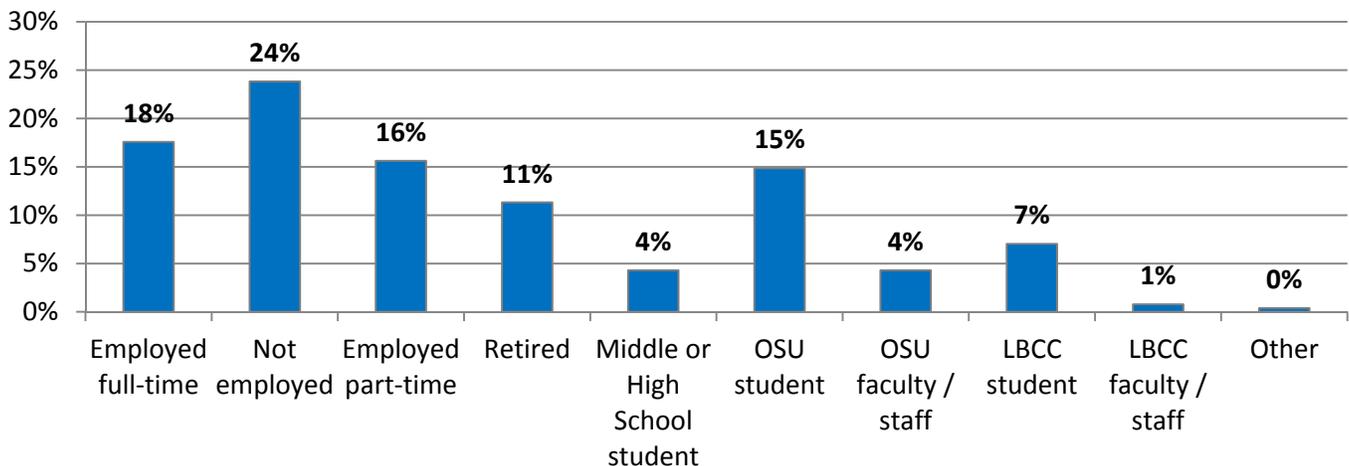


What are the ages of CTS Riders?

- Under 16
- 16-18
- 19-24
- 25-34
- 35-49
- 50-49
- 65+

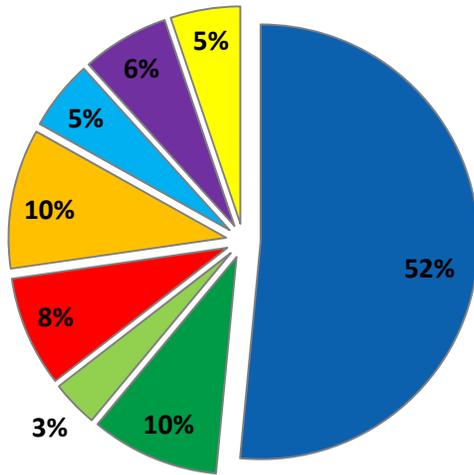


What populations are using the CTS system?

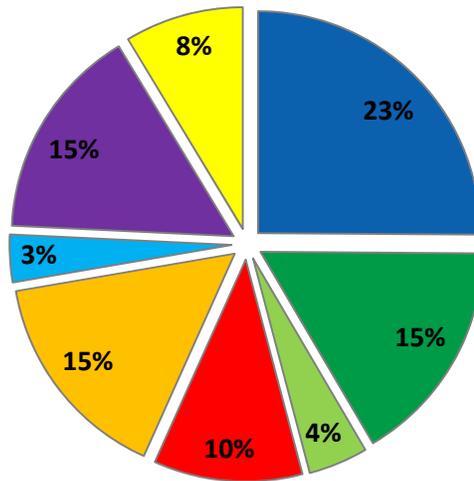


Destinations

Where CTS Riders are Going



Where CTS Riders are Returning from

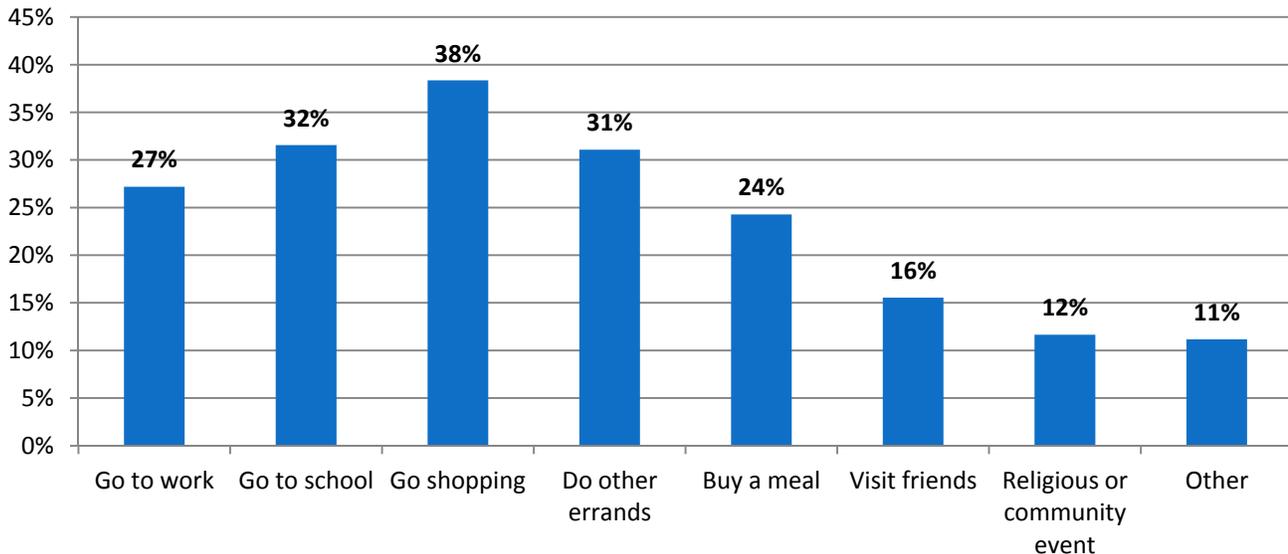


- Home
- Work / Work-related
- Medical Services
- OSU or LBCC
- Shopping
- Other School
- Social, religious or personal business
- Other Destination

Over 50% of respondents were completed the survey while going home. The other 48% of respondents were going to a variety of destinations. Respondents were returning from a variety of places, with the most common being home, shopping, personal business or work.

When asked about all of the activities completed during their round-trip, riders most commonly reported that their trip would include shopping, school, work, other errands or purchasing a meal.

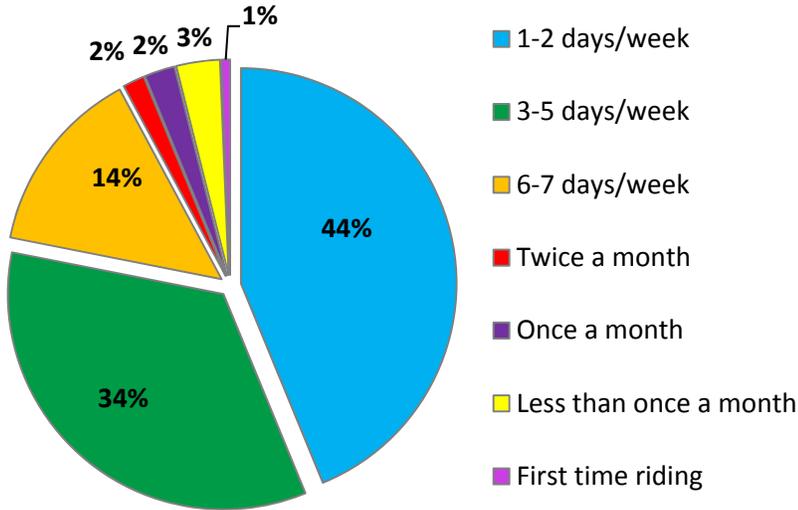
What CTS Riders do during their Round-Trip*



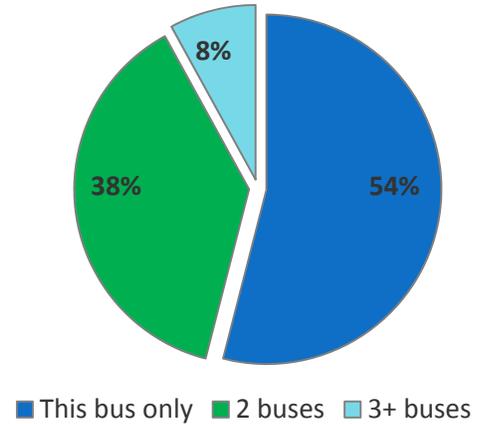
*Percentages are based on the total number of completed surveys (206)

Travel Patterns

How often do Riders use CTS?



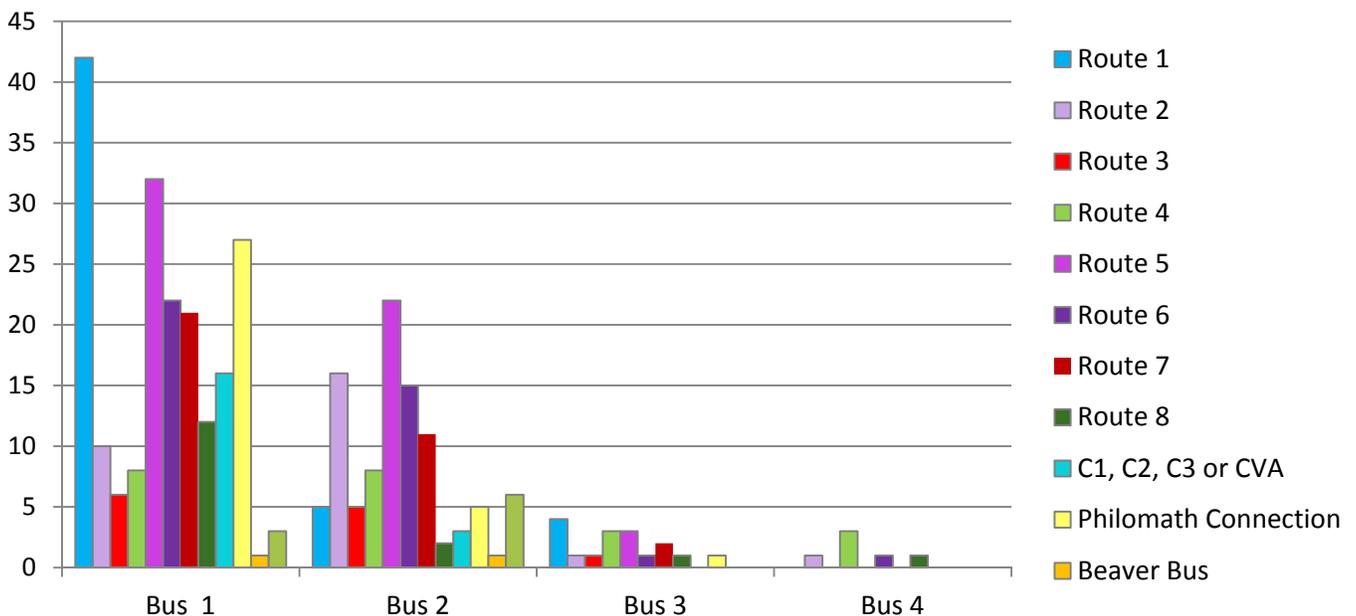
How many buses are used for a one-way trip?



Most respondents were frequent CTS riders. 44% of respondents reported making that particular trip 1-2 days per week and 34% said they make the trip 3-5 days per week.

54% of riders stated that they would only take one bus during that particular trip, with Routes 1 and 5 most often cited as the first bus for any particular trip.

Routes taken during a One-Way Trip



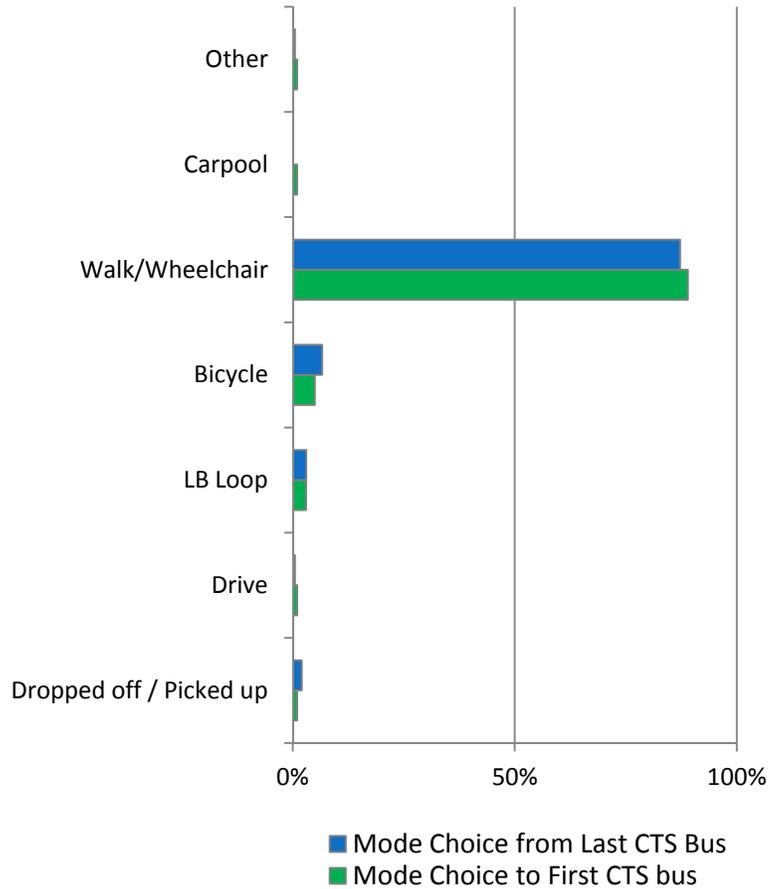
Mode Choices to and from CTS buses

89% of respondents reported walking or taking a wheelchair to their first bus stop; 5% rode a bicycle and 3% took the Linn-Benton Loop. No one reported taking the OSU Shuttle to or from their CTS bus.

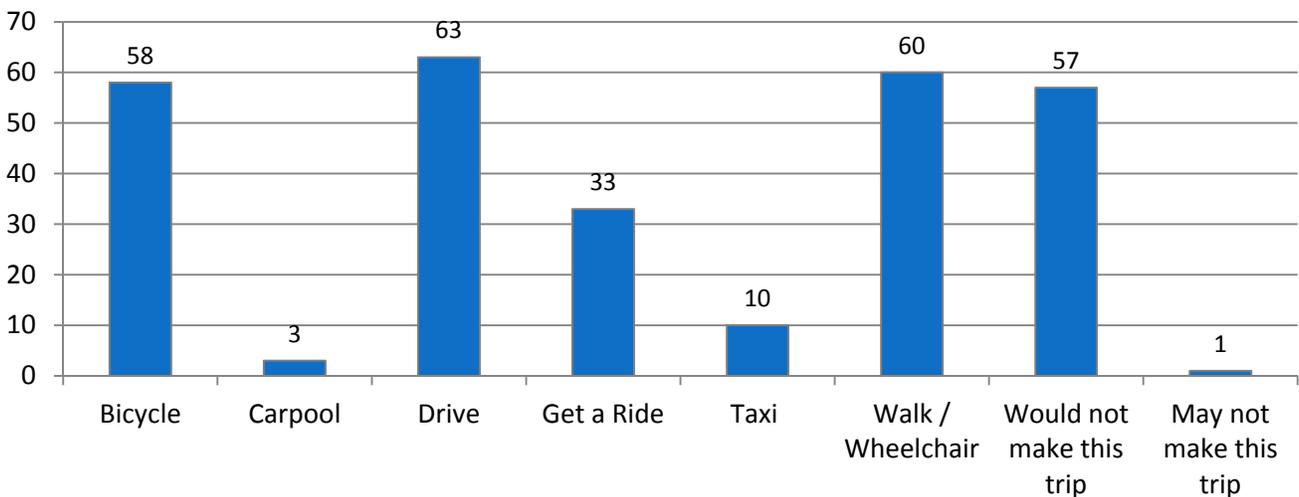
12% of riders reported using the bike rack on the front of the bus; 3% reported that the bike rack was full and they did not use it.

71% of riders reported that a personal vehicle was not available for that trip; 29% reported that a vehicle was available.

How do CTS riders get to the bus?



If bus service was not available, how would you make this trip?
(by number of responses)

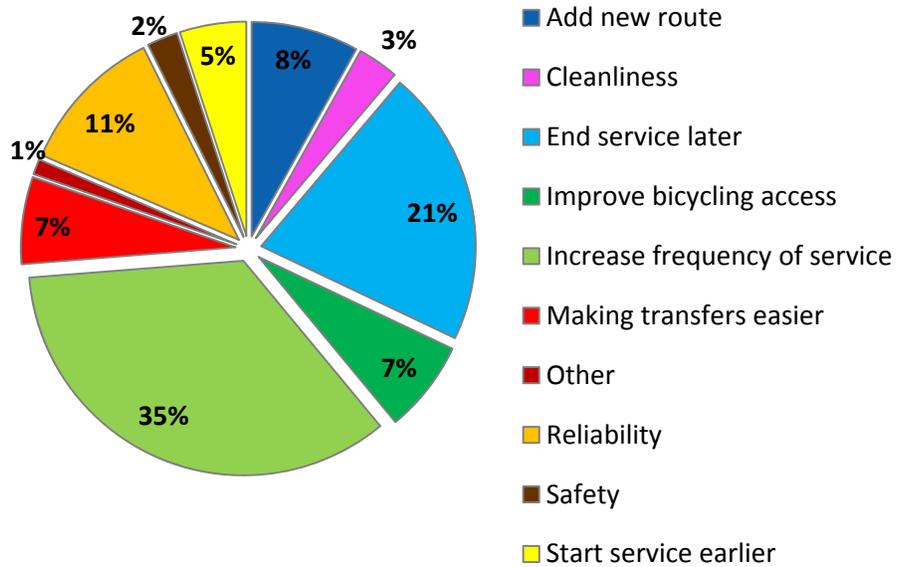


Areas for Improvement

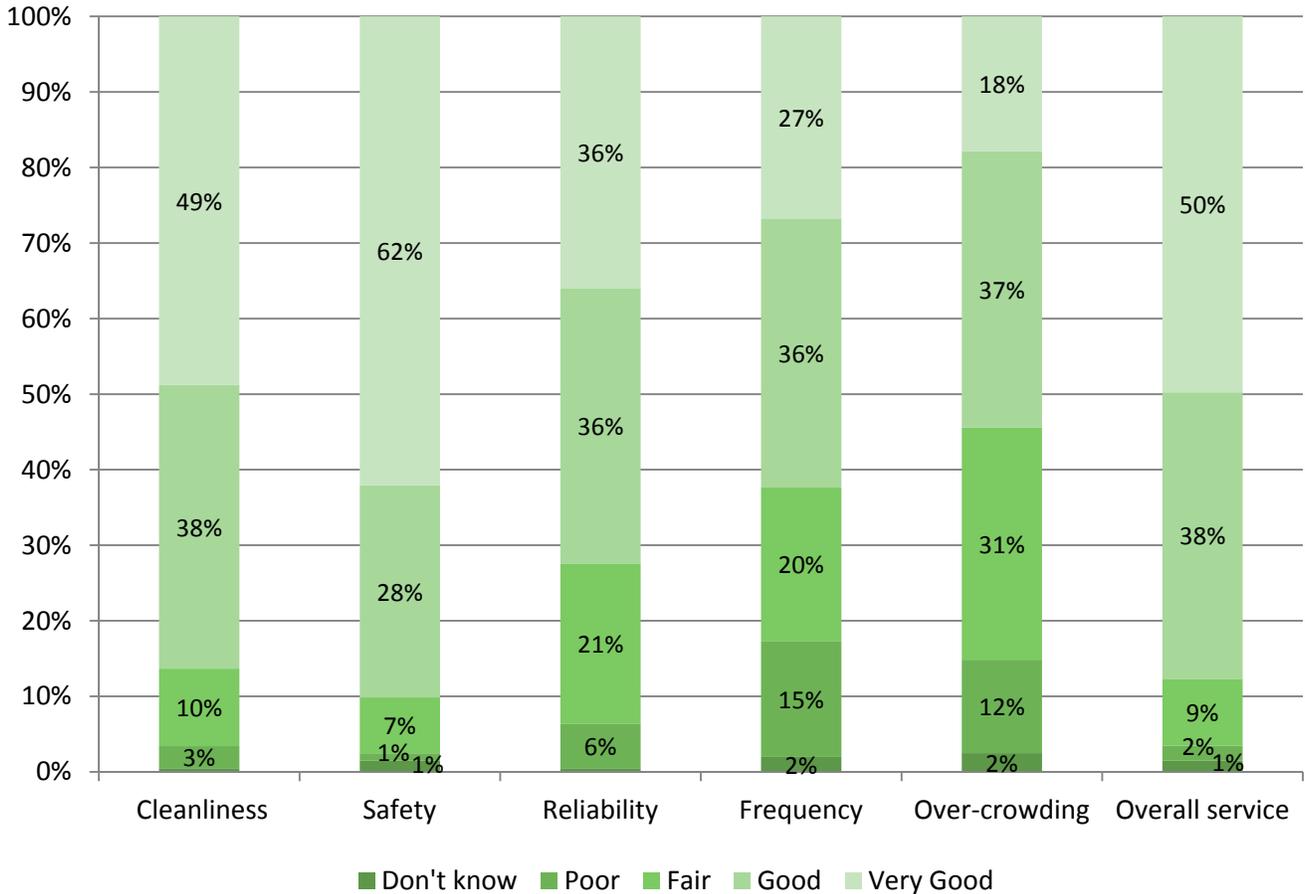
In which areas would CTS riders like to see improvement?

88% of respondents ranked overall CTS service as 'good' or 'very good'.

Respondents were most pleased with safety and cleanliness and least satisfied with overcrowding and frequency of service.



How do CTS Riders rate CTS Services?



Additional Comments from CTS Riders

The following is an unedited list of open-ended responses, organized according to several popular themes. In some cases, a comment may have been repeated under several categories if it addresses multiple themes.

Happy overall

- For me this bus service is very convenient and trouble free
- Having the CTS buses makes my life much easier for getting to school. Thanks so much for everything CTS does!
- The drivers are exceptional. Their customer service makes frequent riders feel as though they have a personal driver. The drivers go above and beyond, often providing valuable information.
- The drivers are wonderful. I appreciate their service and friendliness; they are excellent representatives of the Corvallis spirit.
- It was a pleasant ride.
- First time I've ridden the bus in a while and it was a great experience. Will try to do it again soon.
- We are a one car couple. I use bus when car not available.
- Great system... thanks you for providing free service to folks who need it!
- Love the service, love that it's free and convenient, and the drivers are great
- The drivers are always nice and friendly. The rates are convenient.
- I love riding the CTS buses. Awesome and friendly drivers but I would love to see if they can start earlier and later
- I really think most drivers are very kind and helpful. Thank you CTS.
- Drivers always courteous and professional
- Every driver I have ridden with has been very polite and helpful, especially Sharon. You could not have a better crew.
- I just want to say thank you to all the people that are involved in the bus system and it helps me as a single mother for the buses to be free. And thank you to all the bus drivers for you work and patience.
- I love riding the bus in Corvallis. 1) it's hourly 2) it's predictable 3) it's free every day 4) more convenient now without a car
- CTS drivers are the best!!! Give them a raise, they deserve it!!!
- Excellent staff :)
- Thank you for all your hard work, you guys are great! :)
- Everyone is very nice! And appreciate what they do for Philomath!
- I like how the bus drivers become friends over time.
- Overall the service has been great! Hopefully every driver would follow the rules when it comes to drinks - some let people carry it.
- Buses are very clean.
- I love all the drivers. They are polite!
- Philomath Connection is really great to have!
- Everyone is very nice!
- The bus system is part of the reason I love Corvallis so much. It's free and no matter where I am at I can catch a bus. And all the drivers are friendly and helpful. Thank you CTS for making Corvallis an even greater place to live. -HG
- The 5 routes are very efficient and convenient
- All good now - I love it!

- *I really like it the way it is. I wouldn't change a thing*
- *None thank you!*

Expansion of current service / Adjustments to current routes

- 6:00 to 9:00
- Add 1 more run to #1, 6. Also Sunday service!
- More routes
- Add more PC routes / all day...
- Add new route (7), 8am to 2pm M-F
- Adjust route six by a min or two to coincide with Albany loop from LBCC
- Include another route 7 to run every half hour
- Morning to 10pm
- Weekend and evening service. There needs to be a bus guide and map at Witham Hill which explains C1 and 1 and when they pick up on weekdays, weekends, and what side of the street. It's confusing.
- Basic fulltime, 5-day all dates
- Not sure if this route needs more frequent service (C2?)
- The PC should run more frequently
- PC more frequent
- C1
- Continue C-1
- Switch all busses to bike racks capable of 3 bikes. Extend time allocated to routes or alter routes so they are able to run on time during peak service hours - busses running 7-15 minutes late can be frustrating and are more difficult to plan around.
- Would be nice to have more than one bus per hour for route 1.
- Starting the bus earlier and ending it a bit later would be really nice. It would also be nice if there was a bus that ran closer to the west end of OSU's campus. Otherwise, the service is awesome and I rely on it very heavily and am very grateful for the service.
- This bus system is amazing. It would be even more amazing if the bus started earlier in general, an hour or two. Also, Beaver Bus on Thursday, Friday and Saturday is great but why not Monday Tuesday and Wednesday? I could study a lot more if the bus also ran on those days.
- More trips, weekend service and end service later.
- The redesign of C1 was a huge mistake. It runs too closely to the regular 1, and misses the stop on Arnold and Monroe where 70% of the riders get off the bus. Please change this!
- Please add shorter routes from HP to the transit center in the afternoon before 5pm.
- I love riding the CTS buses. Awesome and friendly drivers but I would love to see if they can start earlier and later
- Add a one o'clock and 4 o'clock from Corvallis to Philomath and in general run the PC route more frequently. There needs to be at least two more trips being made a day. Weekend service would also be of use to me.
- We need more frequent times of the terminal for the PC bus. Not the 3.5 hours or so away. More frequent time on PC bus
- Thank you for being here. This bus system is a big reason I moved to Corvallis. I wish the #1 route were more frequent and/or on time. Thank you!
- CTS does a great job overall, but for those of us without cars, it would be great to have more regular service, buses that run later, and service on Sundays. Sunday is the only day I have to shop, but I usually have to rely on a friend to take me to the store.

- Remove bus sign from NW Grant close to the NW 36th and move it to NW 34th & Grant. It will be on flatter ground... it is too hard on some people to walk up the hill & the sign is hard to see and little used. More people would use it further down Grant St. One time the bus driver did not even know it existed at its present site.
- Please add weekend service for the Philomath Connection
- I think the PC should be bigger for less crowding. More bike access. More often runs from and to town & Saturday service would be great.
- I think that service to out-of-the-way places like C3, R1, R7, C2 etc should end later because they are the farthest away and if someone misses those routes they are SOL whereas if it's a route to somewhere in Corvallis like R2 for example, they can walk or bike; people who leave the downtown Corvallis area don't have the choice of walking or biking if something comes up.
- I understand that funding won't allow it. It would just be more convenient (end service later). I just started riding last month and am extremely impressed with the employees' professionalism.
- Add two runs of C2 @ 12:30 and 2:30 pm. There are many people living on NE 2nd St who would use this bus if it were available more.
- I would need more bus routes and longer service for buses to Philomath can't see my fiancée who is pregnant. p.s. others this service need
- Weekend service for the PC!!!! As well as more frequent service!
- Need more routes between 1-3pm, and one that starts after 6:15 pm. Plus a few routes on Saturday.
- At the very least I would like to see more available service including a one o'clock and a four o'clock from Philomath to Corvallis and vice versa. Another thing that is highly recommended is weekend service.
- More frequent and weekend service for the PC!!!!
- Also increasing frequency would help.
- I really wish the City would put ride shelters at both ends of the shopping mall out on Route 3 (Philomath Blvd). Shoppers riding the CTS bus don't have any place to be out of the rain after the completion of their shopping there!
- I really wish that the Beaver Bus at some point going north or south on 9th St so that we (the people that live just ... 9th Street) can utilize the Beaver bus to be able to go downtown at night & have access to the entertainment there & also have a safe ride home!
- More frequent trips with OSU apts areas
- Bus 5/6 is never on time. I have to walk 6 blocks to catch the 5 on my way home and it is impossible to time it correctly as the bus is so unreliable. Then when the late Bus 5 gets downtown it waits for transfers from the even later Bus 6, making reestablishment of the schedule impossible. If CTS needs to cut costs maybe schedule printing should be removed, since they're completely unreliable.
- Just need to increase timings for both start and end
- Increase the bus timings
- I hope to improve the frequency
- Add more route lines
- Just make them run later
- If route 7 ran every 1/2 hour I would use it much more!
- Bus drivers are very helpful and friendly. Bus 1: bus stops on Bus 1 Circle inbound, to the east of 9th - I would like to see the bus stop close to traffic light, across from all those stores and businesses reinstated - and the ones close to DMV and Central Willamette CU deleted. The new bus stops encourage jay walking to get across. C-1: Also, wish C1 would run ALL-DAY, 5 days a week. Would like a stop between 33nd/34th on Grant instead of the one on 36th. Thank you for asking our input.

- I know it may not be the drivers fault but often the bus times are a little infrequent. It's no problem for me but it's something I noticed since I started riding about 10 yr ago. Also buses are fine but it would be nice if there where trash cans at the stops. Thank you.
- I would like the Philomath Rt have more runs during the week. Also, the bus driver Tiffany is always happy and willing to answer any and all questions. Thank you Tiffany.
- It would be convenient to have the C1 bus leave from Timberhill Shopping Center at 8:30 am, as the #1 bus which is inbound (having left from downtown at 8:00 am) arrives at my bus stop at Walnut and Aspen at 8:40 am. By the time it picks up all the passengers from Witham Hill the bus is standing room only by the time I have to get off. Fortunately, if Steve is driving the bus, he knows when I have to get off and allows me time to make a path on the bus to get off!
- Please please please run the PC more often!
- I think what the Philomath Connection does is great but it would be good if it went on the hour every hour
- Remove bus stop sign at 36th and Grant and put it at 33rd/34th & Grant. I have problem walking up the hill
- Add 1 more run to #1, 6. Also Sunday service!
- Add a new route from Philomath to Corvallis
- Add more PC routes / all day...
- Add new route (7), 8am to 2pm M-F
- Adjust Route 6 by a min or two to coincide with Albany loop from LBCC
- Downtown to 52 & Philomath Blvd
- From Corvallis to Philomath thru Philomath Blvd
- Add a new route from Philomath to Corvallis
- Southtown to Downtown
- Southtown to Downtown
- Corvallis to Philomath
- Downtown to 52 & Philomath Blvd
- From Corvallis to Philomath thru Philomath Blvd
- New route, C1 Grant to Kings fulltime, 5 days a week
- Transit Center to Corvallis Airport
- Transit to Conifer; another 7 running other way
- 29th to 9th (via Grant)
- OSU core to OSU apts w high density units more frequently. Need a "downtown core" trolley loop kind of route. Need a medical/hospital loop bus with better frequency than just 1xhour.

Weekend Service

- Being able Philomath on weekend
- Run on Sundays also
- Sat to Sun
- Saturday service - one from 4-5 pm / 4am 10:30 / Sat service more often routes
- Service on Sunday
- Operate on Sunday!
- Sunday 9-2 for those who want to go to church but can't
- Sunday service
- Sunday service

- Sunday service would be nice, even every other hour - a shorter schedule than Saturday would work
- Sundays
- Weekend service for the Philomath Connection
- Weekend service, and more trips.
- I have used the system since 1983. It has suited my needs fine. My only complaint is a lack of service on Sundays... other than that, its great :)
- Can you service the bus on Sunday? Or make a website that can show when the buses are late. Because the bus always later or not on time.
- I wish the bus ran on Sundays
- Weekend / more frequent in general service for PC!!!! (Also the PC is almost always late)

Overcrowding

- Overcrowding on some routes
- Overcrowding sometimes
- Crowded
- Crowding
- Full size bus for PC - Standing room only sometimes on smaller bus
- Overcrowded-ness depends on time of day. Appreciate the bus service and helpful drivers. I'm selling my car, as I never been a confident driver and feel safer on bus. A friend told me I could get to Rice's or Fred Meyer on C-1 without transferring from route 1 to 5 which is GREAT :) except when I go between 10 and 1. I recently went downtown in the a.m. - caught bus 1@8:45. I heard one student say "we're packed like sardines". True: Next day, I caught C-1 at 9:25 - what a difference! I see why you added C-1 and only wish it ran between 10 & 1.
- Overcrowding and wheelchair users . Some standing only routes- #1, #7, #4 & #6 - too crowded and there is no room for wheelchair users that I support from time to time during the week. OSU Shuttle - bigger bus - expand it way out to all the high density apartments & get them to OSU core more frequency & that frees up more space on overcrowded routes like Rt 1,7 & 6.
- Tyler & 29th inbound - the number 7 is overcrowded M-F with college students - need extra routes
- At times there is a great deal of crowding at front of bus. Men stand, 4-5 of them, will not move back. SAFETY ISSUE HERE. Solution: Move the WHITE LINE 6 FEET BACK toward rear of bus. If men cannot stand near front & near driver, most of the problem is solved. If you want, call me & I will discuss this (left name & phone number but removed for confidentiality)
- Route 1 is too crowded, especially at 8:40 from Timberhill after the Witham Hill stop. Adding a C1 bus at 8:30 would alleviate this pressure and improve safety.

Cleanliness & Safety

- Bus shelters are filthy. Those need to be kept cleaner.
- Wash outside windows
- PC early 40 minutes. The old PC bus needs cleaned better there are cigarette butts all over and even mushrooms growing from the ground
- The downtown station has become unsafe for me and my small children. More supervision at the DTC. Last night people were openly dealing drugs. My boys and I had to walk to another stop.

- The buses are particularly dirty. More so than ever before. More frequency would deal with some of the late runs by increasing capacity but also by reducing the wait for the next bus. I use Rt 1, which is hourly, so more frequent would be nice. I appreciate C1 and the increase in runs this year.
- Even at 6:10, Rt 1 was running 15 minutes late. Used Beaver Bus to get home after concert. Buses are DIRTY. The onboard system doesn't work. Clocks are off, not correct. No announcements of stops. When will this get fixed?
- I believed the cleanliness inside the bus is far bus the outside needs help. I have noticed when I ride the Route 6 that during certain times in the morning it can get overly crowded with at least up to 15 people standing up in the isle and that makes it unsafe for the riders and is a hard to get off the bus. Otherwise I can enjoy riding the bus especially if I'm reading at the same time.

Improve Timing / Awareness of Bus Location

- PC early 40 minutes. The old PC bus needs cleaned better there are cigarette butts all over and even mushrooms growing from the ground
 - Buses often late
 - Improve awareness and visibility of delayed/cancelled bus runs - mobile phones based bus location and time status would be fantastic
 - More time the bus runs
 - GPS location of buses available online
 - Synchronized schedules
 - The biggest problem for Route 1 is timeliness in the evening. Feedback on where the bus is would make it easier. I could work until the bus is ready to get me.
 - The buses are always late by 10-15 minutes. Using this to go to work is a very big deal
 - Wait longer - I cannot run fast
 - Route 3 and Route 8 always end early and there is no signal showing that the bus has gone or not. Hope it will be fixed
 - I find myself driving because the buses are so unpredictable. They are usually 10-15 minutes late and I get to the stop early because there is no telling if they came early. So is it just late? Or did I miss it? It's too unreliable.
 - Implement the GPS tracking system. The drivers are all really nice, even with grumpy people.
 - Even at 6:10, Rt 1 was running 15 minutes late. Used Beaver Bus to get home after concert. Buses are DIRTY. The onboard system doesn't work. Clocks are off, not correct. No announcements of stops. When will this get fixed?
 - Buses are either on time or way off schedule. Especially the 1 and the 5. I have had to drive to work do to late or sometimes early buses. I usually am at the stop almost 10 minutes before the bus supposedly comes.
 - Introduce GPS TRACKING
 - Run routes on time
 - Having more frequent buses would be nice. Most of my days are spent at the bus stop of the DTC waiting for my bus, or if you just miss your bus by 5 minutes, you wait for 45 minutes to an hour for the next one. All bus routes should be like the 5 - every 1/2 hour!! BUT, thank you so much for making it free!
 - Have signs at each major stop indicating what time different buses come.
-

Other Comments

- Remind drivers to be more friendly! Some don't pull to curb. Others do not kneel bus for elderly
- P.S. I am disabled and a couple of drivers do not want to kneel the bus!
- Some of the drivers are very bad--speeding, stopping suddenly when not necessary (e.g. waiting too long to brake when there is ample time to stop at a red light, so they slam on the brakes instead of smoothly breaking to a stop). There should be a policy regarding whether a bus should begin driving before all passengers are seated. Some drivers wait, others don't. The new policy on requiring closed baby strollers is awful. I don't have a child of stroller-age, but lived overseas when my child was an infant, so I understand how completely difficult this is on parents. The group who created this policy--do they have infants/young children & did they try to board the bus with a sleeping child, a diaper bag, a closed stroller & a bag of groceries. What really slows a bus down is when people riding in scooters (sorry, I cannot call these huge, motorized things "wheelchairs") board. The driver has to stop the bus, let down the ramp, lift the seats (both because scooters are too huge to get in the bus without both up), hook the scooter in, & put the ramp down. Then everyone else may board the bus. I have a disability that causes me to have mobility problems, and I find I can be at the stop on time & board the bus without 7 minutes worth of help from the driver. Please run routes more frequently. I would love to take my son to school on the bus & then head to work, but if I do take my son to school, I have to wait an hour before a bus comes that will take me to work.
- Some drivers are prone to rough braking
- Sometimes I see the advertise of Smoking in the bus, which shows the surgical procedure. I know it is the important issue and the ad gets attention from people; however, it is also too much to see especially for little kids. (My kids are pretty scared of the ad.) Please consider the way of not showing very shocking ad. Thank you so much for your considerations: CTS always helps us!
- You need a bus that goes by the liquor store
- Switch all busses to bike racks capable of 3 bikes. Extend time allocated to routes or alter routes so they are able to run on time during peak service hours- buses running 7-15 minutes late can be frustrating and are more difficult to plan around.
- Drivers are all very nice. Some might need more training on how to address bad behavior (foul language by adults w/kids on board) and other obnoxious behaviors
- Drivers need to focus on driving and NOT socializing at the same time. Its always the same people and same drivers. As a rider some of us do not want to make our whole trip listening to other people's life stories and drama recap with them. I also miss the rules which used to be posted visibly ON the buses. Drivers should not allow riders when not over crowded to stand directly behind their seats visiting with them.
- Drivers need to pay better attention to changing their route numbers on the front of the buses. I walked by the courthouse at 6:00 or so the 5 was parked in the Route 1 & 6 space. As we approached the corner of Jackson & 5th it turned left headed to South Town direction still with the Route 5 flashing. At the wheel I noticed the same talky driver from the Route 5 earlier. Again talking too much. Last month this driver left the station 5 to 7 minutes late due to arguing with someone on cell phone instead of hanging up and leaving. Otherwise things are good - brakes need hosed off.
- I saw a person ALMOST get hit by a CTS driver in a bus. It would be helpful if ALL drivers knew the BASIC routes of all CTS routes to make transfers easier.
- Drivers rarely wait until passengers are seated before they take off
- The CTS needs to have buses run on time and not be late also the bus drivers need to have better attitudes toward the passengers riding the bus.

- I was concerned that a bus driver said that people were ripping up seats - I am very happy about the bike access and plan to do that when it gets later (safer w/more sunlight) as part of my bus experience. I tried it last summer to practice. The drivers are good w/wheelchair people. I also will do the bike to the coast - that might be "Dial-a-Bus" - very reasonable. I'm pleased w/taking the bus to H.P. - driving felt dangerous - congestion - really dumb people driving poorly - the drivers are good! The price is right! I'd like to see more advertising to get more riders on my route. I'm never late to work - or after work. Perfect timing. Thank you transit system.
- If it wasn't free I wouldn't ride the bus
- Please equip more buses with the triple bike rack! It's design is also better, as it allows larger bikes to fit in it. The front wheel well is open, which allows my larger than average bike to fit easily. It barely fits in the other racks. More frequent buses and going later into the night are the two other requests I would add.
- The schedule on the bus station need update, for example the last bus of route 3 is 6:55, but on the schedule it is still 6:45

**Tell us how we are doing.
Are CTS services meeting your needs?**

16. Please rate how well we are doing on the following:

	Poor	Fair	Good	Very Good	Don't Know
Cleanliness	<input type="checkbox"/>				
Safety	<input type="checkbox"/>				
Reliability	<input type="checkbox"/>				
Frequency	<input type="checkbox"/>				
Over-crowding	<input type="checkbox"/>				
Overall service	<input type="checkbox"/>				

17. What one area do you feel needs the most improvement?

- Making transfers easier
- Start service earlier
- End service later
- Cleanliness
- Reliability
- Safety
- Increase frequency of service
- Improve pedestrian access
- Improve bicycling access
- Add new route
- From _____ to _____
- Other, specify: _____

Comments

Please provide any additional comments or suggestions you have regarding the Corvallis Transit System.

Please return completed survey to the surveyor or drop it in the envelope at the front of the bus.



If you have additional customer comments or questions about CTS services visit: www.corvallistransit.com

Transit Survey



The Corvallis Transit System (CTS) is conducting a survey to determine how to best use transit funding and to identify areas for improvement. Your input will be very helpful.

You may fill out this survey anonymously or include your name and phone number for entry into the drawing (below).

Please return this survey by Monday, March 4th to the envelope at the front of any CTS bus.



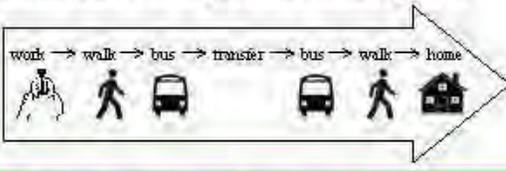
**Smart Phone?
Fill out the survey online.**

Register to **win a \$50 Fred Meyer gift card** when you answer all of the questions. Entry into the drawing is optional. One entry per person.

Name _____

Phone Number _____

These questions are all about this ONE-WAY TRIP you are making now



1. Including this bus, how many total buses will you ride to make this one-way trip?

- This bus only 2 buses 3+ buses

2. Which bus routes will you take on this trip?

Example: 1st bus → 2nd bus → 3rd bus → 4th bus

1st bus → 2nd bus → 3rd bus → 4th bus

3. How did you get to the first CTS bus on this one-way trip?

- Walked / wheelchair Rode my bicycle
 Dropped off Drove my car
 Philomath Connection Carpoled
 Linn-Benton Loop OSU shuttle
 Other, specify: _____

4. Did you use the bicycle rack on the front of the bus on this one-way trip?

- Yes, I put my bike on the bus's bike rack
 No, the bus's bike rack was full
 No, I did not bring a bike

Where are you coming from now?

5. What kind of place are you coming from?

- Work / work-related Home
 Shopping Medical services
 OSU or LBCC Other school
 Social, religious or personal business
 Other, specify: _____

Where are you going to now?

6. What kind of place are you going to?

- Work / work-related Home
 Shopping Medical services
 OSU or LBCC Other school
 Social, religious or personal business
 Other, specify: _____

7. How will you get from the last CTS bus to your final destination on this one-way trip?

- Walk / wheelchair Ride my bicycle
 Picked up Drive my car
 Philomath Connection Carpool
 Linn-Benton Loop OSU shuttle
 Other, specify: _____

8. Was a car or other personal vehicle available to make this trip?

- Yes No

9. How many days a week do you usually make this trip?

- 6-7 days/week 3-5 days/week
 1-2 days/week Twice a month
 Once a month Less than once a month
 First time riding

10. If bus service was not available, how would you make this trip?

- Walk / Wheelchair Drive
 Get a ride Taxi
 Bicycle Carpool
 Would not make this trip

11. On this ROUND TRIP will you... (for example, from home to work and back home again in the evening) (check all that apply)

- Go to work Go to school
 Go shopping Do other errands
 Buy a meal Visit friends
 Attend religious or community event
 Other, specify: _____

The following information may help CTS receive additional transit funding

12. What is your age?

- Under 16 16 to 18 19 to 24
 25 to 34 35 to 49 50 to 64
 65 or older

13. Are you ... (check all that apply)

- Employed full-time
 Not employed
 Employed part-time
 Retired
 Middle School or High School Student
 OSU student
 OSU Faculty / Staff
 LBCC student
 LBCC Faculty / Staff

14. Are you a person with a disability?

- Yes No

15. Does your household income level for 2012 fit into any of these categories?

- 1 person family/household
Annual income is at or below **\$16,755**
- 2 person family/household
Annual income is at or below **\$22,695**
- 3 person family/household
Annual income is at or below **\$28,635**
- 4 person family/household
Annual income is at or below **\$34,575**
- 5 person family/household
Annual income is at or below **\$40,515**
- 6 person family/household
Annual income is at or below **\$46,455**
- None of the above