



Blacksburg Transit Ridership Survey

Summary of Results

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Introduction

The Virginia Tech Center for Survey Research (CSR) was retained by Blacksburg Transit (BT) in the Town of Blacksburg, Virginia to conduct a survey with Virginia Tech community members regarding aspects of BT ridership. Specifically, a web-based survey was designed and administered to Virginia Tech community members in order to gather specific ridership information and to learn more about the communication preferences of BT stakeholders in the university community.

For the administration of the Blacksburg Transit Ridership Survey, the CSR gathered data from 5,811 Virginia Tech community members (including faculty, staff, graduate students, and undergraduate students). This report summarizes the data collection procedures and results of the survey. Section 1 provides an overview of the survey instrument development and data collection procedures utilized by the CSR for the collection of the data. Section 2 provides a demographic profile of the survey respondents. Section 3 provides the findings from the survey and Section 4 provides information on data delivery and retention for the study.

The survey instrument is included in *Appendix A*. *Appendix B* includes the text of the electronic message invitation that was sent to the respondent pool in order to solicit response to the survey. *Appendix C* provides tables of response frequencies to all close-ended survey items. *Appendix D* provides response frequencies by the type of affiliation of the respondent to Virginia Tech. *Appendix E* lists all responses provided by respondents to open-ended survey questions. All open-ended survey items are listed along with the CSR-assigned respondent number that may

be used in linking the open-ended responses to each respondent's answers on the dataset (also delivered with this summary) to other items on the survey.

1

Methodology

Sampling, Survey Instrument, and Data Collection Procedures

The survey instrument was developed by representatives from Blacksburg Transit with assistance from the CSR. The CSR gathered contact information for the 34,928 community members at the Blacksburg campus of Virginia Tech from the Virginia Tech Registrar and Human Resources Offices for inclusion in the survey pool. The survey instrument was administered by CSR via the web using personalized web links embedded in electronic message invitations. Each member of the survey pool received an invitation message describing the purpose of the survey and instructions for completing the survey.

The CSR established personalized links such that sample members could be identified by CSR without necessitating that survey respondents enter a password or user identification number to complete the survey. CSR assigned each sample member a randomly generated, unique identification number that was embedded in the electronic invitation at the end of the survey link for this purpose. Using the unique identifying number, CSR was able to eliminate sample members who had already submitted a response to the survey from subsequent electronic reminders requesting survey participation. All non-respondents to the survey were sent five

reminders to complete the survey. The survey administration began in February 2016 and ended in April 2016. The survey was programmed by CSR using Qualtrics software.

Based on a total of 5,811 completed surveys, the survey has a sampling error of ± 1.2 percent. Therefore, in 95 out of 100 surveys completed with this number of cases using the same sampling methodology and parameters, the results obtained would fall in a range of ± 1.2 percent of the results that would be achieved if surveys were completed with every potential respondent included in the Virginia Tech community (Blacksburg campus). Smaller sampling errors are present for items on which there is polarized response (e.g. 90 percent identical response on an item).

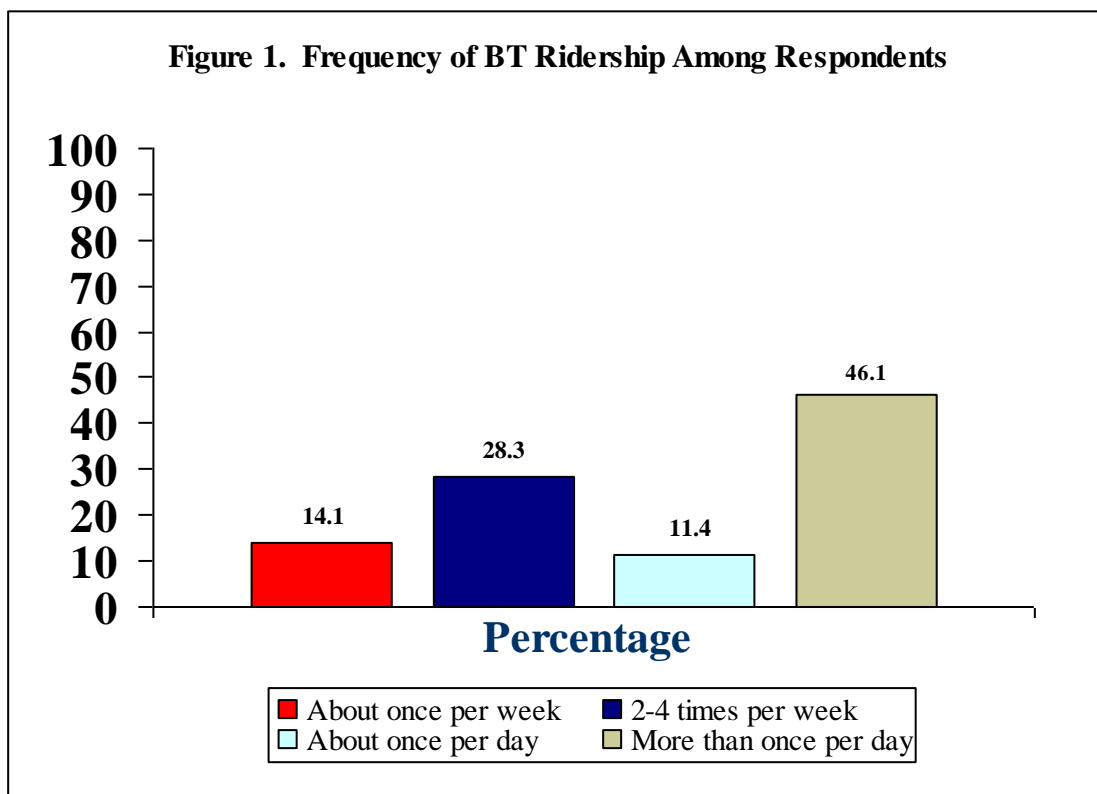
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Respondent Profile

As expected, and proportionate to the population within the Virginia Tech community, undergraduate students were the largest group of respondents to the survey. Specifically, 3,490 undergraduate students responded to the survey, with 966 graduate students, and 1,355 faculty and staff members responding. Almost half of survey respondents (49%) reported that they are age 22 years or younger, with 29% reporting their age as between the years of 23 and 35, and 22 percent of survey respondents reporting they are older than 35 years of age.

The majority of respondents to the survey (63%) reported that they currently ride Blacksburg Transit (BT) during a typical week. Among those respondents who reported riding BT in a typical week, 14 percent ride about once per week, 28 percent ride 2-4 times per week, 11 percent ride about once per day, and 46 percent ride more than once per day.

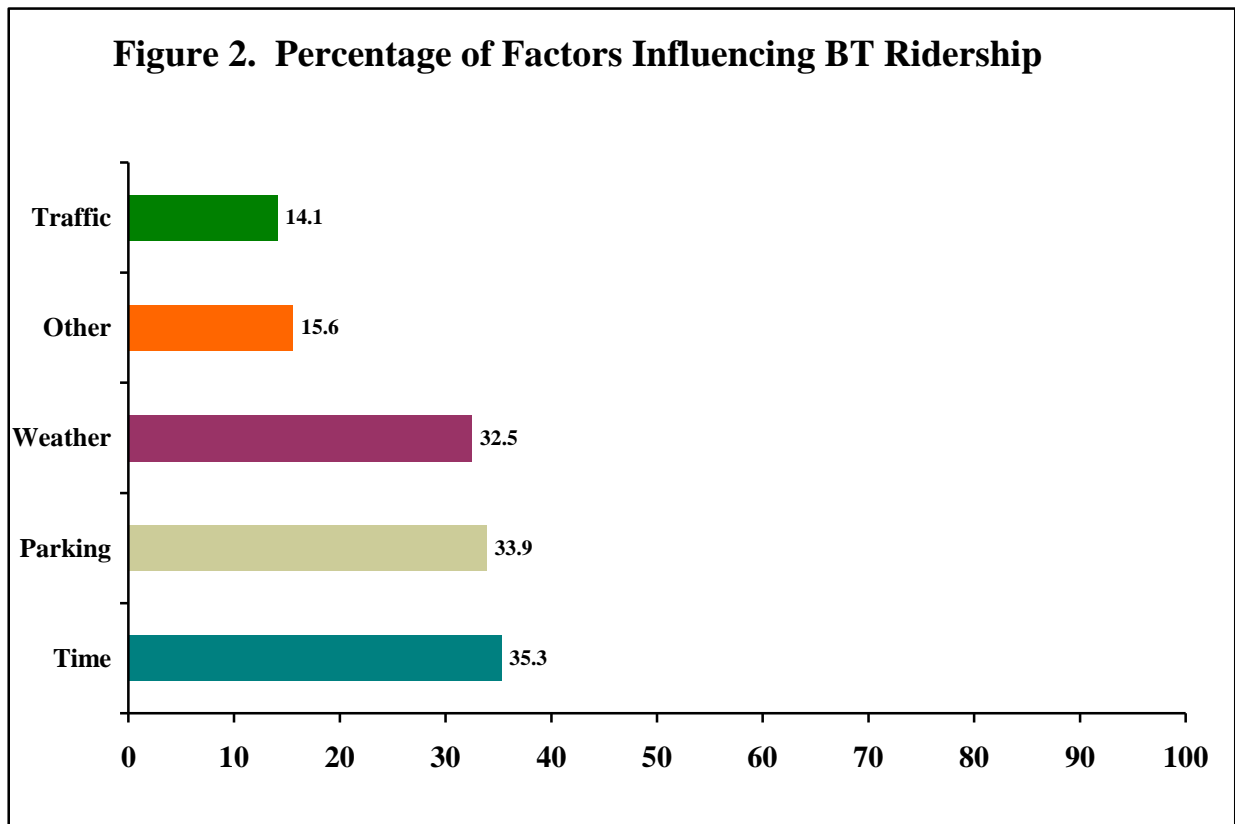
Figure 1 depicts the frequency of BT ridership among respondents to the survey (among those respondents who reported riding BT during a typical week).



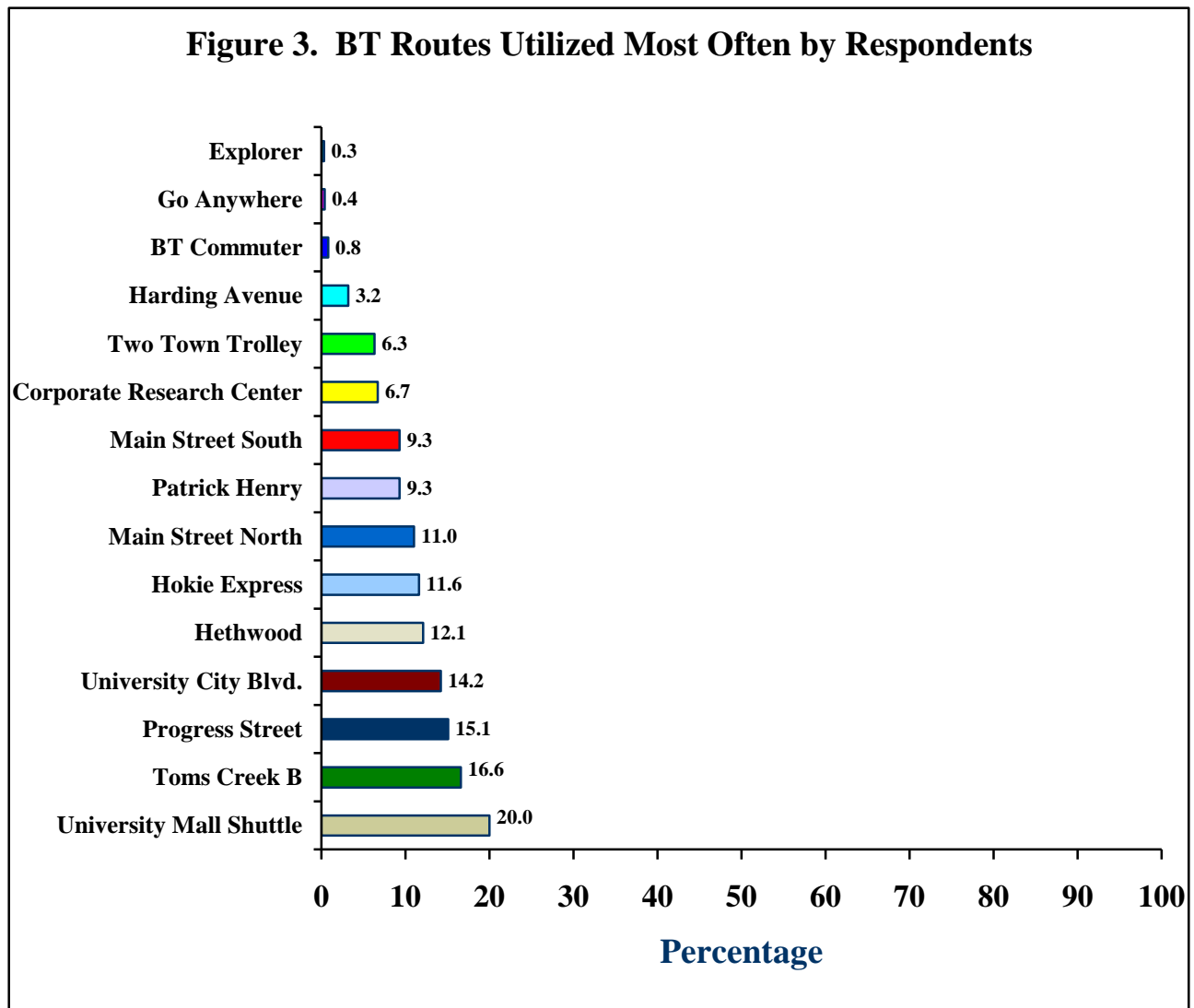
3

Survey Findings

The survey instrument includes an item that presents factors that might influence individuals to ride the BT. **Figure 2** depicts the findings regarding factors that influence respondents to ride BT. Time, parking and weather were the top three factors that influence Virginia Tech community members to ride BT. A number of other factors such as needing to share a vehicle and having a desire to reduce environmental impacts were reported by respondents as “other” factors influencing their decision to use Blacksburg Transit.



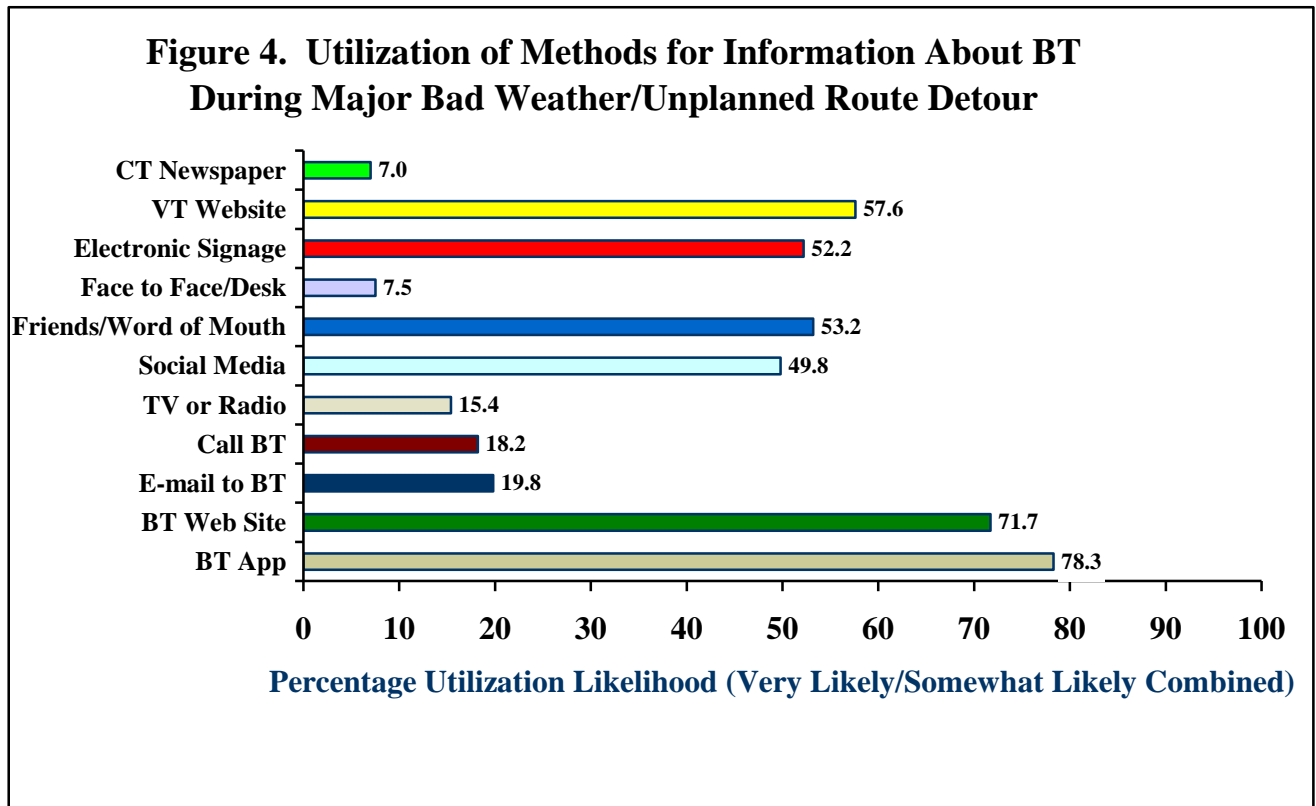
Respondents who ride BT were asked which routes they utilize most often. **Figure 3** depicts the survey findings regarding BT routes utilized most often by respondents. The three routes utilized most frequently by Virginia Tech community members are: the University Mall Shuttle, Toms Creek B, and Progress Street.



It was assumed that campus community members utilize BT during the day to come to the Virginia Tech campus but a better understanding of the purposes of evening and weekend utilization of BT was sought in the study. Specifically, survey participants were asked the frequency with which they ride BT during the evening or on weekends to participate in a variety of activities. The findings from this multi-part survey item are provided in **Table 1**.

Ride Purpose	More Than Once Per Day	About Once Per Day	2-4 Times Per Week	About Once Per Week	Less Than Once Per Week
Go to or from campus	26.2	13.9	21.1	16.6	22.2
Run errands such as going to the grocery store or bank	1.4	1.8	6.0	20.5	70.3
Go to or from employment other than on campus	2.1	1.7	4.5	4.2	87.4
Go to local restaurants, coffee shops, or bars	1.2	1.9	6.9	18.2	71.8
Go to meet friends at their homes	1.4	2.0	8.3	18.3	70.0
Go to local cultural events such as films, plays, concerts, etc.	0.9	1.1	2.8	10.8	84.5
Go to the gym or to participate in sports activities	1.9	4.6	9.6	13.0	70.9
To go out of Blacksburg to Christiansburg or to another bus to go to Roanoke	0.7	0.6	1.7	7.7	89.3

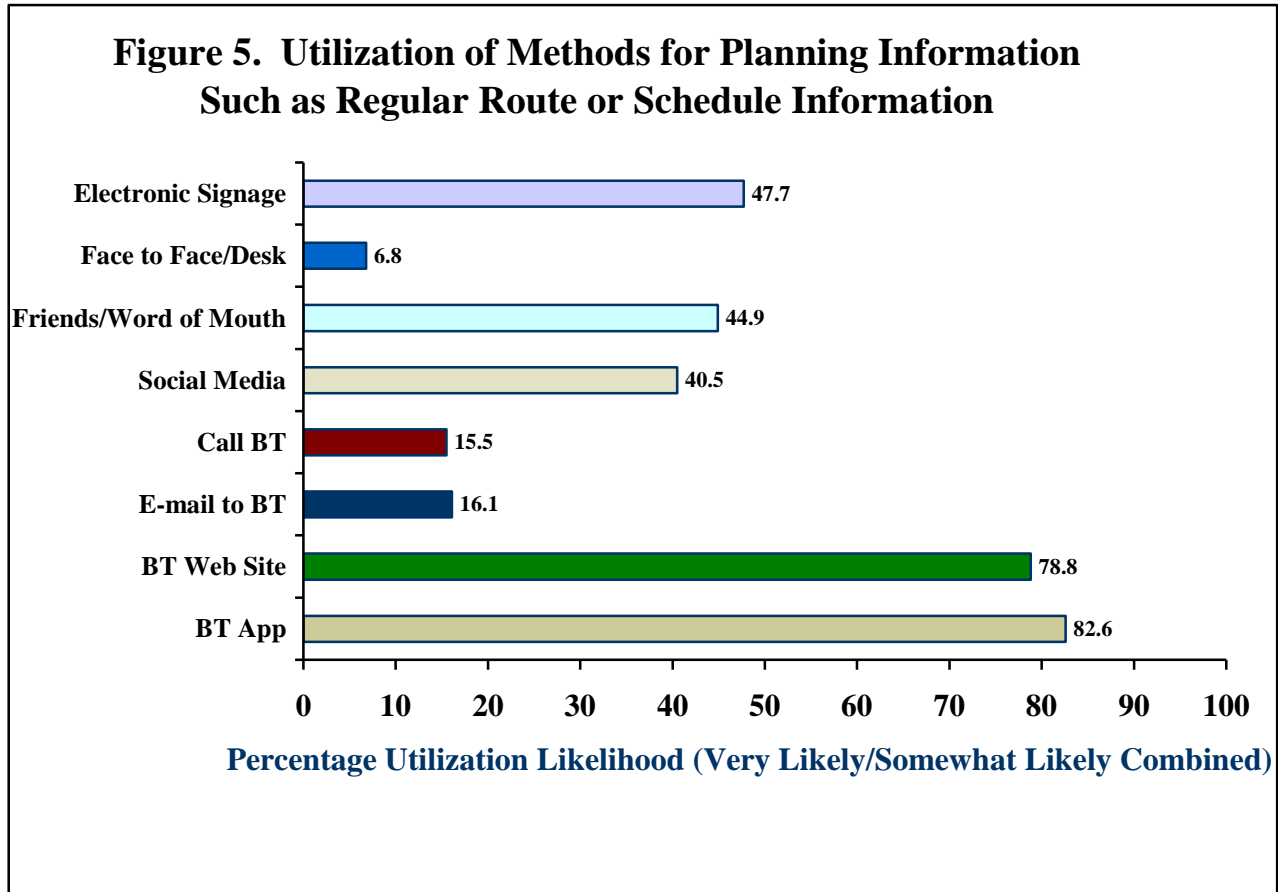
The survey was designed to allow BT to learn more about the communication preferences of Virginia Tech community members and how they would like to receive information about BT services. A multi-part survey item asked respondents how likely they would be to use a number of communication methods to get information about BT service during a major bad weather event or an unplanned route detour. **Figure 4** depicts the findings from this survey item.



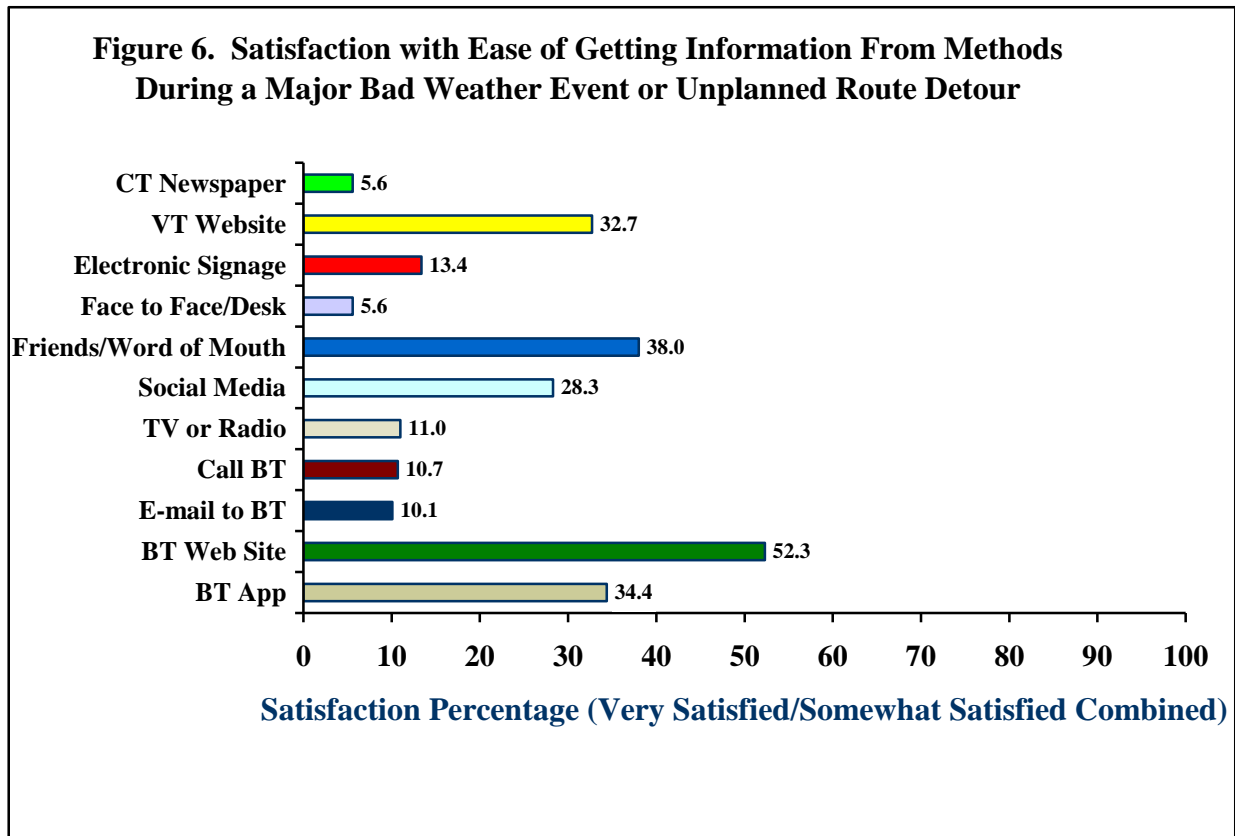
Survey respondents were also asked about the methods they would be most likely to use to gather planning information such as regular route or schedule information. The findings for this item are depicted in **Figure 5**.

While the BT app was the most common communication method for both unplanned/emergency events as well as planned/routine usage, survey respondents did have a number of suggestions for improvements to the BT app which were reported in open-ended survey items (provided in *Appendix E*). The BT website was the second most prevalent method

of communication preferred by VT community members for both routine and unplanned situations.

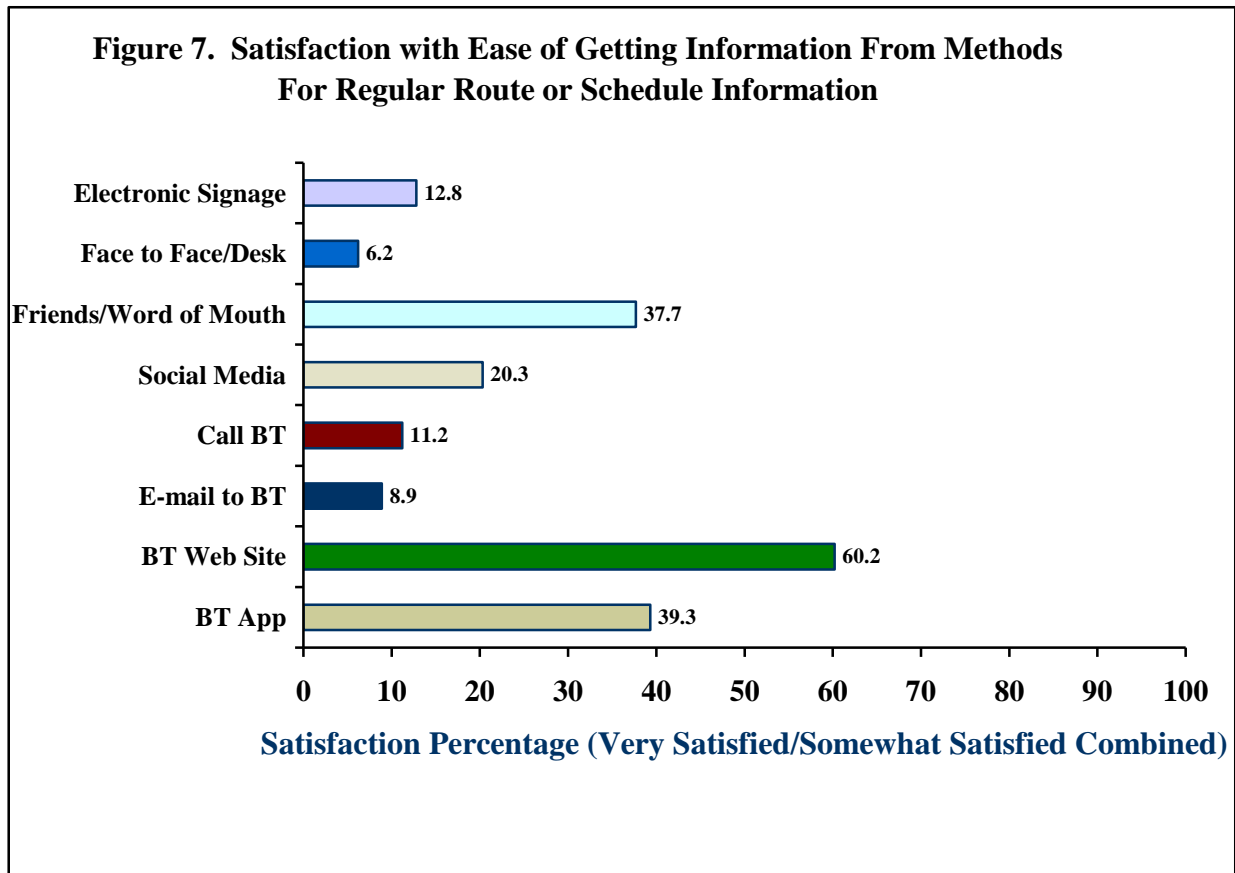


Survey respondents were asked to rate their level of satisfaction with the variety of sources of information presented in the survey and were asked to report their reasons for dissatisfaction if they indicated they were ‘somewhat dissatisfied’ or ‘not at all satisfied’ with a source of information for either unplanned or routine usage. The levels of satisfaction reported for the different information sources are provided in **Figure 6**.

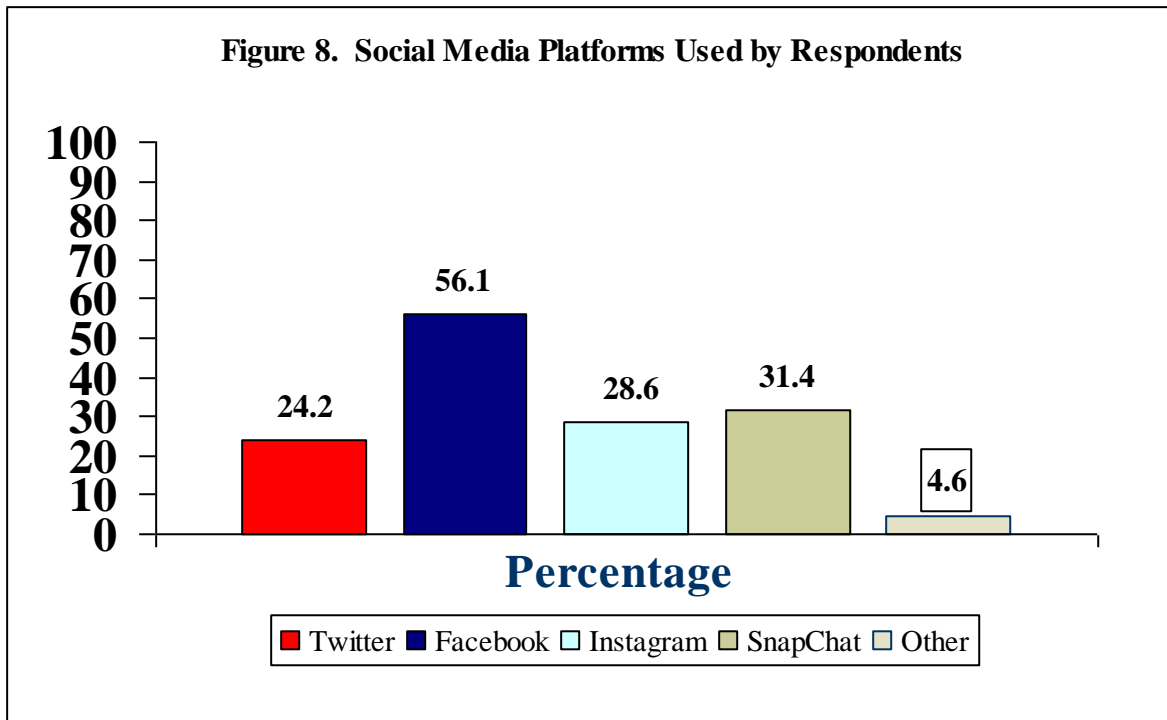


Levels of satisfaction among VT community members were lower for the primary information sources during major bad weather events or unplanned route detours than for routine planning. However, levels of satisfaction with the all information sources was relatively low (less than half of respondents satisfied) for all information sources for both unplanned and planned usage with the exception of the BT Web site which had the highest levels of satisfaction.

Figure 7 depicts the levels of satisfaction for the information sources presented in the survey for regular route or schedule information.



With almost 50 percent of survey respondents reporting they use social media to get BT information for unplanned events and 40 percent of survey respondents reporting they use social media to get BT information for regular planning, knowing which social media platforms are used by VT community members is important. **Figure 8** depicts the percentages for which social media platforms are used by respondents. Facebook, Snapchat, Instagram, and Twitter all appear to be viable communication methods for information exchange regarding BT services. A number of comments related to the utility of social media in getting information about BT services were provided by respondents and may be found in *Appendix E*.



4 Data Transmission and Storage

An SPSS dataset from which the data in this summary report were derived accompanies this report in electronic format. All variable and value labels are provided on the SPSS dataset. All electronic files of the survey instrument, report, and tabulations are the property of Blacksburg Transit. However, the Center for Survey Research will retain copies of all project materials for a period of at least one year. No information from this survey will be shared by the CSR with anyone other than project team members from Blacksburg Transit without the express permission of that office.

Appendix A
Survey Instrument



BT Ridership Survey

Blacksburg Transit is conducting research with Virginia Tech community members to learn more about ridership and how transit can be transformed in the future. This survey is designed to determine more about your transit habits and needs as well as the best ways for Blacksburg Transit to improve the two way information flow between customers and BT. Thank you for your participation in this important project.

1. Do you currently ride Blacksburg Transit (BT) during a typical week?

- No [GO TO QUESTION 7]
- Yes

2. How often do you ride BT in a typical week?

- About once per week
- 2-4 times per week
- About once per day
- More than once per day

3. Which of the following factors influence you to ride BT? (Please Click All Response Options That Apply)

- Weather
- Parking
- Traffic
- Time
- Other (Please specify: _____)

4. Which BT routes do you utilize most often? (Please Click All Response Options That Apply)

- Corporate Research Center
- Harding Avenue
- Hethwood
- Hokie Express
- Main Street North
- Main Street South
- Patrick Henry
- Progress Street
- Toms Creek B
- Two Town Trolley
- University City Boulevard
- University Mall Shuttle
- BT Commuter (Connection between Christiansburg and Blacksburg)
- Explorer (Christiansburg)
- Go Anywhere (Christiansburg)

5. When you ride BT during the evening or on weekends, please indicate how often you ride to participate in each of the activities presented below?

	More than once per day	About once per day	2-4 times per week	About once per week	Less than once per week
-----Please Click One Response Option-----					
a. Go to or from campus.	1	2	3	4	5
b. Run errands such as going to the grocery store or bank.	1	2	3	4	5
c. Go to or from employment other than on campus.	1	2	3	4	5
d. Go to local restaurants, coffee shops, or bars.	1	2	3	4	5
e. Go to meet friends at their homes.	1	2	3	4	5
f. Go to local cultural events such as films, plays, concerts etc.	1	2	3	4	5
g. Go to the gym or to participate in sports activities.	1	2	3	4	5
h. To go out of Blacksburg to Christiansburg or to another bus to go to Roanoke	1	2	3	4	5

6. Are there any other reasons you take BT during the evening or on weekends?

- Yes (Please specify activities: _____)
- No

7. Is there anything BT could do to help with your transportation needs?

- Yes (Please specify activities: _____)
- No

8. In order to help improve the information flow between BT and riders, please indicate how likely you would be to use the methods below to get information about BT service during a major bad weather event (snow storm, electrical storm, hurricane, etc.) or an unplanned route detour.

	Very Likely	Somewhat Likely	Somewhat Unlikely	Not at All Likely	Don't Know
-----Please Click One Response Option-----					
a. A BT app that will provide alerts and other real-time information about BT service.	1	2	3	4	5
b. BT web site.	1	2	3	4	5
c. E-mail to BT with questions and comments.	1	2	3	4	5
d. Call BT on phone and talk to receptionist.	1	2	3	4	5
e. Television or radio.	1	2	3	4	5
f. Social media.	1	2	3	4	5

	Very Likely	Somewhat Likely	Somewhat Unlikely	Not at All Likely	Don't Know
g. Friends or word of mouth.	1	2	3	4	5
h. Face to face at a staffed desk.	1	2	3	4	5
i. Viewing electronic signage with real-time information about BT service.	1	2	3	4	5
j. University website.	1	2	3	4	5
k. College newspaper (CT).	1	2	3	4	5

9. In order to help improve communication between Blacksburg Transit and riders, please indicate how likely you would be to use the methods below to get planning information such as regular route or schedule information.

	Very Likely	Somewhat Likely	Somewhat Unlikely	Not at All Likely	Don't Know
-----Please Click One Response Option-----					
a. A BT app that will provide alerts and other real-time information about BT service.	1	2	3	4	5
b. BT web site.	1	2	3	4	5
c. E-mail to BT with questions and comments.	1	2	3	4	5
d. Call BT on phone and talk to receptionist.	1	2	3	4	5
e. Social media.	1	2	3	4	5
f. Friends or word of mouth.	1	2	3	4	5
g. Face to face at a staffed desk.	1	2	3	4	5
h. Viewing electronic signage with real-time information about BT service.	1	2	3	4	5

10. In general, how satisfied are you currently with the ease of getting information from the sources below during a major bad weather event (snow storm, electrical storm, hurricane, etc.) or unplanned route detour?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Not at All Satisfied	Have Not Used
-----Please Click One Response Option-----					
a. BT app that will provide alerts and other real-time information about BT service.	1	2	3	4	5
b. BT web site.	1	2	3	4	5
c. E-mail to BT with questions and comments.	1	2	3	4	5
d. Calling BT on phone and talking to receptionist.	1	2	3	4	5
e. Television or radio.	1	2	3	4	5

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Not at All Satisfied	Have Not Used
f. Social media.	1	2	3	4	5
g. Friends or word of mouth.	1	2	3	4	5
h. Face to face at a staffed desk.	1	2	3	4	5
i. Viewing electronic signage with real-time information about BT service.	1	2	3	4	5
j. University website.	1	2	3	4	5
k. College newspaper (CT).	1	2	3	4	5

11a-i. [IF 10x <3|10x=5, GO TO 12] Why are you dissatisfied with this BT information source?

12. In general, how satisfied are you currently with the ease of getting information from the sources below for planning such as getting regular route or schedule information?

	Very Satisfied	Somewhat Satisfied	Somewhat Dissatisfied	Not at All Satisfied	Have Not Used
-----Please Click One Response Option-----					
a. BT app that will provide alerts and other real-time information about BT service.	1	2	3	4	5
b. BT web site.	1	2	3	4	5
c. E-mail to BT with questions and comments.	1	2	3	4	5
d. Calling BT on phone and talking to receptionist.	1	2	3	4	5
e. Social media.	1	2	3	4	5
f. Friends or word of mouth.	1	2	3	4	5
g. Face to face at a staffed desk.	1	2	3	4	5
h. Viewing electronic signage with real-time information about BT service.	1	2	3	4	5

13a-i. [IF 12x <3|10x=5, GO TO 14] Why are you dissatisfied with this BT information source?

14. Do you have any additional ways you would prefer to get information to and from BT that have not already been mentioned in the survey?

- Yes (please describe: _____)
- No

15. In what year were you born? 19YY

16. What social media platform(s) do you use? (Please Click All Response Options That Apply)

- Twitter
- Facebook
- Instagram
- SnapChat
- Other (Please specify any other social media platforms you use: _____)

17. What would you most like to see improved about local bus service?

Thank you for your help with our study. Please click “submit” to end the survey.

Appendix B
Email Invitation Text

Dear Virginia Tech Community Member:

Blacksburg Transit is conducting research with Virginia Tech community members to learn more about ridership and how transit can be transformed in the future. This survey is designed to determine more about your transit habits and needs as well as the best ways for Blacksburg Transit to improve communication between customers and BT. Thank you for your participation in this important project.

Your response to the survey is entirely voluntary.

If you have any difficulties completing your survey, please contact the Virginia Tech Center for Survey Research at vtcsr@vt.edu.

SURVEY LINK HERE

[Thomas D. Fox, Ph.D., AICP., Director of Blacksburg Transit](#)

Appendix C

Overall Response Frequencies

Are you a(n)...

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Undergraduate student	3490	60.1	60.1	60.1
	Graduate student	966	16.6	16.6	76.7
	F/S	1355	23.3	23.3	100.0
	Total	5811	100.0	100.0	

Do you currently ride Blacksburg Transit (BT) during a typical week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	2131	36.7	36.7	36.7
	Yes	3675	63.2	63.3	100.0
	Total	5806	99.9	100.0	
Missing	System	5	.1		
Total		5811	100.0		

How often do you ride BT in a typical week?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	About once per week	513	8.8	14.1	14.1
	2-4 times per week	1027	17.7	28.3	42.5
	About once per day	414	7.1	11.4	53.9
	More than once per day	1672	28.8	46.1	100.0
	Total	3626	62.4	100.0	
Missing	System	2185	37.6		
Total		5811	100.0		

Which of the following factors influence you to ride BT: Weather.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1890	32.5	100.0	100.0
Missing	System	3921	67.5		
Total		5811	100.0		

Which of the following factors influence you to ride BT: Parking.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1971	33.9	100.0	100.0
Missing	System	3840	66.1		
Total		5811	100.0		

Which of the following factors influence you to ride BT: Traffic.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	818	14.1	100.0	100.0
Missing	System	4993	85.9		
Total		5811	100.0		

Which of the following factors influence you to ride BT: Time.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	2051	35.3	100.0	100.0
Missing	System	3760	64.7		
Total		5811	100.0		

Which of the following factors influence you to ride BT: Other.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	907	15.6	100.0	100.0
Missing	System	4904	84.4		
Total		5811	100.0		

Which BT routes do you utilize most often: Corporate Research Center.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	389	6.7	100.0	100.0
Missing	System	5422	93.3		
Total		5811	100.0		

Which BT routes do you utilize most often: Harding Avenue.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	184	3.2	100.0	100.0
Missing	System	5627	96.8		
Total		5811	100.0		

Which BT routes do you utilize most often: Hethwood.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	705	12.1	100.0	100.0
Missing	System	5106	87.9		
Total		5811	100.0		

Which BT routes do you utilize most often: Hokie Express.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	676	11.6	100.0	100.0
Missing	System	5135	88.4		
Total		5811	100.0		

Which BT routes do you utilize most often: Main Street North.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	641	11.0	100.0	100.0
Missing	System	5170	89.0		
Total		5811	100.0		

Which BT routes do you utilize most often: Main Street South.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	540	9.3	100.0	100.0
Missing	System	5271	90.7		
Total		5811	100.0		

Which BT routes do you utilize most often: Patrick Henry.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	539	9.3	100.0	100.0
Missing	System	5272	90.7		
Total		5811	100.0		

Which BT routes do you utilize most often: Progress Street.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	880	15.1	100.0	100.0
Missing	System	4931	84.9		
Total		5811	100.0		

Which BT routes do you utilize most often: Toms Creek B.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	966	16.6	100.0	100.0
Missing	System	4845	83.4		
Total		5811	100.0		

Which BT routes do you utilize most often: Two Town Trolley.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	365	6.3	100.0	100.0
Missing	System	5446	93.7		
Total		5811	100.0		

Which BT routes do you utilize most often: University City Boulevard.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	825	14.2	100.0	100.0
Missing	System	4986	85.8		
Total		5811	100.0		

Which BT routes do you utilize most often: University Mall Shuttle.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1164	20.0	100.0	100.0
Missing	System	4647	80.0		
Total		5811	100.0		

Which BT routes do you utilize most often: BT Commuter .

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	47	.8	100.0	100.0
Missing	System	5764	99.2		
Total		5811	100.0		

Which BT routes do you utilize most often: Explorer.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	15	.3	100.0	100.0
Missing	System	5796	99.7		
Total		5811	100.0		

Which BT routes do you utilize most often: Go Anywhere.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	23	.4	100.0	100.0
Missing	System	5788	99.6		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to or from campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	883	15.2	26.2	26.2
	About once per day	468	8.1	13.9	40.1
	2-4 times per week	711	12.2	21.1	61.2
	About once per week	561	9.7	16.6	77.8
	Less than once per week	748	12.9	22.2	100.0
	Total	3371	58.0	100.0	
Missing	System	2440	42.0		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Run errands such as going to the grocery store or bank.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	42	.7	1.4	1.4
	About once per day	56	1.0	1.8	3.2
	2-4 times per week	185	3.2	6.0	9.2
	About once per week	632	10.9	20.5	29.7
	Less than once per week	2171	37.4	70.3	100.0
	Total	3086	53.1	100.0	
Missing	System	2725	46.9		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to or from employment other than on campus.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	62	1.1	2.1	2.1
	About once per day	51	.9	1.7	3.8
	2-4 times per week	134	2.3	4.5	8.4
	About once per week	124	2.1	4.2	12.6
	Less than once per week	2577	44.3	87.4	100.0
	Total	2948	50.7	100.0	
Missing	System	2863	49.3		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to local restaurants, coffee shops, or bars.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	36	.6	1.2	1.2
	About once per day	56	1.0	1.9	3.0
	2-4 times per week	208	3.6	6.9	9.9
	About once per week	551	9.5	18.2	28.2
	Less than once per week	2172	37.4	71.8	100.0
	Total	3023	52.0	100.0	
Missing	System	2788	48.0		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to meet friends at their homes.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	41	.7	1.4	1.4
	About once per day	60	1.0	2.0	3.4
	2-4 times per week	251	4.3	8.3	11.7
	About once per week	551	9.5	18.3	30.0
	Less than once per week	2109	36.3	70.0	100.0
	Total	3012	51.8	100.0	
Missing	System	2799	48.2		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to local cultural events such as films, plays, concerts etc.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	26	.4	.9	.9
	About once per day	32	.6	1.1	1.9
	2-4 times per week	83	1.4	2.8	4.7
	About once per week	322	5.5	10.8	15.5
	Less than once per week	2517	43.3	84.5	100.0
	Total	2980	51.3	100.0	
Missing	System	2831	48.7		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to the gym or to participate in sports activities.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	58	1.0	1.9	1.9
	About once per day	138	2.4	4.6	6.5
	2-4 times per week	289	5.0	9.6	16.2
	About once per week	389	6.7	13.0	29.1
	Less than once per week	2129	36.6	70.9	100.0
	Total	3003	51.7	100.0	
Missing	System	2808	48.3		
Total		5811	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: To go out of Blacksburg to Christiansburg or to another bus to go to Roanoke

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	More than once per day	21	.4	.7	.7
	About once per day	18	.3	.6	1.3
	2-4 times per week	52	.9	1.7	3.0
	About once per week	230	4.0	7.7	10.7
	Less than once per week	2675	46.0	89.3	100.0
	Total	2996	51.6	100.0	
Missing	System	2815	48.4		
Total		5811	100.0		

Are there any other reasons you take BT during the evening or on weekends?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	583	10.0	17.6	17.6
	No	2734	47.0	82.4	100.0
	Total	3317	57.1	100.0	
Missing	System	2494	42.9		
Total		5811	100.0		

Is there anything BT could do to help with your transportation needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	2406	41.4	45.1	45.1
	No	2930	50.4	54.9	100.0
	Total	5336	91.8	100.0	
Missing	System	475	8.2		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: A BT app that will provide alerts and other real: time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	2704	46.5	55.6	55.6
	Somewhat Likely	1101	18.9	22.6	78.3
	Somewhat Unlikely	381	6.6	7.8	86.1
	Not at All Likely	495	8.5	10.2	96.3
	Don't Know	180	3.1	3.7	100.0
	Total	4861	83.7	100.0	
Missing	System	950	16.3		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: BT web site.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	1798	30.9	37.3	37.3
	Somewhat Likely	1664	28.6	34.5	71.7
	Somewhat Unlikely	681	11.7	14.1	85.8
	Not at All Likely	515	8.9	10.7	96.5
	Don't Know	168	2.9	3.5	100.0
	Total	4826	83.0	100.0	
Missing	System	985	17.0		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: E-mail to BT with questions and comments.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	337	5.8	7.1	7.1
	Somewhat Likely	609	10.5	12.8	19.8
	Somewhat Unlikely	1226	21.1	25.7	45.5
	Not at All Likely	2176	37.4	45.6	91.1
	Don't Know	423	7.3	8.9	100.0
	Total	4771	82.1	100.0	
Missing	System	1040	17.9		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Call BT on phone and talk to receptionist.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	293	5.0	6.1	6.1
	Somewhat Likely	576	9.9	12.1	18.2
	Somewhat Unlikely	987	17.0	20.7	38.9
	Not at All Likely	2409	41.5	50.5	89.3
	Don't Know	509	8.8	10.7	100.0
	Total	4774	82.2	100.0	
Missing	System	1037	17.8		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Television or radio.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	238	4.1	5.0	5.0
	Somewhat Likely	495	8.5	10.4	15.4
	Somewhat Unlikely	888	15.3	18.6	34.0
	Not at All Likely	2514	43.3	52.7	86.6
	Don't Know	639	11.0	13.4	100.0
	Total	4774	82.2	100.0	
Missing	System	1037	17.8		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	959	16.5	20.0	20.0
	Somewhat Likely	1428	24.6	29.8	49.8
	Somewhat Unlikely	926	15.9	19.3	69.1
	Not at All Likely	1157	19.9	24.1	93.2
	Don't Know	324	5.6	6.8	100.0
	Total	4794	82.5	100.0	
Missing	System	1017	17.5		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Friends or word of mouth.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	850	14.6	17.8	17.8
	Somewhat Likely	1690	29.1	35.4	53.2
	Somewhat Unlikely	1041	17.9	21.8	75.0
	Not at All Likely	907	15.6	19.0	94.0
	Don't Know	287	4.9	6.0	100.0
	Total	4775	82.2	100.0	
Missing	System	1036	17.8		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Face to face at a staffed desk.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	116	2.0	2.4	2.4
	Somewhat Likely	243	4.2	5.1	7.5
	Somewhat Unlikely	843	14.5	17.7	25.3
	Not at All Likely	2878	49.5	60.5	85.7
	Don't Know	680	11.7	14.3	100.0
	Total	4760	81.9	100.0	
Missing	System	1051	18.1		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Viewing electronic signage with real: time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	1105	19.0	23.2	23.2
	Somewhat Likely	1386	23.9	29.1	52.2
	Somewhat Unlikely	843	14.5	17.7	69.9
	Not at All Likely	962	16.6	20.2	90.1
	Don't Know	472	8.1	9.9	100.0
	Total	4768	82.1	100.0	
Missing	System	1043	17.9		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: University website.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	1092	18.8	22.8	22.8
	Somewhat Likely	1674	28.8	34.9	57.6
	Somewhat Unlikely	961	16.5	20.0	77.6
	Not at All Likely	796	13.7	16.6	94.2
	Don't Know	277	4.8	5.8	100.0
	Total	4800	82.6	100.0	
Missing	System	1011	17.4		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: College newspaper (CT).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	98	1.7	2.1	2.1
	Somewhat Likely	234	4.0	4.9	7.0
	Somewhat Unlikely	896	15.4	18.8	25.8
	Not at All Likely	2814	48.4	59.1	85.0
	Don't Know	716	12.3	15.0	100.0
	Total	4758	81.9	100.0	
Missing	System	1053	18.1		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: A BT app that will provide alerts and other real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	2915	50.2	63.8	63.8
	Somewhat Likely	861	14.8	18.8	82.6
	Somewhat Unlikely	252	4.3	5.5	88.2
	Not at All Likely	422	7.3	9.2	97.4
	Don't Know	119	2.0	2.6	100.0
	Total	4569	78.6	100.0	
Missing	System	1242	21.4		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: BT web site.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	2099	36.1	46.1	46.1
	Somewhat Likely	1485	25.6	32.6	78.8
	Somewhat Unlikely	480	8.3	10.5	89.3
	Not at All Likely	346	6.0	7.6	96.9
	Don't Know	140	2.4	3.1	100.0
	Total	4550	78.3	100.0	
Missing	System	1261	21.7		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: E-mail to BT with questions and comments.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	223	3.8	5.0	5.0
	Somewhat Likely	499	8.6	11.2	16.1
	Somewhat Unlikely	1130	19.4	25.3	41.4
	Not at All Likely	2197	37.8	49.1	90.5
	Don't Know	423	7.3	9.5	100.0
	Total	4472	77.0	100.0	
Missing	System	1339	23.0		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Call BT on phone and talk to receptionist.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	215	3.7	4.8	4.8
	Somewhat Likely	476	8.2	10.7	15.5
	Somewhat Unlikely	924	15.9	20.7	36.2
	Not at All Likely	2369	40.8	53.0	89.2
	Don't Know	483	8.3	10.8	100.0
	Total	4467	76.9	100.0	
Missing	System	1344	23.1		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	681	11.7	15.2	15.2
	Somewhat Likely	1133	19.5	25.3	40.5
	Somewhat Unlikely	903	15.5	20.2	60.7
	Not at All Likely	1436	24.7	32.1	92.7
	Don't Know	326	5.6	7.3	100.0
	Total	4479	77.1	100.0	
Missing	System	1332	22.9		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Friends or word of mouth.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	602	10.4	13.4	13.4
	Somewhat Likely	1410	24.3	31.5	44.9
	Somewhat Unlikely	1006	17.3	22.5	67.4
	Not at All Likely	1144	19.7	25.6	93.0
	Don't Know	315	5.4	7.0	100.0
	Total	4477	77.0	100.0	
Missing	System	1334	23.0		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Face to face at a staffed desk.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	95	1.6	2.1	2.1
	Somewhat Likely	210	3.6	4.7	6.8
	Somewhat Unlikely	823	14.2	18.4	25.2
	Not at All Likely	2776	47.8	62.1	87.3
	Don't Know	567	9.8	12.7	100.0
	Total	4471	76.9	100.0	
Missing	System	1340	23.1		
Total		5811	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Viewing electronic signage with real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Likely	983	16.9	21.9	21.9
	Somewhat Likely	1158	19.9	25.8	47.7
	Somewhat Unlikely	803	13.8	17.9	65.7
	Not at All Likely	1085	18.7	24.2	89.9
	Don't Know	455	7.8	10.1	100.0
	Total	4484	77.2	100.0	
Missing	System	1327	22.8		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: BT app that will provide alerts and other real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	574	9.9	13.6	13.6
	Somewhat Satisfied	884	15.2	20.9	34.4
	Somewhat Dissatisfied	633	10.9	15.0	49.4
	Not at All Satisfied	531	9.1	12.5	61.9
	Have Not Used	1612	27.7	38.1	100.0
	Total	4234	72.9	100.0	
Missing	System	1577	27.1		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: BT web site.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	808	13.9	19.2	19.2
	Somewhat Satisfied	1393	24.0	33.1	52.3
	Somewhat Dissatisfied	552	9.5	13.1	65.4
	Not at All Satisfied	279	4.8	6.6	72.0
	Have Not Used	1179	20.3	28.0	100.0
	Total	4211	72.5	100.0	
Missing	System	1600	27.5		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: E-mail to BT with questions and comments.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	144	2.5	3.5	3.5
	Somewhat Satisfied	276	4.7	6.6	10.1
	Somewhat Dissatisfied	257	4.4	6.2	16.3
	Not at All Satisfied	319	5.5	7.7	24.0
	Have Not Used	3162	54.4	76.0	100.0
	Total	4158	71.6	100.0	
Missing	System	1653	28.4		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Calling BT on phone and talking to receptionist.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	142	2.4	3.4	3.4
	Somewhat Satisfied	303	5.2	7.3	10.7
	Somewhat Dissatisfied	270	4.6	6.5	17.2
	Not at All Satisfied	329	5.7	7.9	25.1
	Have Not Used	3115	53.6	74.9	100.0
	Total	4159	71.6	100.0	
Missing	System	1652	28.4		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Television or radio.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	131	2.3	3.1	3.1
	Somewhat Satisfied	325	5.6	7.8	11.0
	Somewhat Dissatisfied	277	4.8	6.7	17.6
	Not at All Satisfied	334	5.7	8.0	25.6
	Have Not Used	3093	53.2	74.4	100.0
	Total	4160	71.6	100.0	
Missing	System	1651	28.4		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	422	7.3	10.1	10.1
	Somewhat Satisfied	755	13.0	18.2	28.3
	Somewhat Dissatisfied	291	5.0	7.0	35.3
	Not at All Satisfied	255	4.4	6.1	41.4
	Have Not Used	2436	41.9	58.6	100.0
	Total	4159	71.6	100.0	
Missing	System	1652	28.4		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Friends or word of mouth.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	387	6.7	9.3	9.3
	Somewhat Satisfied	1193	20.5	28.7	38.0
	Somewhat Dissatisfied	447	7.7	10.8	48.8
	Not at All Satisfied	235	4.0	5.7	54.4
	Have Not Used	1894	32.6	45.6	100.0
	Total	4156	71.5	100.0	
Missing	System	1655	28.5		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Face to face at a staffed desk.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	1.0	1.4	1.4
	Somewhat Satisfied	173	3.0	4.2	5.6
	Somewhat Dissatisfied	241	4.1	5.8	11.4
	Not at All Satisfied	306	5.3	7.4	18.8
	Have Not Used	3369	58.0	81.2	100.0
	Total	4147	71.4	100.0	
Missing	System	1664	28.6		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Viewing electronic signage with real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	200	3.4	4.8	4.8
	Somewhat Satisfied	359	6.2	8.6	13.4
	Somewhat Dissatisfied	264	4.5	6.3	19.8
	Not at All Satisfied	287	4.9	6.9	26.7
	Have Not Used	3051	52.5	73.3	100.0
	Total	4161	71.6	100.0	
Missing	System	1650	28.4		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: University website.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	469	8.1	11.2	11.2
	Somewhat Satisfied	894	15.4	21.4	32.7
	Somewhat Dissatisfied	349	6.0	8.4	41.0
	Not at All Satisfied	278	4.8	6.7	47.7
	Have Not Used	2183	37.6	52.3	100.0
	Total	4173	71.8	100.0	
Missing	System	1638	28.2		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: College newspaper (CT).

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	56	1.0	1.3	1.3
	Somewhat Satisfied	178	3.1	4.3	5.6
	Somewhat Dissatisfied	231	4.0	5.6	11.2
	Not at All Satisfied	355	6.1	8.6	19.8
	Have Not Used	3329	57.3	80.2	100.0
	Total	4149	71.4	100.0	
Missing	System	1662	28.6		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: BT app that will provide alerts and other real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	541	9.3	14.1	14.1
	Somewhat Satisfied	966	16.6	25.2	39.3
	Somewhat Dissatisfied	576	9.9	15.0	54.3
	Not at All Satisfied	423	7.3	11.0	65.3
	Have Not Used	1330	22.9	34.7	100.0
	Total	3836	66.0	100.0	
Missing	System	1975	34.0		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: BT web site.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	886	15.2	23.2	23.2
	Somewhat Satisfied	1413	24.3	37.0	60.2
	Somewhat Dissatisfied	428	7.4	11.2	71.4
	Not at All Satisfied	211	3.6	5.5	76.9
	Have Not Used	884	15.2	23.1	100.0
	Total	3822	65.8	100.0	
Missing	System	1989	34.2		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: E-mail to BT with questions and comments.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	99	1.7	2.6	2.6
	Somewhat Satisfied	238	4.1	6.3	8.9
	Somewhat Dissatisfied	148	2.5	3.9	12.9
	Not at All Satisfied	130	2.2	3.5	16.3
	Have Not Used	3153	54.3	83.7	100.0
	Total	3768	64.8	100.0	
Missing	System	2043	35.2		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Calling BT on phone and talking to receptionist.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	145	2.5	3.8	3.8
	Somewhat Satisfied	279	4.8	7.4	11.2
	Somewhat Dissatisfied	149	2.6	3.9	15.2
	Not at All Satisfied	145	2.5	3.8	19.0
	Have Not Used	3058	52.6	81.0	100.0
	Total	3776	65.0	100.0	
Missing	System	2035	35.0		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Social media.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	203	3.5	5.4	5.4
	Somewhat Satisfied	561	9.7	14.9	20.3
	Somewhat Dissatisfied	188	3.2	5.0	25.3
	Not at All Satisfied	106	1.8	2.8	28.1
	Have Not Used	2706	46.6	71.9	100.0
	Total	3764	64.8	100.0	
Missing	System	2047	35.2		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Friends or word of mouth.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	307	5.3	8.2	8.2
	Somewhat Satisfied	1112	19.1	29.5	37.7
	Somewhat Dissatisfied	261	4.5	6.9	44.6
	Not at All Satisfied	109	1.9	2.9	47.5
	Have Not Used	1976	34.0	52.5	100.0
	Total	3765	64.8	100.0	
Missing	System	2046	35.2		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Face to face at a staffed desk.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	58	1.0	1.5	1.5
	Somewhat Satisfied	176	3.0	4.7	6.2
	Somewhat Dissatisfied	125	2.2	3.3	9.5
	Not at All Satisfied	117	2.0	3.1	12.6
	Have Not Used	3295	56.7	87.4	100.0
	Total	3771	64.9	100.0	
Missing	System	2040	35.1		
Total		5811	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Viewing electronic signage with real-time information about BT service.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very Satisfied	149	2.6	4.0	4.0
	Somewhat Satisfied	334	5.7	8.9	12.8
	Somewhat Dissatisfied	162	2.8	4.3	17.1
	Not at All Satisfied	147	2.5	3.9	21.0
	Have Not Used	2978	51.2	79.0	100.0
	Total	3770	64.9	100.0	
Missing	System	2041	35.1		
Total		5811	100.0		

Do you have any additional ways you would prefer to get information to and from BT that have not already been mentioned in the survey?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	479	8.2	12.4	12.4
	No	3385	58.3	87.6	100.0
	Total	3864	66.5	100.0	
Missing	System	1947	33.5		
Total		5811	100.0		

What social media platform(s) do you use-Twitter.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1409	24.2	100.0	100.0
Missing	System	4402	75.8		
Total		5811	100.0		

What social media platform(s) do you use-Facebook.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	3260	56.1	100.0	100.0
Missing	System	2551	43.9		
Total		5811	100.0		

What social media platform(s) do you use-Instagram.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1661	28.6	100.0	100.0
Missing	System	4150	71.4		
Total		5811	100.0		

What social media platform(s) do you use-SnapChat.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	1822	31.4	100.0	100.0
Missing	System	3989	68.6		
Total		5811	100.0		

What social media platform(s) do you use-Other.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Selected	265	4.6	100.0	100.0
Missing	System	5546	95.4		
Total		5811	100.0		

Age Group

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<=22	1897	32.6	48.4	48.4
	23-25	531	9.1	13.6	62.0
	26-35	615	10.6	15.7	77.7
	36-45	298	5.1	7.6	85.3
	46-55	270	4.6	6.9	92.2
	56-65	247	4.3	6.3	98.5
	66+	58	1.0	1.5	100.0
	Total	3916	67.4	100.0	
Missing	System	1895	32.6		
Total		5811	100.0		

Appendix D
Response Frequencies by Respondent
University Affiliation

Do you currently ride Blacksburg Transit (BT) during a typical week?

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	No	721	20.7	20.7	20.7
		Yes	2767	79.3	79.3	100.0
		Total	3488	99.9	100.0	
	Missing	System	2	.1		
	Total		3490	100.0		
Graduate student	Valid	No	298	30.8	30.9	30.9
		Yes	666	68.9	69.1	100.0
		Total	964	99.8	100.0	
	Missing	System	2	.2		
	Total		966	100.0		
F/S	Valid	No	1112	82.1	82.1	82.1
		Yes	242	17.9	17.9	100.0
		Total	1354	99.9	100.0	
	Missing	System	1	.1		
	Total		1355	100.0		

How often do you ride BT in a typical week?

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	About once per week	385	11.0	14.0	14.0
		2-4 times per week	789	22.6	28.8	42.8
		About once per day	314	9.0	11.5	54.3
		More than once per day	1254	35.9	45.7	100.0
		Total	2742	78.6	100.0	
	Missing	System	748	21.4		
Total		3490	100.0			
Graduate student	Valid	About once per week	46	4.8	7.0	7.0
		2-4 times per week	166	17.2	25.4	32.4
		About once per day	84	8.7	12.8	45.3
		More than once per day	358	37.1	54.7	100.0
		Total	654	67.7	100.0	
	Missing	System	312	32.3		
Total		966	100.0			
F/S	Valid	About once per week	82	6.1	35.7	35.7
		2-4 times per week	72	5.3	31.3	67.0
		About once per day	16	1.2	7.0	73.9
		More than once per day	60	4.4	26.1	100.0
		Total	230	17.0	100.0	
	Missing	System	1125	83.0		
Total		1355	100.0			

Which of the following factors influence you to ride BT: Weather.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1416	40.6	100.0	100.0
	Missing	System	2074	59.4		
	Total		3490	100.0		
Graduate student	Valid	Selected	362	37.5	100.0	100.0
	Missing	System	604	62.5		
	Total		966	100.0		
F/S	Valid	Selected	112	8.3	100.0	100.0
	Missing	System	1243	91.7		
	Total		1355	100.0		

Which of the following factors influence you to ride BT: Parking.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1477	42.3	100.0	100.0
	Missing	System	2013	57.7		
	Total		3490	100.0		
Graduate student	Valid	Selected	364	37.7	100.0	100.0
	Missing	System	602	62.3		
	Total		966	100.0		
F/S	Valid	Selected	130	9.6	100.0	100.0
	Missing	System	1225	90.4		
	Total		1355	100.0		

Which of the following factors influence you to ride BT: Traffic.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	628	18.0	100.0	100.0
	Missing	System	2862	82.0		
	Total		3490	100.0		
Graduate student	Valid	Selected	137	14.2	100.0	100.0
	Missing	System	829	85.8		
	Total		966	100.0		
F/S	Valid	Selected	53	3.9	100.0	100.0
	Missing	System	1302	96.1		
	Total		1355	100.0		

Which of the following factors influence you to ride BT: Time.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1597	45.8	100.0	100.0
	Missing	System	1893	54.2		
	Total		3490	100.0		
Graduate student	Valid	Selected	355	36.7	100.0	100.0
	Missing	System	611	63.3		
	Total		966	100.0		
F/S	Valid	Selected	99	7.3	100.0	100.0
	Missing	System	1256	92.7		
	Total		1355	100.0		

Which of the following factors influence you to ride BT: Other.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	681	19.5	100.0	100.0
	Missing	System	2809	80.5		
	Total		3490	100.0		
Graduate student	Valid	Selected	141	14.6	100.0	100.0
	Missing	System	825	85.4		
	Total		966	100.0		
F/S	Valid	Selected	85	6.3	100.0	100.0
	Missing	System	1270	93.7		
	Total		1355	100.0		

Which BT routes do you utilize most often: Corporate Research Center.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	192	5.5	100.0	100.0
	Missing	System	3298	94.5		
	Total		3490	100.0		
Graduate student	Valid	Selected	123	12.7	100.0	100.0
	Missing	System	843	87.3		
	Total		966	100.0		
F/S	Valid	Selected	74	5.5	100.0	100.0
	Missing	System	1281	94.5		
	Total		1355	100.0		

Which BT routes do you utilize most often: Harding Avenue.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	124	3.6	100.0	100.0
	Missing	System	3366	96.4		
	Total		3490	100.0		
Graduate student	Valid	Selected	34	3.5	100.0	100.0
	Missing	System	932	96.5		
	Total		966	100.0		
F/S	Valid	Selected	26	1.9	100.0	100.0
	Missing	System	1329	98.1		
	Total		1355	100.0		

Which BT routes do you utilize most often: Hethwood.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	484	13.9	100.0	100.0
	Missing	System	3006	86.1		
	Total		3490	100.0		
Graduate student	Valid	Selected	169	17.5	100.0	100.0
	Missing	System	797	82.5		
	Total		966	100.0		
F/S	Valid	Selected	52	3.8	100.0	100.0
	Missing	System	1303	96.2		
	Total		1355	100.0		

Which BT routes do you utilize most often: Hokie Express.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	573	16.4	100.0	100.0
	Missing	System	2917	83.6		
	Total		3490	100.0		
Graduate student	Valid	Selected	77	8.0	100.0	100.0
	Missing	System	889	92.0		
	Total		966	100.0		
F/S	Valid	Selected	26	1.9	100.0	100.0
	Missing	System	1329	98.1		
	Total		1355	100.0		

Which BT routes do you utilize most often: Main Street North.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	489	14.0	100.0	100.0
	Missing	System	3001	86.0		
	Total		3490	100.0		
Graduate student	Valid	Selected	114	11.8	100.0	100.0
	Missing	System	852	88.2		
	Total		966	100.0		
F/S	Valid	Selected	38	2.8	100.0	100.0
	Missing	System	1317	97.2		
	Total		1355	100.0		

Which BT routes do you utilize most often: Main Street South.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	306	8.8	100.0	100.0
	Missing	System	3184	91.2		
	Total		3490	100.0		
Graduate student	Valid	Selected	177	18.3	100.0	100.0
	Missing	System	789	81.7		
	Total		966	100.0		
F/S	Valid	Selected	57	4.2	100.0	100.0
	Missing	System	1298	95.8		
	Total		1355	100.0		

Which BT routes do you utilize most often: Patrick Henry.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	461	13.2	100.0	100.0
	Missing	System	3029	86.8		
	Total		3490	100.0		
Graduate student	Valid	Selected	72	7.5	100.0	100.0
	Missing	System	894	92.5		
	Total		966	100.0		
F/S	Valid	Selected	6	.4	100.0	100.0
	Missing	System	1349	99.6		
	Total		1355	100.0		

Which BT routes do you utilize most often: Progress Street.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	688	19.7	100.0	100.0
	Missing	System	2802	80.3		
	Total		3490	100.0		
Graduate student	Valid	Selected	174	18.0	100.0	100.0
	Missing	System	792	82.0		
	Total		966	100.0		
F/S	Valid	Selected	18	1.3	100.0	100.0
	Missing	System	1337	98.7		
	Total		1355	100.0		

Which BT routes do you utilize most often: Toms Creek B.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	724	20.7	100.0	100.0
	Missing	System	2766	79.3		
	Total		3490	100.0		
Graduate student	Valid	Selected	219	22.7	100.0	100.0
	Missing	System	747	77.3		
	Total		966	100.0		
F/S	Valid	Selected	23	1.7	100.0	100.0
	Missing	System	1332	98.3		
	Total		1355	100.0		

Which BT routes do you utilize most often: Two Town Trolley.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	246	7.0	100.0	100.0
	Missing	System	3244	93.0		
	Total		3490	100.0		
Graduate student	Valid	Selected	86	8.9	100.0	100.0
	Missing	System	880	91.1		
	Total		966	100.0		
F/S	Valid	Selected	33	2.4	100.0	100.0
	Missing	System	1322	97.6		
	Total		1355	100.0		

Which BT routes do you utilize most often: University City Boulevard.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	681	19.5	100.0	100.0
	Missing	System	2809	80.5		
	Total		3490	100.0		
Graduate student	Valid	Selected	112	11.6	100.0	100.0
	Missing	System	854	88.4		
	Total		966	100.0		
F/S	Valid	Selected	32	2.4	100.0	100.0
	Missing	System	1323	97.6		
	Total		1355	100.0		

Which BT routes do you utilize most often: University Mall Shuttle.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1004	28.8	100.0	100.0
	Missing	System	2486	71.2		
	Total		3490	100.0		
Graduate student	Valid	Selected	130	13.5	100.0	100.0
	Missing	System	836	86.5		
	Total		966	100.0		
F/S	Valid	Selected	30	2.2	100.0	100.0
	Missing	System	1325	97.8		
	Total		1355	100.0		

Which BT routes do you utilize most often: BT Commuter .

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	19	.5	100.0	100.0
	Missing	System	3471	99.5		
	Total		3490	100.0		
Graduate student	Valid	Selected	12	1.2	100.0	100.0
	Missing	System	954	98.8		
	Total		966	100.0		
F/S	Valid	Selected	16	1.2	100.0	100.0
	Missing	System	1339	98.8		
	Total		1355	100.0		

Which BT routes do you utilize most often: Explorer.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	6	.2	100.0	100.0
	Missing	System	3484	99.8		
	Total		3490	100.0		
Graduate student	Valid	Selected	5	.5	100.0	100.0
	Missing	System	961	99.5		
	Total		966	100.0		
F/S	Valid	Selected	4	.3	100.0	100.0
	Missing	System	1351	99.7		
	Total		1355	100.0		

Which BT routes do you utilize most often: Go Anywhere.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	11	.3	100.0	100.0
	Missing	System	3479	99.7		
	Total		3490	100.0		
Graduate student	Valid	Selected	8	.8	100.0	100.0
	Missing	System	958	99.2		
	Total		966	100.0		
F/S	Valid	Selected	4	.3	100.0	100.0
	Missing	System	1351	99.7		
	Total		1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to or from campus.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	656	18.8	25.8	25.8
		About once per day	317	9.1	12.5	38.3
		2-4 times per week	564	16.2	22.2	60.6
		About once per week	446	12.8	17.6	78.1
		Less than once per week	555	15.9	21.9	100.0
		Total	2538	72.7	100.0	
	Missing	System	952	27.3		
Total			3490	100.0		
Graduate student	Valid	More than once per day	201	20.8	32.2	32.2
		About once per day	121	12.5	19.4	51.6
		2-4 times per week	118	12.2	18.9	70.5
		About once per week	77	8.0	12.3	82.9
		Less than once per week	107	11.1	17.1	100.0
		Total	624	64.6	100.0	
	Missing	System	342	35.4		
Total			966	100.0		
F/S	Valid	More than once per day	26	1.9	12.4	12.4
		About once per day	30	2.2	14.4	26.8
		2-4 times per week	29	2.1	13.9	40.7
		About once per week	38	2.8	18.2	58.9
		Less than once per week	86	6.3	41.1	100.0
		Total	209	15.4	100.0	
	Missing	System	1146	84.6		
Total			1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Run errands such as going to the grocery store or bank.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	22	.6	.9	.9
		About once per day	35	1.0	1.5	2.4
		2-4 times per week	134	3.8	5.7	8.1
		About once per week	490	14.0	20.7	28.8
		Less than once per week	1684	48.3	71.2	100.0
		Total	2365	67.8	100.0	
	Missing	System	1125	32.2		
	Total	3490	100.0			
Graduate student	Valid	More than once per day	16	1.7	2.9	2.9
		About once per day	17	1.8	3.0	5.9
		2-4 times per week	40	4.1	7.2	13.1
		About once per week	123	12.7	22.0	35.1
		Less than once per week	362	37.5	64.9	100.0
		Total	558	57.8	100.0	
	Missing	System	408	42.2		
	Total	966	100.0			
F/S	Valid	More than once per day	4	.3	2.5	2.5
		About once per day	4	.3	2.5	4.9
		2-4 times per week	11	.8	6.7	11.7
		About once per week	19	1.4	11.7	23.3
		Less than once per week	125	9.2	76.7	100.0
		Total	163	12.0	100.0	
	Missing	System	1192	88.0		
	Total	1355	100.0			

Please indicate how often you ride during the evening or on weekends to participate in: Go to or from employment other than on campus.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	42	1.2	1.8	1.8
		About once per day	29	.8	1.3	3.1
		2-4 times per week	97	2.8	4.3	7.4
		About once per week	78	2.2	3.4	10.8
		Less than once per week	2028	58.1	89.2	100.0
		Total	2274	65.2	100.0	
	Missing	System	1216	34.8		
Total			3490	100.0		
Graduate student	Valid	More than once per day	17	1.8	3.3	3.3
		About once per day	16	1.7	3.1	6.4
		2-4 times per week	29	3.0	5.6	12.1
		About once per week	33	3.4	6.4	18.5
		Less than once per week	419	43.4	81.5	100.0
		Total	514	53.2	100.0	
	Missing	System	452	46.8		
Total			966	100.0		
F/S	Valid	More than once per day	3	.2	1.9	1.9
		About once per day	6	.4	3.8	5.6
		2-4 times per week	8	.6	5.0	10.6
		About once per week	13	1.0	8.1	18.8
		Less than once per week	130	9.6	81.3	100.0
		Total	160	11.8	100.0	
	Missing	System	1195	88.2		
Total			1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to local restaurants, coffee shops, or bars.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	22	.6	.9	.9
		About once per day	37	1.1	1.6	2.5
		2-4 times per week	149	4.3	6.4	9.0
		About once per week	414	11.9	17.9	26.9
		Less than once per week	1694	48.5	73.1	100.0
		Total	2316	66.4	100.0	
	Missing	System	1174	33.6		
Total			3490	100.0		
Graduate student	Valid	More than once per day	11	1.1	2.0	2.0
		About once per day	17	1.8	3.1	5.1
		2-4 times per week	51	5.3	9.3	14.4
		About once per week	116	12.0	21.2	35.6
		Less than once per week	353	36.5	64.4	100.0
		Total	548	56.7	100.0	
	Missing	System	418	43.3		
Total			966	100.0		
F/S	Valid	More than once per day	3	.2	1.9	1.9
		About once per day	2	.1	1.3	3.1
		2-4 times per week	8	.6	5.0	8.2
		About once per week	21	1.5	13.2	21.4
		Less than once per week	125	9.2	78.6	100.0
		Total	159	11.7	100.0	
	Missing	System	1196	88.3		
Total			1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to meet friends at their homes.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	32	.9	1.4	1.4
		About once per day	47	1.3	2.0	3.4
		2-4 times per week	208	6.0	8.9	12.3
		About once per week	459	13.2	19.7	32.1
		Less than once per week	1581	45.3	67.9	100.0
		Total	2327	66.7	100.0	
	Missing	System	1163	33.3		
Total			3490	100.0		
Graduate student	Valid	More than once per day	7	.7	1.3	1.3
		About once per day	13	1.3	2.4	3.8
		2-4 times per week	41	4.2	7.7	11.5
		About once per week	80	8.3	15.0	26.5
		Less than once per week	391	40.5	73.5	100.0
		Total	532	55.1	100.0	
	Missing	System	434	44.9		
Total			966	100.0		
F/S	Valid	More than once per day	2	.1	1.3	1.3
		2-4 times per week	2	.1	1.3	2.6
		About once per week	12	.9	7.8	10.5
		Less than once per week	137	10.1	89.5	100.0
		Total	153	11.3	100.0	
		Missing	System	1202	88.7	
	Total			1355	100.0	

Please indicate how often you ride during the evening or on weekends to participate in: Go to local cultural events such as films, plays, concerts etc.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	17	.5	.7	.7
		About once per day	25	.7	1.1	1.8
		2-4 times per week	56	1.6	2.4	4.3
		About once per week	214	6.1	9.3	13.6
		Less than once per week	1977	56.6	86.4	100.0
		Total	2289	65.6	100.0	
	Missing	System	1201	34.4		
Total			3490	100.0		
Graduate student	Valid	More than once per day	7	.7	1.3	1.3
		About once per day	7	.7	1.3	2.6
		2-4 times per week	23	2.4	4.3	7.0
		About once per week	89	9.2	16.8	23.8
		Less than once per week	403	41.7	76.2	100.0
		Total	529	54.8	100.0	
	Missing	System	437	45.2		
Total			966	100.0		
F/S	Valid	More than once per day	2	.1	1.2	1.2
		2-4 times per week	4	.3	2.5	3.7
		About once per week	19	1.4	11.7	15.4
		Less than once per week	137	10.1	84.6	100.0
		Total	162	12.0	100.0	
	Missing	System	1193	88.0		
Total			1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: Go to the gym or to participate in sports activities.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	37	1.1	1.6	1.6
		About once per day	109	3.1	4.7	6.3
		2-4 times per week	217	6.2	9.4	15.7
		About once per week	302	8.7	13.1	28.8
		Less than once per week	1647	47.2	71.2	100.0
		Total	2312	66.2	100.0	
	Missing	System	1178	33.8		
Total			3490	100.0		
Graduate student	Valid	More than once per day	18	1.9	3.4	3.4
		About once per day	26	2.7	4.9	8.2
		2-4 times per week	66	6.8	12.3	20.6
		About once per week	71	7.3	13.3	33.8
		Less than once per week	354	36.6	66.2	100.0
		Total	535	55.4	100.0	
	Missing	System	431	44.6		
Total			966	100.0		
F/S	Valid	More than once per day	3	.2	1.9	1.9
		About once per day	3	.2	1.9	3.8
		2-4 times per week	6	.4	3.8	7.7
		About once per week	16	1.2	10.3	17.9
		Less than once per week	128	9.4	82.1	100.0
		Total	156	11.5	100.0	
	Missing	System	1199	88.5		
Total			1355	100.0		

Please indicate how often you ride during the evening or on weekends to participate in: To go out of Blacksburg to Christiansburg or to another bus to go to Roanoke

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	More than once per day	12	.3	.5	.5
		About once per day	10	.3	.4	1.0
		2-4 times per week	33	.9	1.4	2.4
		About once per week	141	4.0	6.1	8.5
		Less than once per week	2097	60.1	91.5	100.0
		Total	2293	65.7	100.0	
	Missing	System	1197	34.3		
Total			3490	100.0		
Graduate student	Valid	More than once per day	4	.4	.7	.7
		About once per day	7	.7	1.3	2.0
		2-4 times per week	13	1.3	2.4	4.4
		About once per week	72	7.5	13.3	17.7
		Less than once per week	446	46.2	82.3	100.0
		Total	542	56.1	100.0	
	Missing	System	424	43.9		
Total			966	100.0		
F/S	Valid	More than once per day	5	.4	3.1	3.1
		About once per day	1	.1	.6	3.7
		2-4 times per week	6	.4	3.7	7.5
		About once per week	17	1.3	10.6	18.0
		Less than once per week	132	9.7	82.0	100.0
		Total	161	11.9	100.0	
	Missing	System	1194	88.1		
Total			1355	100.0		

Are there any other reasons you take BT during the evening or on weekends?

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Yes	443	12.7	17.8	17.8
		No	2045	58.6	82.2	100.0
		Total	2488	71.3	100.0	
	Missing	System	1002	28.7		
	Total			3490	100.0	
Graduate student	Valid	Yes	107	11.1	17.5	17.5
		No	506	52.4	82.5	100.0
		Total	613	63.5	100.0	
	Missing	System	353	36.5		
	Total			966	100.0	
F/S	Valid	Yes	33	2.4	15.3	15.3
		No	183	13.5	84.7	100.0
		Total	216	15.9	100.0	
	Missing	System	1139	84.1		
	Total			1355	100.0	

Is there anything BT could do to help with your transportation needs?

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Yes	1471	42.1	46.8	46.8
		No	1673	47.9	53.2	100.0
		Total	3144	90.1	100.0	
	Missing	System	346	9.9		
	Total		3490	100.0		
Graduate student	Valid	Yes	417	43.2	46.4	46.4
		No	481	49.8	53.6	100.0
		Total	898	93.0	100.0	
	Missing	System	68	7.0		
	Total		966	100.0		
F/S	Valid	Yes	518	38.2	40.0	40.0
		No	776	57.3	60.0	100.0
		Total	1294	95.5	100.0	
	Missing	System	61	4.5		
	Total		1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: A BT app that will provide alerts and other real: time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	1773	50.8	61.4	61.4
		Somewhat Likely	650	18.6	22.5	83.9
		Somewhat Unlikely	201	5.8	7.0	90.9
		Not at All Likely	190	5.4	6.6	97.5
		Don't Know	73	2.1	2.5	100.0
		Total	2887	82.7	100.0	
	Missing	System	603	17.3		
Total		3490	100.0			
Graduate student	Valid	Very Likely	476	49.3	56.7	56.7
		Somewhat Likely	168	17.4	20.0	76.8
		Somewhat Unlikely	90	9.3	10.7	87.5
		Not at All Likely	69	7.1	8.2	95.7
		Don't Know	36	3.7	4.3	100.0
		Total	839	86.9	100.0	
	Missing	System	127	13.1		
Total		966	100.0			
F/S	Valid	Very Likely	455	33.6	40.1	40.1
		Somewhat Likely	283	20.9	24.9	65.0
		Somewhat Unlikely	90	6.6	7.9	73.0
		Not at All Likely	236	17.4	20.8	93.7
		Don't Know	71	5.2	6.3	100.0
		Total	1135	83.8	100.0	
	Missing	System	220	16.2		
Total		1355	100.0			

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour:

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	975	27.9	34.1	34.1
		Somewhat Likely	993	28.5	34.7	68.8
		Somewhat Unlikely	489	14.0	17.1	85.9
		Not at All Likely	314	9.0	11.0	96.9
		Don't Know	90	2.6	3.1	100.0
		Total	2861	82.0	100.0	
	Missing	System	629	18.0		
Total			3490	100.0		
Graduate student	Valid	Very Likely	384	39.8	46.0	46.0
		Somewhat Likely	289	29.9	34.7	80.7
		Somewhat Unlikely	76	7.9	9.1	89.8
		Not at All Likely	64	6.6	7.7	97.5
		Don't Know	21	2.2	2.5	100.0
		Total	834	86.3	100.0	
	Missing	System	132	13.7		
Total			966	100.0		
F/S	Valid	Very Likely	439	32.4	38.8	38.8
		Somewhat Likely	382	28.2	33.8	72.6
		Somewhat Unlikely	116	8.6	10.3	82.8
		Not at All Likely	137	10.1	12.1	95.0
		Don't Know	57	4.2	5.0	100.0
		Total	1131	83.5	100.0	
	Missing	System	224	16.5		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: E-mail to BT with questions and comments.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	193	5.5	6.8	6.8
		Somewhat Likely	333	9.5	11.7	18.5
		Somewhat Unlikely	707	20.3	24.8	43.3
		Not at All Likely	1338	38.3	46.9	90.2
		Don't Know	279	8.0	9.8	100.0
		Total	2850	81.7	100.0	
	Missing	System	640	18.3		
	Total	3490	100.0			
Graduate student	Valid	Very Likely	54	5.6	6.6	6.6
		Somewhat Likely	93	9.6	11.4	18.0
		Somewhat Unlikely	217	22.5	26.6	44.6
		Not at All Likely	385	39.9	47.2	91.8
		Don't Know	67	6.9	8.2	100.0
		Total	816	84.5	100.0	
	Missing	System	150	15.5		
	Total	966	100.0			
F/S	Valid	Very Likely	90	6.6	8.1	8.1
		Somewhat Likely	183	13.5	16.6	24.7
		Somewhat Unlikely	302	22.3	27.3	52.0
		Not at All Likely	453	33.4	41.0	93.0
		Don't Know	77	5.7	7.0	100.0
		Total	1105	81.5	100.0	
	Missing	System	250	18.5		
	Total	1355	100.0			

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour:

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	144	4.1	5.0	5.0
		Somewhat Likely	260	7.4	9.1	14.2
		Somewhat Unlikely	547	15.7	19.2	33.3
		Not at All Likely	1536	44.0	53.8	87.1
		Don't Know	367	10.5	12.9	100.0
		Total	2854	81.8	100.0	
	Missing	System	636	18.2		
Total			3490	100.0		
Graduate student	Valid	Very Likely	49	5.1	6.0	6.0
		Somewhat Likely	125	12.9	15.3	21.3
		Somewhat Unlikely	191	19.8	23.4	44.8
		Not at All Likely	382	39.5	46.9	91.7
		Don't Know	68	7.0	8.3	100.0
		Total	815	84.4	100.0	
	Missing	System	151	15.6		
Total			966	100.0		
F/S	Valid	Very Likely	100	7.4	9.0	9.0
		Somewhat Likely	191	14.1	17.3	26.3
		Somewhat Unlikely	249	18.4	22.5	48.9
		Not at All Likely	491	36.2	44.4	93.3
		Don't Know	74	5.5	6.7	100.0
		Total	1105	81.5	100.0	
	Missing	System	250	18.5		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour:

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	82	2.3	2.9	2.9
		Somewhat Likely	192	5.5	6.7	9.6
		Somewhat Unlikely	499	14.3	17.5	27.1
		Not at All Likely	1626	46.6	57.1	84.2
		Don't Know	450	12.9	15.8	100.0
		Total	2849	81.6	100.0	
	Missing	System	641	18.4		
Total			3490	100.0		
Graduate student	Valid	Very Likely	35	3.6	4.3	4.3
		Somewhat Likely	64	6.6	7.9	12.1
		Somewhat Unlikely	164	17.0	20.1	32.3
		Not at All Likely	444	46.0	54.5	86.7
		Don't Know	108	11.2	13.3	100.0
		Total	815	84.4	100.0	
	Missing	System	151	15.6		
Total			966	100.0		
F/S	Valid	Very Likely	121	8.9	10.9	10.9
		Somewhat Likely	239	17.6	21.5	32.4
		Somewhat Unlikely	225	16.6	20.3	52.7
		Not at All Likely	444	32.8	40.0	92.7
		Don't Know	81	6.0	7.3	100.0
		Total	1110	81.9	100.0	
	Missing	System	245	18.1		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Social media.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	644	18.5	22.5	22.5
		Somewhat Likely	948	27.2	33.1	55.5
		Somewhat Unlikely	564	16.2	19.7	75.2
		Not at All Likely	536	15.4	18.7	93.9
		Don't Know	174	5.0	6.1	100.0
		Total	2866	82.1	100.0	
	Missing	System	624	17.9		
Total			3490	100.0		
Graduate student	Valid	Very Likely	157	16.3	19.2	19.2
		Somewhat Likely	234	24.2	28.6	47.8
		Somewhat Unlikely	151	15.6	18.5	66.3
		Not at All Likely	205	21.2	25.1	91.3
		Don't Know	71	7.3	8.7	100.0
		Total	818	84.7	100.0	
	Missing	System	148	15.3		
Total			966	100.0		
F/S	Valid	Very Likely	158	11.7	14.2	14.2
		Somewhat Likely	246	18.2	22.2	36.4
		Somewhat Unlikely	211	15.6	19.0	55.4
		Not at All Likely	416	30.7	37.5	92.9
		Don't Know	79	5.8	7.1	100.0
		Total	1110	81.9	100.0	
	Missing	System	245	18.1		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Friends or word of mouth.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	661	18.9	23.1	23.1
		Somewhat Likely	1137	32.6	39.7	62.7
		Somewhat Unlikely	596	17.1	20.8	83.5
		Not at All Likely	339	9.7	11.8	95.4
		Don't Know	133	3.8	4.6	100.0
		Total	2866	82.1	100.0	
	Missing	System	624	17.9		
Total			3490	100.0		
Graduate student	Valid	Very Likely	119	12.3	14.7	14.7
		Somewhat Likely	287	29.7	35.4	50.1
		Somewhat Unlikely	181	18.7	22.3	72.5
		Not at All Likely	159	16.5	19.6	92.1
		Don't Know	64	6.6	7.9	100.0
		Total	810	83.9	100.0	
	Missing	System	156	16.1		
Total			966	100.0		
F/S	Valid	Very Likely	70	5.2	6.4	6.4
		Somewhat Likely	266	19.6	24.2	30.6
		Somewhat Unlikely	264	19.5	24.0	54.6
		Not at All Likely	409	30.2	37.2	91.8
		Don't Know	90	6.6	8.2	100.0
		Total	1099	81.1	100.0	
	Missing	System	256	18.9		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Face to face at a staffed desk.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	71	2.0	2.5	2.5
		Somewhat Likely	137	3.9	4.8	7.3
		Somewhat Unlikely	480	13.8	16.9	24.2
		Not at All Likely	1688	48.4	59.3	83.4
		Don't Know	472	13.5	16.6	100.0
		Total	2848	81.6	100.0	
	Missing System	642	18.4			
Total		3490	100.0			
Graduate student	Valid	Very Likely	21	2.2	2.6	2.6
		Somewhat Likely	45	4.7	5.5	8.1
		Somewhat Unlikely	157	16.3	19.4	27.5
		Not at All Likely	480	49.7	59.2	86.7
		Don't Know	108	11.2	13.3	100.0
		Total	811	84.0	100.0	
	Missing System	155	16.0			
Total		966	100.0			
F/S	Valid	Very Likely	24	1.8	2.2	2.2
		Somewhat Likely	61	4.5	5.5	7.7
		Somewhat Unlikely	206	15.2	18.7	26.4
		Not at All Likely	710	52.4	64.5	90.9
		Don't Know	100	7.4	9.1	100.0
		Total	1101	81.3	100.0	
	Missing System	254	18.7			
Total		1355	100.0			

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: Viewing electronic signage with real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	704	20.2	24.7	24.7
		Somewhat Likely	778	22.3	27.3	52.0
		Somewhat Unlikely	520	14.9	18.3	70.3
		Not at All Likely	550	15.8	19.3	89.6
		Don't Know	296	8.5	10.4	100.0
		Total	2848	81.6	100.0	
	Missing	System	642	18.4		
Total			3490	100.0		
Graduate student	Valid	Very Likely	204	21.1	25.1	25.1
		Somewhat Likely	228	23.6	28.1	53.2
		Somewhat Unlikely	131	13.6	16.1	69.3
		Not at All Likely	159	16.5	19.6	88.9
		Don't Know	90	9.3	11.1	100.0
		Total	812	84.1	100.0	
	Missing	System	154	15.9		
Total			966	100.0		
F/S	Valid	Very Likely	197	14.5	17.8	17.8
		Somewhat Likely	380	28.0	34.3	52.1
		Somewhat Unlikely	192	14.2	17.3	69.4
		Not at All Likely	253	18.7	22.8	92.2
		Don't Know	86	6.3	7.8	100.0
		Total	1108	81.8	100.0	
	Missing	System	247	18.2		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: University website.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	553	15.8	19.3	19.3
		Somewhat Likely	949	27.2	33.2	52.5
		Somewhat Unlikely	675	19.3	23.6	76.1
		Not at All Likely	520	14.9	18.2	94.3
		Don't Know	163	4.7	5.7	100.0
		Total	2860	81.9	100.0	
	Missing	System	630	18.1		
Total			3490	100.0		
Graduate student	Valid	Very Likely	220	22.8	26.9	26.9
		Somewhat Likely	275	28.5	33.7	60.6
		Somewhat Unlikely	140	14.5	17.1	77.7
		Not at All Likely	133	13.8	16.3	94.0
		Don't Know	49	5.1	6.0	100.0
		Total	817	84.6	100.0	
	Missing	System	149	15.4		
Total			966	100.0		
F/S	Valid	Very Likely	319	23.5	28.4	28.4
		Somewhat Likely	450	33.2	40.1	68.5
		Somewhat Unlikely	146	10.8	13.0	81.5
		Not at All Likely	143	10.6	12.7	94.2
		Don't Know	65	4.8	5.8	100.0
		Total	1123	82.9	100.0	
	Missing	System	232	17.1		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get information about BT service during a major bad weather event or an unplanned route detour: College newspaper (CT).

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	64	1.8	2.2	2.2
		Somewhat Likely	124	3.6	4.4	6.6
		Somewhat Unlikely	481	13.8	16.9	23.5
		Not at All Likely	1669	47.8	58.6	82.1
		Don't Know	511	14.6	17.9	100.0
		Total	2849	81.6	100.0	
	Missing System	641	18.4			
Total		3490	100.0			
Graduate student	Valid	Very Likely	16	1.7	2.0	2.0
		Somewhat Likely	48	5.0	5.9	7.9
		Somewhat Unlikely	174	18.0	21.5	29.5
		Not at All Likely	469	48.6	58.0	87.5
		Don't Know	101	10.5	12.5	100.0
		Total	808	83.6	100.0	
	Missing System	158	16.4			
Total		966	100.0			
F/S	Valid	Very Likely	18	1.3	1.6	1.6
		Somewhat Likely	62	4.6	5.6	7.3
		Somewhat Unlikely	241	17.8	21.9	29.2
		Not at All Likely	676	49.9	61.4	90.6
		Don't Know	104	7.7	9.4	100.0
		Total	1101	81.3	100.0	
	Missing System	254	18.7			
Total		1355	100.0			

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: A BT app that will provide alerts and other real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	1902	54.5	71.1	71.1
		Somewhat Likely	468	13.4	17.5	88.6
		Somewhat Unlikely	121	3.5	4.5	93.1
		Not at All Likely	139	4.0	5.2	98.3
		Don't Know	46	1.3	1.7	100.0
		Total	2676	76.7	100.0	
	Missing	System	814	23.3		
Total			3490	100.0		
Graduate student	Valid	Very Likely	518	53.6	65.1	65.1
		Somewhat Likely	149	15.4	18.7	83.8
		Somewhat Unlikely	45	4.7	5.7	89.4
		Not at All Likely	60	6.2	7.5	97.0
		Don't Know	24	2.5	3.0	100.0
		Total	796	82.4	100.0	
	Missing	System	170	17.6		
Total			966	100.0		
F/S	Valid	Very Likely	495	36.5	45.1	45.1
		Somewhat Likely	244	18.0	22.2	67.4
		Somewhat Unlikely	86	6.3	7.8	75.2
		Not at All Likely	223	16.5	20.3	95.5
		Don't Know	49	3.6	4.5	100.0
		Total	1097	81.0	100.0	
	Missing	System	258	19.0		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: BT web site.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	1145	32.8	43.0	43.0
		Somewhat Likely	909	26.0	34.1	77.1
		Somewhat Unlikely	331	9.5	12.4	89.6
		Not at All Likely	204	5.8	7.7	97.2
		Don't Know	74	2.1	2.8	100.0
		Total	2663	76.3	100.0	
	Missing	System	827	23.7		
Total			3490	100.0		
Graduate student	Valid	Very Likely	431	44.6	54.4	54.4
		Somewhat Likely	232	24.0	29.3	83.7
		Somewhat Unlikely	64	6.6	8.1	91.8
		Not at All Likely	42	4.3	5.3	97.1
		Don't Know	23	2.4	2.9	100.0
		Total	792	82.0	100.0	
	Missing	System	174	18.0		
Total			966	100.0		
F/S	Valid	Very Likely	523	38.6	47.8	47.8
		Somewhat Likely	344	25.4	31.4	79.2
		Somewhat Unlikely	85	6.3	7.8	86.9
		Not at All Likely	100	7.4	9.1	96.1
		Don't Know	43	3.2	3.9	100.0
		Total	1095	80.8	100.0	
	Missing	System	260	19.2		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: E-mail to BT with questions and comments.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	123	3.5	4.7	4.7
		Somewhat Likely	237	6.8	9.0	13.7
		Somewhat Unlikely	610	17.5	23.2	36.8
		Not at All Likely	1371	39.3	52.1	88.9
		Don't Know	293	8.4	11.1	100.0
		Total	2634	75.5	100.0	
	Missing	System	856	24.5		
Total			3490	100.0		
Graduate student	Valid	Very Likely	34	3.5	4.4	4.4
		Somewhat Likely	75	7.8	9.7	14.1
		Somewhat Unlikely	217	22.5	28.1	42.3
		Not at All Likely	379	39.2	49.2	91.4
		Don't Know	66	6.8	8.6	100.0
		Total	771	79.8	100.0	
	Missing	System	195	20.2		
Total			966	100.0		
F/S	Valid	Very Likely	66	4.9	6.2	6.2
		Somewhat Likely	187	13.8	17.5	23.7
		Somewhat Unlikely	303	22.4	28.4	52.1
		Not at All Likely	447	33.0	41.9	94.0
		Don't Know	64	4.7	6.0	100.0
		Total	1067	78.7	100.0	
	Missing	System	288	21.3		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Call BT on phone and talk to receptionist.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	103	3.0	3.9	3.9
		Somewhat Likely	208	6.0	7.9	11.8
		Somewhat Unlikely	479	13.7	18.2	30.0
		Not at All Likely	1503	43.1	57.1	87.1
		Don't Know	341	9.8	12.9	100.0
		Total	2634	75.5	100.0	
	Missing System	856	24.5			
Total		3490	100.0			
Graduate student	Valid	Very Likely	43	4.5	5.6	5.6
		Somewhat Likely	89	9.2	11.6	17.2
		Somewhat Unlikely	190	19.7	24.7	41.9
		Not at All Likely	376	38.9	48.9	90.8
		Don't Know	71	7.3	9.2	100.0
		Total	769	79.6	100.0	
	Missing System	197	20.4			
Total		966	100.0			
F/S	Valid	Very Likely	69	5.1	6.5	6.5
		Somewhat Likely	179	13.2	16.8	23.3
		Somewhat Unlikely	255	18.8	24.0	47.3
		Not at All Likely	490	36.2	46.1	93.3
		Don't Know	71	5.2	6.7	100.0
		Total	1064	78.5	100.0	
	Missing System	291	21.5			
Total		1355	100.0			

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Social media.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	466	13.4	17.7	17.7
		Somewhat Likely	738	21.1	28.0	45.7
		Somewhat Unlikely	518	14.8	19.7	65.4
		Not at All Likely	728	20.9	27.6	93.0
		Don't Know	185	5.3	7.0	100.0
		Total	2635	75.5	100.0	
	Missing	System	855	24.5		
Total			3490	100.0		
Graduate student	Valid	Very Likely	105	10.9	13.5	13.5
		Somewhat Likely	179	18.5	23.1	36.6
		Somewhat Unlikely	183	18.9	23.6	60.2
		Not at All Likely	241	24.9	31.1	91.2
		Don't Know	68	7.0	8.8	100.0
		Total	776	80.3	100.0	
	Missing	System	190	19.7		
Total			966	100.0		
F/S	Valid	Very Likely	110	8.1	10.3	10.3
		Somewhat Likely	216	15.9	20.2	30.5
		Somewhat Unlikely	202	14.9	18.9	49.4
		Not at All Likely	467	34.5	43.7	93.2
		Don't Know	73	5.4	6.8	100.0
		Total	1068	78.8	100.0	
	Missing	System	287	21.2		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Friends or word of mouth.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	462	13.2	17.5	17.5
		Somewhat Likely	928	26.6	35.1	52.6
		Somewhat Unlikely	562	16.1	21.3	73.9
		Not at All Likely	510	14.6	19.3	93.2
		Don't Know	179	5.1	6.8	100.0
		Total	2641	75.7	100.0	
	Missing	System	849	24.3		
Total			3490	100.0		
Graduate student	Valid	Very Likely	89	9.2	11.5	11.5
		Somewhat Likely	243	25.2	31.4	42.9
		Somewhat Unlikely	184	19.0	23.8	66.7
		Not at All Likely	197	20.4	25.5	92.1
		Don't Know	61	6.3	7.9	100.0
		Total	774	80.1	100.0	
	Missing	System	192	19.9		
Total			966	100.0		
F/S	Valid	Very Likely	51	3.8	4.8	4.8
		Somewhat Likely	239	17.6	22.5	27.3
		Somewhat Unlikely	260	19.2	24.5	51.8
		Not at All Likely	437	32.3	41.1	92.9
		Don't Know	75	5.5	7.1	100.0
		Total	1062	78.4	100.0	
	Missing	System	293	21.6		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Face to face at a staffed desk.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	55	1.6	2.1	2.1
		Somewhat Likely	108	3.1	4.1	6.2
		Somewhat Unlikely	428	12.3	16.2	22.4
		Not at All Likely	1650	47.3	62.5	85.0
		Don't Know	397	11.4	15.0	100.0
		Total	2638	75.6	100.0	
	Missing	System	852	24.4		
Total			3490	100.0		
Graduate student	Valid	Very Likely	22	2.3	2.9	2.9
		Somewhat Likely	42	4.3	5.4	8.3
		Somewhat Unlikely	162	16.8	21.0	29.3
		Not at All Likely	457	47.3	59.3	88.6
		Don't Know	88	9.1	11.4	100.0
		Total	771	79.8	100.0	
	Missing	System	195	20.2		
Total			966	100.0		
F/S	Valid	Very Likely	18	1.3	1.7	1.7
		Somewhat Likely	60	4.4	5.6	7.3
		Somewhat Unlikely	233	17.2	21.9	29.3
		Not at All Likely	669	49.4	63.0	92.3
		Don't Know	82	6.1	7.7	100.0
		Total	1062	78.4	100.0	
	Missing	System	293	21.6		
Total			1355	100.0		

Please indicate how likely you would be to use this method to get planning information such as regular route or schedule information: Viewing electronic signage with real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Likely	594	17.0	22.5	22.5
		Somewhat Likely	648	18.6	24.6	47.1
		Somewhat Unlikely	463	13.3	17.5	64.6
		Not at All Likely	640	18.3	24.3	88.9
		Don't Know	294	8.4	11.1	100.0
		Total	2639	75.6	100.0	
	Missing	System	851	24.4		
Total			3490	100.0		
Graduate student	Valid	Very Likely	195	20.2	25.2	25.2
		Somewhat Likely	192	19.9	24.8	49.9
		Somewhat Unlikely	128	13.3	16.5	66.5
		Not at All Likely	182	18.8	23.5	89.9
		Don't Know	78	8.1	10.1	100.0
		Total	775	80.2	100.0	
	Missing	System	191	19.8		
Total			966	100.0		
F/S	Valid	Very Likely	194	14.3	18.1	18.1
		Somewhat Likely	318	23.5	29.7	47.9
		Somewhat Unlikely	212	15.6	19.8	67.7
		Not at All Likely	263	19.4	24.6	92.2
		Don't Know	83	6.1	7.8	100.0
		Total	1070	79.0	100.0	
	Missing	System	285	21.0		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: BT app that will provide alerts and other real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	386	11.1	15.8	15.8
		Somewhat Satisfied	602	17.2	24.7	40.5
		Somewhat Dissatisfied	483	13.8	19.8	60.4
		Not at All Satisfied	380	10.9	15.6	76.0
		Have Not Used	586	16.8	24.0	100.0
		Total	2437	69.8	100.0	
	Missing	System	1053	30.2		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	123	12.7	16.3	16.3
		Somewhat Satisfied	176	18.2	23.3	39.7
		Somewhat Dissatisfied	103	10.7	13.7	53.3
		Not at All Satisfied	100	10.4	13.3	66.6
		Have Not Used	252	26.1	33.4	100.0
		Total	754	78.1	100.0	
	Missing	System	212	21.9		
Total			966	100.0		
F/S	Valid	Very Satisfied	65	4.8	6.2	6.2
		Somewhat Satisfied	106	7.8	10.2	16.4
		Somewhat Dissatisfied	47	3.5	4.5	20.9
		Not at All Satisfied	51	3.8	4.9	25.8
		Have Not Used	774	57.1	74.2	100.0
		Total	1043	77.0	100.0	
	Missing	System	312	23.0		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: BT web site.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	474	13.6	19.6	19.6
		Somewhat Satisfied	871	25.0	36.0	55.6
		Somewhat Dissatisfied	400	11.5	16.5	72.1
		Not at All Satisfied	198	5.7	8.2	80.3
		Have Not Used	477	13.7	19.7	100.0
		Total	2420	69.3	100.0	
	Missing	System	1070	30.7		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	193	20.0	25.7	25.7
		Somewhat Satisfied	279	28.9	37.2	62.9
		Somewhat Dissatisfied	89	9.2	11.9	74.8
		Not at All Satisfied	47	4.9	6.3	81.1
		Have Not Used	142	14.7	18.9	100.0
		Total	750	77.6	100.0	
	Missing	System	216	22.4		
Total			966	100.0		
F/S	Valid	Very Satisfied	141	10.4	13.5	13.5
		Somewhat Satisfied	243	17.9	23.3	36.9
		Somewhat Dissatisfied	63	4.6	6.1	42.9
		Not at All Satisfied	34	2.5	3.3	46.2
		Have Not Used	560	41.3	53.8	100.0
		Total	1041	76.8	100.0	
	Missing	System	314	23.2		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: E-mail to BT with questions and comments.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	97	2.8	4.0	4.0
		Somewhat Satisfied	179	5.1	7.5	11.5
		Somewhat Dissatisfied	196	5.6	8.2	19.7
		Not at All Satisfied	248	7.1	10.3	30.0
		Have Not Used	1678	48.1	70.0	100.0
		Total	2398	68.7	100.0	
	Missing	System	1092	31.3		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	28	2.9	3.8	3.8
		Somewhat Satisfied	56	5.8	7.6	11.4
		Somewhat Dissatisfied	43	4.5	5.8	17.2
		Not at All Satisfied	48	5.0	6.5	23.7
		Have Not Used	562	58.2	76.3	100.0
		Total	737	76.3	100.0	
	Missing	System	229	23.7		
	Total	966	100.0			
F/S	Valid	Very Satisfied	19	1.4	1.9	1.9
		Somewhat Satisfied	41	3.0	4.0	5.9
		Somewhat Dissatisfied	18	1.3	1.8	7.6
		Not at All Satisfied	23	1.7	2.2	9.9
		Have Not Used	922	68.0	90.1	100.0
		Total	1023	75.5	100.0	
	Missing	System	332	24.5		
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Calling BT on phone and talking to receptionist.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	80	2.3	3.3	3.3
		Somewhat Satisfied	181	5.2	7.6	10.9
		Somewhat Dissatisfied	200	5.7	8.3	19.2
		Not at All Satisfied	246	7.0	10.3	29.5
		Have Not Used	1689	48.4	70.5	100.0
		Total	2396	68.7	100.0	
	Missing	System	1094	31.3		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	27	2.8	3.7	3.7
		Somewhat Satisfied	67	6.9	9.1	12.8
		Somewhat Dissatisfied	47	4.9	6.4	19.2
		Not at All Satisfied	53	5.5	7.2	26.4
		Have Not Used	540	55.9	73.6	100.0
		Total	734	76.0	100.0	
	Missing	System	232	24.0		
	Total	966	100.0			
F/S	Valid	Very Satisfied	35	2.6	3.4	3.4
		Somewhat Satisfied	55	4.1	5.3	8.7
		Somewhat Dissatisfied	23	1.7	2.2	11.0
		Not at All Satisfied	30	2.2	2.9	13.9
		Have Not Used	886	65.4	86.1	100.0
		Total	1029	75.9	100.0	
	Missing	System	326	24.1		
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Television or radio.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	57	1.6	2.4	2.4
		Somewhat Satisfied	157	4.5	6.6	8.9
		Somewhat Dissatisfied	198	5.7	8.3	17.2
		Not at All Satisfied	250	7.2	10.4	27.6
		Have Not Used	1733	49.7	72.4	100.0
		Total	2395	68.6	100.0	
	Missing	System	1095	31.4		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	22	2.3	3.0	3.0
		Somewhat Satisfied	53	5.5	7.2	10.2
		Somewhat Dissatisfied	42	4.3	5.7	15.9
		Not at All Satisfied	51	5.3	6.9	22.8
		Have Not Used	568	58.8	77.2	100.0
		Total	736	76.2	100.0	
	Missing	System	230	23.8		
Total			966	100.0		
F/S	Valid	Very Satisfied	52	3.8	5.1	5.1
		Somewhat Satisfied	115	8.5	11.2	16.2
		Somewhat Dissatisfied	37	2.7	3.6	19.8
		Not at All Satisfied	33	2.4	3.2	23.0
		Have Not Used	792	58.5	77.0	100.0
		Total	1029	75.9	100.0	
	Missing	System	326	24.1		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Social media.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	292	8.4	12.2	12.2
		Somewhat Satisfied	510	14.6	21.3	33.5
		Somewhat Dissatisfied	228	6.5	9.5	43.0
		Not at All Satisfied	188	5.4	7.9	50.9
		Have Not Used	1176	33.7	49.1	100.0
		Total	2394	68.6	100.0	
	Missing	System	1096	31.4		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	72	7.5	9.8	9.8
		Somewhat Satisfied	138	14.3	18.7	28.5
		Somewhat Dissatisfied	40	4.1	5.4	33.9
		Not at All Satisfied	39	4.0	5.3	39.2
		Have Not Used	449	46.5	60.8	100.0
		Total	738	76.4	100.0	
	Missing	System	228	23.6		
Total			966	100.0		
F/S	Valid	Very Satisfied	58	4.3	5.6	5.6
		Somewhat Satisfied	107	7.9	10.4	16.1
		Somewhat Dissatisfied	23	1.7	2.2	18.3
		Not at All Satisfied	28	2.1	2.7	21.0
		Have Not Used	811	59.9	79.0	100.0
		Total	1027	75.8	100.0	
	Missing	System	328	24.2		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Friends or word of mouth.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	303	8.7	12.6	12.6
		Somewhat Satisfied	822	23.6	34.3	46.9
		Somewhat Dissatisfied	348	10.0	14.5	61.5
		Not at All Satisfied	169	4.8	7.1	68.5
		Have Not Used	755	21.6	31.5	100.0
		Total	2397	68.7	100.0	
	Missing	System	1093	31.3		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	53	5.5	7.2	7.2
		Somewhat Satisfied	222	23.0	30.2	37.4
		Somewhat Dissatisfied	59	6.1	8.0	45.4
		Not at All Satisfied	33	3.4	4.5	49.9
		Have Not Used	368	38.1	50.1	100.0
		Total	735	76.1	100.0	
	Missing	System	231	23.9		
Total			966	100.0		
F/S	Valid	Very Satisfied	31	2.3	3.0	3.0
		Somewhat Satisfied	149	11.0	14.6	17.6
		Somewhat Dissatisfied	40	3.0	3.9	21.5
		Not at All Satisfied	33	2.4	3.2	24.7
		Have Not Used	771	56.9	75.3	100.0
		Total	1024	75.6	100.0	
	Missing	System	331	24.4		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Face to face at a staffed desk.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	42	1.2	1.8	1.8
		Somewhat Satisfied	114	3.3	4.8	6.5
		Somewhat Dissatisfied	193	5.5	8.1	14.6
		Not at All Satisfied	236	6.8	9.9	24.5
		Have Not Used	1804	51.7	75.5	100.0
		Total	2389	68.5	100.0	
	Missing	System	1101	31.5		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	11	1.1	1.5	1.5
		Somewhat Satisfied	32	3.3	4.4	5.9
		Somewhat Dissatisfied	34	3.5	4.6	10.5
		Not at All Satisfied	46	4.8	6.3	16.8
		Have Not Used	609	63.0	83.2	100.0
		Total	732	75.8	100.0	
	Missing	System	234	24.2		
Total			966	100.0		
F/S	Valid	Very Satisfied	5	.4	.5	.5
		Somewhat Satisfied	27	2.0	2.6	3.1
		Somewhat Dissatisfied	14	1.0	1.4	4.5
		Not at All Satisfied	24	1.8	2.3	6.8
		Have Not Used	956	70.6	93.2	100.0
		Total	1026	75.7	100.0	
	Missing	System	329	24.3		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: Viewing electronic signage with real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	138	4.0	5.8	5.8
		Somewhat Satisfied	240	6.9	10.0	15.8
		Somewhat Dissatisfied	207	5.9	8.6	24.4
		Not at All Satisfied	210	6.0	8.8	33.1
		Have Not Used	1605	46.0	66.9	100.0
		Total	2400	68.8	100.0	
	Missing	System	1090	31.2		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	37	3.8	5.0	5.0
		Somewhat Satisfied	57	5.9	7.8	12.8
		Somewhat Dissatisfied	35	3.6	4.8	17.6
		Not at All Satisfied	50	5.2	6.8	24.4
		Have Not Used	555	57.5	75.6	100.0
		Total	734	76.0	100.0	
	Missing	System	232	24.0		
Total			966	100.0		
F/S	Valid	Very Satisfied	25	1.8	2.4	2.4
		Somewhat Satisfied	62	4.6	6.0	8.5
		Somewhat Dissatisfied	22	1.6	2.1	10.6
		Not at All Satisfied	27	2.0	2.6	13.2
		Have Not Used	891	65.8	86.8	100.0
		Total	1027	75.8	100.0	
	Missing	System	328	24.2		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: University website.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	245	7.0	10.2	10.2
		Somewhat Satisfied	509	14.6	21.2	31.4
		Somewhat Dissatisfied	241	6.9	10.0	41.4
		Not at All Satisfied	208	6.0	8.7	50.0
		Have Not Used	1201	34.4	50.0	100.0
		Total	2404	68.9	100.0	
	Missing	System	1086	31.1		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	103	10.7	13.9	13.9
		Somewhat Satisfied	176	18.2	23.8	37.8
		Somewhat Dissatisfied	52	5.4	7.0	44.8
		Not at All Satisfied	45	4.7	6.1	50.9
		Have Not Used	363	37.6	49.1	100.0
		Total	739	76.5	100.0	
	Missing	System	227	23.5		
	Total	966	100.0			
F/S	Valid	Very Satisfied	121	8.9	11.7	11.7
		Somewhat Satisfied	209	15.4	20.3	32.0
		Somewhat Dissatisfied	56	4.1	5.4	37.5
		Not at All Satisfied	25	1.8	2.4	39.9
		Have Not Used	619	45.7	60.1	100.0
		Total	1030	76.0	100.0	
	Missing	System	325	24.0		
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source during a major bad weather event or unplanned route detour: College newspaper (CT).

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	41	1.2	1.7	1.7
		Somewhat Satisfied	108	3.1	4.5	6.2
		Somewhat Dissatisfied	173	5.0	7.2	13.4
		Not at All Satisfied	264	7.6	11.0	24.5
		Have Not Used	1809	51.8	75.5	100.0
		Total	2395	68.6	100.0	
	Missing	System	1095	31.4		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	10	1.0	1.4	1.4
		Somewhat Satisfied	39	4.0	5.3	6.7
		Somewhat Dissatisfied	35	3.6	4.8	11.5
		Not at All Satisfied	54	5.6	7.4	18.9
		Have Not Used	593	61.4	81.1	100.0
		Total	731	75.7	100.0	
	Missing	System	235	24.3		
	Total	966	100.0			
F/S	Valid	Very Satisfied	5	.4	.5	.5
		Somewhat Satisfied	31	2.3	3.0	3.5
		Somewhat Dissatisfied	23	1.7	2.2	5.8
		Not at All Satisfied	37	2.7	3.6	9.4
		Have Not Used	927	68.4	90.6	100.0
		Total	1023	75.5	100.0	
	Missing	System	332	24.5		
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: BT app that will provide alerts and other real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	358	10.3	16.9	16.9
		Somewhat Satisfied	638	18.3	30.1	47.0
		Somewhat Dissatisfied	418	12.0	19.7	66.8
		Not at All Satisfied	302	8.7	14.3	81.0
		Have Not Used	402	11.5	19.0	100.0
		Total	2118	60.7	100.0	
	Missing	System	1372	39.3		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	113	11.7	16.1	16.1
		Somewhat Satisfied	197	20.4	28.1	44.2
		Somewhat Dissatisfied	107	11.1	15.3	59.5
		Not at All Satisfied	82	8.5	11.7	71.2
		Have Not Used	202	20.9	28.8	100.0
		Total	701	72.6	100.0	
	Missing	System	265	27.4		
Total			966	100.0		
F/S	Valid	Very Satisfied	70	5.2	6.9	6.9
		Somewhat Satisfied	131	9.7	12.9	19.8
		Somewhat Dissatisfied	51	3.8	5.0	24.8
		Not at All Satisfied	39	2.9	3.8	28.6
		Have Not Used	726	53.6	71.4	100.0
		Total	1017	75.1	100.0	
	Missing	System	338	24.9		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: BT web site.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	523	15.0	24.9	24.9
		Somewhat Satisfied	837	24.0	39.8	64.7
		Somewhat Dissatisfied	275	7.9	13.1	77.8
		Not at All Satisfied	136	3.9	6.5	84.3
		Have Not Used	331	9.5	15.7	100.0
		Total	2102	60.2	100.0	
	Missing	System	1388	39.8		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	200	20.7	28.5	28.5
		Somewhat Satisfied	275	28.5	39.2	67.7
		Somewhat Dissatisfied	69	7.1	9.8	77.5
		Not at All Satisfied	45	4.7	6.4	83.9
		Have Not Used	113	11.7	16.1	100.0
		Total	702	72.7	100.0	
	Missing	System	264	27.3		
Total			966	100.0		
F/S	Valid	Very Satisfied	163	12.0	16.0	16.0
		Somewhat Satisfied	301	22.2	29.6	45.6
		Somewhat Dissatisfied	84	6.2	8.3	53.8
		Not at All Satisfied	30	2.2	2.9	56.8
		Have Not Used	440	32.5	43.2	100.0
		Total	1018	75.1	100.0	
	Missing	System	337	24.9		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: E-mail to BT with questions and comments.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	66	1.9	3.2	3.2
		Somewhat Satisfied	143	4.1	6.9	10.0
		Somewhat Dissatisfied	106	3.0	5.1	15.1
		Not at All Satisfied	95	2.7	4.6	19.7
		Have Not Used	1674	48.0	80.3	100.0
		Total	2084	59.7	100.0	
	Missing	System	1406	40.3		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	19	2.0	2.8	2.8
		Somewhat Satisfied	48	5.0	7.0	9.8
		Somewhat Dissatisfied	21	2.2	3.1	12.8
		Not at All Satisfied	24	2.5	3.5	16.3
		Have Not Used	574	59.4	83.7	100.0
		Total	686	71.0	100.0	
	Missing	System	280	29.0		
Total			966	100.0		
F/S	Valid	Very Satisfied	14	1.0	1.4	1.4
		Somewhat Satisfied	47	3.5	4.7	6.1
		Somewhat Dissatisfied	21	1.5	2.1	8.2
		Not at All Satisfied	11	.8	1.1	9.3
		Have Not Used	905	66.8	90.7	100.0
		Total	998	73.7	100.0	
	Missing	System	357	26.3		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Calling BT on phone and talking to receptionist.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	74	2.1	3.5	3.5
		Somewhat Satisfied	170	4.9	8.2	11.7
		Somewhat Dissatisfied	99	2.8	4.7	16.5
		Not at All Satisfied	100	2.9	4.8	21.2
		Have Not Used	1642	47.0	78.8	100.0
		Total	2085	59.7	100.0	
	Missing	System	1405	40.3		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	30	3.1	4.4	4.4
		Somewhat Satisfied	54	5.6	7.9	12.3
		Somewhat Dissatisfied	28	2.9	4.1	16.4
		Not at All Satisfied	31	3.2	4.5	20.9
		Have Not Used	542	56.1	79.1	100.0
	Total	685	70.9	100.0		
Missing	System	281	29.1			
	Total	966	100.0			
F/S	Valid	Very Satisfied	41	3.0	4.1	4.1
		Somewhat Satisfied	55	4.1	5.5	9.5
		Somewhat Dissatisfied	22	1.6	2.2	11.7
		Not at All Satisfied	14	1.0	1.4	13.1
		Have Not Used	874	64.5	86.9	100.0
	Total	1006	74.2	100.0		
Missing	System	349	25.8			
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Social media.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	147	4.2	7.1	7.1
		Somewhat Satisfied	382	10.9	18.4	25.5
		Somewhat Dissatisfied	129	3.7	6.2	31.7
		Not at All Satisfied	71	2.0	3.4	35.1
		Have Not Used	1346	38.6	64.9	100.0
		Total	2075	59.5	100.0	
	Missing	System	1415	40.5		
	Total	3490	100.0			
Graduate student	Valid	Very Satisfied	32	3.3	4.7	4.7
		Somewhat Satisfied	95	9.8	13.8	18.5
		Somewhat Dissatisfied	34	3.5	4.9	23.4
		Not at All Satisfied	19	2.0	2.8	26.2
		Have Not Used	507	52.5	73.8	100.0
	Total	687	71.1	100.0		
Missing	System	279	28.9			
	Total	966	100.0			
F/S	Valid	Very Satisfied	24	1.8	2.4	2.4
		Somewhat Satisfied	84	6.2	8.4	10.8
		Somewhat Dissatisfied	25	1.8	2.5	13.3
		Not at All Satisfied	16	1.2	1.6	14.9
		Have Not Used	853	63.0	85.1	100.0
	Total	1002	73.9	100.0		
Missing	System	353	26.1			
	Total	1355	100.0			

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Friends or word of mouth.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	232	6.6	11.1	11.1
		Somewhat Satisfied	764	21.9	36.7	47.9
		Somewhat Dissatisfied	192	5.5	9.2	57.1
		Not at All Satisfied	73	2.1	3.5	60.6
		Have Not Used	820	23.5	39.4	100.0
		Total	2081	59.6	100.0	
	Missing	System	1409	40.4		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	49	5.1	7.2	7.2
		Somewhat Satisfied	199	20.6	29.1	36.3
		Somewhat Dissatisfied	40	4.1	5.8	42.1
		Not at All Satisfied	21	2.2	3.1	45.2
		Have Not Used	375	38.8	54.8	100.0
		Total	684	70.8	100.0	
	Missing	System	282	29.2		
Total			966	100.0		
F/S	Valid	Very Satisfied	26	1.9	2.6	2.6
		Somewhat Satisfied	149	11.0	14.9	17.5
		Somewhat Dissatisfied	29	2.1	2.9	20.4
		Not at All Satisfied	15	1.1	1.5	21.9
		Have Not Used	781	57.6	78.1	100.0
		Total	1000	73.8	100.0	
	Missing	System	355	26.2		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Face to face at a staffed desk.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	38	1.1	1.8	1.8
		Somewhat Satisfied	115	3.3	5.5	7.3
		Somewhat Dissatisfied	95	2.7	4.6	11.9
		Not at All Satisfied	86	2.5	4.1	16.0
		Have Not Used	1749	50.1	84.0	100.0
		Total	2083	59.7	100.0	
	Missing	System	1407	40.3		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	15	1.6	2.2	2.2
		Somewhat Satisfied	33	3.4	4.8	7.0
		Somewhat Dissatisfied	18	1.9	2.6	9.6
		Not at All Satisfied	21	2.2	3.1	12.7
		Have Not Used	598	61.9	87.3	100.0
		Total	685	70.9	100.0	
	Missing	System	281	29.1		
Total			966	100.0		
F/S	Valid	Very Satisfied	5	.4	.5	.5
		Somewhat Satisfied	28	2.1	2.8	3.3
		Somewhat Dissatisfied	12	.9	1.2	4.5
		Not at All Satisfied	10	.7	1.0	5.5
		Have Not Used	948	70.0	94.5	100.0
		Total	1003	74.0	100.0	
	Missing	System	352	26.0		
Total			1355	100.0		

How satisfied are you currently with the ease of getting information from this source for getting regular route or schedule information: Viewing electronic signage with real-time information about BT service.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Very Satisfied	99	2.8	4.8	4.8
		Somewhat Satisfied	218	6.2	10.5	15.2
		Somewhat Dissatisfied	118	3.4	5.7	20.9
		Not at All Satisfied	100	2.9	4.8	25.7
		Have Not Used	1549	44.4	74.3	100.0
		Total	2084	59.7	100.0	
	Missing	System	1406	40.3		
Total			3490	100.0		
Graduate student	Valid	Very Satisfied	29	3.0	4.3	4.3
		Somewhat Satisfied	58	6.0	8.5	12.8
		Somewhat Dissatisfied	25	2.6	3.7	16.4
		Not at All Satisfied	31	3.2	4.5	21.0
		Have Not Used	539	55.8	79.0	100.0
		Total	682	70.6	100.0	
	Missing	System	284	29.4		
Total			966	100.0		
F/S	Valid	Very Satisfied	21	1.5	2.1	2.1
		Somewhat Satisfied	58	4.3	5.8	7.9
		Somewhat Dissatisfied	19	1.4	1.9	9.8
		Not at All Satisfied	16	1.2	1.6	11.4
		Have Not Used	890	65.7	88.6	100.0
		Total	1004	74.1	100.0	
	Missing	System	351	25.9		
Total			1355	100.0		

Do you have any additional ways you would prefer to get information to and from BT that have not already been mentioned in the survey?

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Yes	280	8.0	12.9	12.9
		No	1885	54.0	87.1	100.0
		Total	2165	62.0	100.0	
	Missing	System	1325	38.0		
	Total			3490	100.0	
Graduate student	Valid	Yes	108	11.2	15.3	15.3
		No	597	61.8	84.7	100.0
		Total	705	73.0	100.0	
	Missing	System	261	27.0		
	Total			966	100.0	
F/S	Valid	Yes	91	6.7	9.2	9.2
		No	903	66.6	90.8	100.0
		Total	994	73.4	100.0	
	Missing	System	361	26.6		
	Total			1355	100.0	

Age Group

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	<=22	1876	53.8	84.4	84.4
		23-25	283	8.1	12.7	97.2
		26-35	49	1.4	2.2	99.4
		36-45	9	.3	.4	99.8
		46-55	2	.1	.1	99.9
		66+	3	.1	.1	100.0
		Total	2222	63.7	100.0	
		Missing System	1268	36.3		
Total			3490	100.0		
Graduate student	Valid	<=22	17	1.8	2.4	2.4
		23-25	236	24.4	32.8	35.2
		26-35	396	41.0	55.1	90.3
		36-45	48	5.0	6.7	96.9
		46-55	13	1.3	1.8	98.7
		56-65	9	.9	1.3	100.0
		Total	719	74.4	100.0	
		Missing System	247	25.6		
Total			966	100.0		
F/S	Valid	<=22	4	.3	.4	.4
		23-25	12	.9	1.2	1.6
		26-35	170	12.5	17.4	19.1
		36-45	241	17.8	24.7	43.8
		46-55	255	18.8	26.2	69.9
		56-65	238	17.6	24.4	94.4
		66+	55	4.1	5.6	100.0
		Total	975	72.0	100.0	
Missing System	380	28.0				
Total			1355	100.0		

What social media platform(s) do you use-Twitter.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	888	25.4	100.0	100.0
	Missing	System	2602	74.6		
	Total		3490	100.0		
Graduate student	Valid	Selected	220	22.8	100.0	100.0
	Missing	System	746	77.2		
	Total		966	100.0		
F/S	Valid	Selected	301	22.2	100.0	100.0
	Missing	System	1054	77.8		
	Total		1355	100.0		

What social media platform(s) do you use-Facebook.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1974	56.6	100.0	100.0
	Missing	System	1516	43.4		
	Total		3490	100.0		
Graduate student	Valid	Selected	616	63.8	100.0	100.0
	Missing	System	350	36.2		
	Total		966	100.0		
F/S	Valid	Selected	670	49.4	100.0	100.0
	Missing	System	685	50.6		
	Total		1355	100.0		

What social media platform(s) do you use-Instagram.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1288	36.9	100.0	100.0
	Missing	System	2202	63.1		
	Total		3490	100.0		
Graduate student	Valid	Selected	207	21.4	100.0	100.0
	Missing	System	759	78.6		
	Total		966	100.0		
F/S	Valid	Selected	166	12.3	100.0	100.0
	Missing	System	1189	87.7		
	Total		1355	100.0		

What social media platform(s) do you use-SnapChat.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	1574	45.1	100.0	100.0
	Missing	System	1916	54.9		
	Total		3490	100.0		
Graduate student	Valid	Selected	167	17.3	100.0	100.0
	Missing	System	799	82.7		
	Total		966	100.0		
F/S	Valid	Selected	81	6.0	100.0	100.0
	Missing	System	1274	94.0		
	Total		1355	100.0		

What social media platform(s) do you use-Other.

Are you a(n)...			Frequency	Percent	Valid Percent	Cumulative Percent
Undergraduate student	Valid	Selected	108	3.1	100.0	100.0
	Missing	System	3382	96.9		
	Total		3490	100.0		
Graduate student	Valid	Selected	58	6.0	100.0	100.0
	Missing	System	908	94.0		
	Total		966	100.0		
F/S	Valid	Selected	99	7.3	100.0	100.0
	Missing	System	1256	92.7		
	Total		1355	100.0		

Appendix E

Responses to Open-ended Survey Items

Q3_5. What other factors influence you to ride BT?

<u>Respondent#</u>	<u>Response</u>
10026	Desire to use public transit.
10047	It's the only way available for me to get to work.
10187	Cost of parking.
10304	Convenience.
10308	No car.
10332	Distance I need to go.
10419	Service level.
10548	Things to take to campus.
10679	No parking pass at VT.
10714	Car availability.
10822	Only have one car to share between 2 people.
10919	Accuracy of app.
10971	No factors, I ride no matter what.
11039	Reducing carbon footprint; no car.
11041	Locations of pickup and destination.
11232	Save gas.
11362	How lazy I feel versus how cheap I feel (to not pay for a daily parking pass).
11411	Schedule. Not usable from CRC during alternate schedule.
11433	Commuter situation, needed BT to get around campus.
11487	Convenience of BT and professionalism.
11495	Share car with spouse.
12184	When my husband and I have a conflicting schedule.
12320	Disability.
12347	If I have little time, I don't ride BT.
12388	Saves me money.
12497	Walking to school from where I live is dangerous because much of the route lacks a sidewalk.
12499	I will not take BT if I have an appointment or errand during the day off campus.
12518	Convenience.
12674	Riding with roommate vs. taking bus.
12686	Available route to get me to and from my destination.
12824	Convenient.
12871	My car functioning.
12974	Like to use bike rack so I can ride home after work.
13099	Destination.
13196	Ease of use, zero cost.
13197	Costs of owning a second car.
13433	Saving money on gas.
13541	Alcohol consumption.
13604	No car.
13664	Campus meetings.
13747	Exercise.
13793	No parking pass.
13828	Whether my car needs maintenance.
13832	On which side of campus end day.
13837	Spouse has taken the car.
13847	No car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
13928	Alcohol.
14071	Personal car availability.
14121	Save gas going to the gym.
14175	I have no vehicle.
14301	Convenience, fewer miles on my car, trying to do my part to slow down global warming.
14383	I share a car with my husband.
14460	Vehicle availability.
14592	Reducing use of car.
14774	Ability to meet pickup schedule.
14803	Family only has a single car, so want to leave it for my wife and kids. Also, gas savings.
14827	Carpool availability.
14845	Non-regular schedule doesn't work for me.
14847	Cost, being environmentally conscious.
15069	No car.
15079	Special campus events.
15213	Convenience of bus stop locations.
15261	Economy.
15324	I don't have a car in Blacksburg.
15423	Lack of car availability.
15438	I do not have a car.
15447	Going across campus for meetings or class from Wallace Hall.
15494	Don't drive.
16012	Irregular events around town and spouse schedule.
16423	Environmental concerns.
16468	Convenience; Bus picks up right by my home and drops off right by my building (Torgersen).
16485	Availability of car shared with wife.
16840	No driver's license.
16918	No car ride 5 days a week to work and home.
16925	Personal reasons.
16990	Distance of the location I am traveling to.
17134	If I do not have a car.
17237	Schedule of events on campus.
17251	No car.
17287	No car.
17357	Do not use.
17404	Convenience and being environmental friendly.
17427	No car.
100025	Only way of commute other than walking.
100039	I don't have a car.
100070	Easy to access and included in tuition/fees.
100148	Need to get to grocery store.
100153	Math Emporium, classes, shopping needs.
100157	Don't own a car.
100237	Price.
100247	Get to class on time.
100284	I don't have a car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
100309	I don't want to pay for parking pass.
100423	Distance from campus/home.
100435	I do not own a car.
100539	No car on campus.
100591	Do not have car.
100613	Location.
100679	Math Emporium.
100714	Not having a car to go to U-mall.
100731	I don't have a parking pass (due to cost, and the well known problem with not enough parking) and other than walking, it is my only method of transportation to campus during business hours.
100774	Alcohol consumption.
100782	Don't have access to a car.
100824	No other means of transport.
100844	The fact that I pay for it with my tuition and parking on campus is like a circle from Dante's inferno with an admission charge.
100849	Part of my schedule - I take the MSS every Tue/Thur.
100862	Lack of other transport.
100882	I don't have a car and rely on BT.
100943	Location.
100982	If it's close to when the bus should come near my class.
100988	Routes.
101019	Environmentally friendly.
101028	More environmentally friendly.
101052	Math Emporium/Kroger.
101062	Class.
101083	Going places off campus.
101106	I don't have car.
101109	Classes.
101148	I don't own a car.
101177	Convenience.
101184	Distance.
101227	No car.
101241	Don't have a car.
101260	No car.
101263	I ride every day regardless.
101289	No car.
101346	Transportation.
101376	No car.
101437	I don't have a car.
101466	No car.
101495	No car.
101545	Mass transit lowers environmental impacts, I don't have a car.
101556	Don't have a car.
101579	Health (riding the bus forces me to walk more than I would). Reduce pollution.
101588	Distance between desired location and current location.
101593	I have to take the bus I do not have a car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
101606	I don't want to buy a parking pass.
101608	Math Emporium.
101611	I take the Hokie express around campus. Distance of classrooms affects my use of the transit.
101615	No car.
101639	I don't have a car.
101707	No other source of transportation.
101722	The driver.
101802	I do not own a car.
101810	Need to get somewhere not within walking distance.
101815	Cost of gas/parking.
101816	No car.
101881	Math Emporium.
101917	Lack of other options.
101919	Already pay for the bus service through our fees.
101959	No car available.
102053	Class.
102070	Don't have a car.
102098	Math Emporium.
102099	Money (affordable transportation!).
102139	No car on campus.
102140	Location on campus that I need to go to.
102153	No vehicle.
102190	Drop off location is closer to my class than any parking lot.
102208	Don't have car.
102213	Don't have a car.
102241	I don't want to buy a parking pass.
102275	Don't have a car.
102292	If I need to get to the Emporium or store.
102295	Only mode of transportation available.
102353	Cannot afford a car.
102397	I don't have a vehicle.
102406	Location of classes.
102471	Math Emporium.
102610	I only ride the bus when I'm coming from or going to my boyfriend's apartment.
102658	No Car.
102667	Don't have a car.
102693	I have no car.
102837	Don't have a car.
102869	Only transportation.
102874	Whether or not I need to go off campus.
103009	I don't want to buy a car or bike!
103035	Its cheap. And so damn convenient!
103071	Emporium classes-no car.
103107	Only method of transportation besides walking.
103143	Only source of transportation.
103186	Already have to pay for it in fees.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
103292	Saving money and the environment.
103293	Don't have a car on campus.
103349	No personal transportation.
103426	Other people who are available to drive me.
103427	Am a current BT operator.
103451	Classes.
103453	No Car.
103543	Don't want to pay for parking pass.
103696	Only form of transportation available to me.
103796	More convenient and time efficient than walking a mile to class.
103828	Don't have a parking pass.
103836	Don't have a car.
103863	Depends on whether I carpool or not.
104027	Destination on campus.
104050	No parking permit.
104090	Only way to campus.
104101	Bt4u arrival time.
104171	Commuting.
104216	No car on campus.
104237	More convenient drop off location on bus than parking in a lot on campus.
104254	It's a part of our tuition.
104275	Drop-off location closer to class than closest parking.
104288	I live off campus and don't have a car.
104319	No car, live far from class buildings.
104321	Parking is so expensive at Tech that I have to rely on the bus.
104328	Too far to walk.
104343	Emporium, Kroger.
104405	Easiest way to get to campus from my apartment; use to go to stores as well.
104413	No car.
104424	I have no car.
104450	Whether or not the sidewalks are clear. This is related to weather, but with the recent snow, the sidewalks I use to get home aren't always clear of snow/ice a few days after the weather event. Another factor is whether or not I feel like walking home at the end of the day and whether the time I want to leave campus is close enough to a time when a bus would leave. If I'm close to a bus time, I'll take the bus. But if it's more than 20 minutes until the next bus, I'll just walk because that's about how long it takes to walk anyway and I'd rather not waste time waiting for a bus.
104489	No Parking Pass.
104516	Work schedule.
104598	Math Emporium.
104632	Cost of gas when driving; how much I have to carry.
104649	Classes at the Emporium.
104667	Distance of classes.
104708	If I need to go off campus.
104712	No car and it's environmentally friendly.
104730	Can work/read/relax while on bus.
104749	Location on campus I'm trying to get to.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
104766	Distance.
104770	Distance.
104801	I don't have any other transportation.
104855	Lack of car.
104882	Shopping.
104938	No car.
104970	Don't have a car.
104998	No car.
105058	Price of parking passes.
105122	Convenient.
105123	Don't have a car.
105224	Have no car.
105355	Convenience.
105394	I don't have a parking pass.
105457	No car.
105477	Lack of car.
105493	Parking pass price.
105553	No vehicle.
105748	Crowded.
105774	Necessity -- I don't have a car.
105864	Don't have a parking pass; pass too expensive.
105889	No car.
106024	Have to since I don't have a car.
106034	No other method of transportation besides a bike.
106076	Don't have a car or parking pass.
106117	Getting to Math Emporium.
106163	To class... Hokie Express.
106174	To get to the Math Emporium and grocery store.
106212	Convenience.
106231	Parking passes are too expensive.
106234	Not having a car.
106262	No other option.
106332	No other form of transportation.
106335	Math Emporium.
106352	Feel like it.
106397	Don't have a car.
106433	Convenience.
106478	Whether I feel like biking.
106584	Money.
106654	I do not own a car.
106670	No car.
106720	No car.
106748	I get to read or work on the bus.
106764	I have a job.
106847	I don't have car.
106924	I don't have a car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
106926	Distance.
106945	Lack of a car.
106971	I live off campus and have to travel to campus.
106984	Personal energy level (my only other option is bicycle).
107051	The bus will put me closer to my classes on certain days.
107204	Whether or not and when I have work after classes.
107228	Laziness.
107273	Parking passes on VT campus cost money, but BT ridership is included in the tuition fees.
107274	I don't have a car.
107333	I'm forced to pay for it.
107348	Intoxication.
107369	No car.
107460	Environmental concerns.
107477	I do not have a parking pass for VT.
107523	I live on Oak Lane and the school makes me pay to park at my own house so I take the bus.
107588	Our family only has 1 car.
107594	Emporium.
107595	Class.
107614	We pay a bus fee.
107640	No Car.
107646	Distance between classes.
107679	Only means of transportation.
107741	Parking permit cost.
107759	Destination.
107837	We have only one car shared between me and my husband.
107842	Availability.
107924	Money.
107948	No car.
107960	I do not have a car.
108008	No car.
108057	Visiting off campus.
108087	Price of parking permit.
108100	Not having a car.
108130	Oak Lane.
108139	I like being green and riding the bus helps me to do that.
108150	Kroger for food.
108182	As a student I already pay for it, so I might as well use it.
108222	No car.
108232	Convenience.
108264	Lack of vehicle, convenience.
108345	Cost.
108392	No car.
108400	Only transportation.
108445	Living off campus in general.
108460	Distance from campus.
108475	Only option.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
108495	Math Emporium and Apartments.
108526	Go to Kroger.
108540	Money.
108551	Money.
108576	No car.
108627	No car to get to get to off-campus locations.
108629	It's the only way for me to go from a place to another.
108657	No other transport.
108670	I don't have car. So if I want to go anywhere in Blacksburg or to Christiansburg I ride BT buses.
108692	Live in Foxridge, don't have a car.
108714	Getting to tennis practice.
108736	Walking Distance.
108775	No car.
108779	Math Emporium.
108818	Going downtown.
108831	Don't want to buy parking pass.
108882	I have to go to the Math Emporium and I'm not going to walk there.
108886	Distance to destination.
108888	No car.
108902	Classes at the Math Emporium.
108935	Inability to drive.
109028	No car.
109061	Gas and a parking pass cost more.
109071	I have no car and live miles from campus.
109083	No car.
109084	Don't have a car.
109094	No Personal Car.
109109	I drive the bus.
109121	Emporium location.
109192	Class at the Emporium.
109232	Weekends.
109269	I live in oak lane and don't own a car.
109363	I don't have a car.
109374	Schedule: I mostly ride BT on my weekends, to the mall etc. when I have down time.
109400	I do not have access to a car.
109492	No car.
109544	No car, do not wish to walk.
109582	Route.
109629	Distance.
109746	Work.
109851	I don't have a car.
109852	Don't have a car.
109868	Math Emporium, distance.
109875	No car.
109888	Emporium Class.
109944	Gotta get to the Emporium.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
109973	Distance.
109974	Don't own a car.
109988	No other alternative.
110003	It's the easiest way to get to the Math Emporium.
110033	Class.
110037	Class.
110091	Not paying for parking!
110104	I don't have a car and live off campus.
110107	No other options.
110111	I pay for it.
110130	Don't have car.
110207	Location - if I need to run to a different side of campus I am more inclined to take the bus than to walk.
110212	I already pay for it, may as well use it.
110236	No car.
110345	Distance (too far to walk), trip type (grocery shopping), mode availability (no car).
110360	Classes are far away.
110430	No working vehicle.
110468	It is sometimes more efficient than walking.
110522	Distance.
110534	No car.
110543	Cheaper than Parking Pass.
110583	Convenience.
110631	Only form of transportation available.
110726	Groceries.
110732	I don't have a car.
110757	I don't have a car.
110778	No car.
110809	Only accessible transportation.
110813	No other way of transportation.
110842	Math Emporium.
110847	My bike chain is rusty; when I fix it I will bike more often.
110865	No car on campus.
110882	No car.
110887	Schedule of the person I share my carpool pass with.
110940	Don't.
111102	I don't have a car.
111184	Off campus club meetings.
111318	No other source of transit.
111330	Didn't buy a parking pass.
111389	My bike is broken or I'm not feeling well.
111430	Later at night it is safer to ride a bus to go to a location or closer to the desired location; going to Christiansburg is possible (I do not have a vehicle).
111483	No car.
111536	Do not have a car.
111586	Only transportation available.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
111587	I don't have a car.
111596	I don't have a parking pass, I always use the bus.
111601	Expensive parking pass.
111615	I don't have a car.
111633	Convenience and because it's more eco-friendly.
111709	Parking passes are expensive.
111743	No car.
111790	Going to the Math Emporium.
111799	Math Emporium.
111840	Math Emporium.
111859	Living.
111922	Commuter for work.
111978	If I miss it, if it's full, if I really need to be on time.
112003	How lazy I feel about walking across campus.
112206	I live off campus.
112355	Parking pass price.
112369	Distances from Destination.
112388	Don't own a car.
112397	No Parking Pass.
112423	I work for BT as an OP.1.
112457	I don't have a vehicle, BT is very convenient.
112480	Don't have a car.
112492	Cost for permit.
112517	Location from school.
112529	I live kind of far to walk to campus.
112578	Lack of own transportation.
112652	Save on gas.
112712	Parking pass is expensive.
112790	I have no car.
112827	No car.
112880	Math Emporium.
113053	Destination.
113056	Save gas and parking money.
113068	I don't have a car.
113088	No car.
113113	I do not have a car.
113132	The price to get a parking pass where you are even guaranteed a spot is ridiculous.
113133	Cost of a parking pass for VT is too expensive.
113163	Math Emporium.
113192	Don't have a personal vehicle.
113224	I ride it all the time, unless I have enough time to walk.
113273	I just have to get to a place which is far away.
113279	Cost savings.
113296	I don't own a car.
113302	No car and free for me.
113314	Don't have a car and like to help the environment.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
113344	Greek life or traveling off campus.
113361	No car.
113462	My husband and I share one parking pass for VT so we switch off who has to ride the bus sometimes.
113467	Money.
113468	If I have to go to the Math Emporium.
113531	Don't have a car.
113547	Too cold/far to walk sometimes.
113557	If I need groceries.
113592	It is close to home so it is better than taking a car to campus.
113636	I don't have a car.
113659	Can't drive.
113669	Easiest mode of transport from Foxridge.
113693	Distance.
113748	Class @ the Math Emporium.
113756	Gas money.
113762	I have no car and I really do not want to walk to Kroger and back.
113806	Distance (Math Emporium and Oak Lane).
113827	Convenience, shared carpool pass.
113837	I don't have a car.
113843	Built into tuition costs.
113874	I haven't any car.
113969	Necessity.
114003	Which side of campus my class is on.
114012	Live off campus without a car.
114015	No university parking pass.
114047	Distance to campus.
114058	No car.
114080	Math Emporium.
114085	Don't have parking pass because parking sucks.
114086	No car.
114095	This is my only option!
114107	Save gas.
114129	I don't have another form of transportation.
114132	Expense of parking pass and lack of parking spaces on campus.
114171	I don't have a car here.
114234	The need to carry many/heavy items.
114246	Too long to walk otherwise.
114278	Distance.
114310	Cost.
114311	Don't want to pay for a parking pass.
114325	Math Emporium and lack of car.
114327	Distance from home to campus.
114337	Math Emporium class.
114343	I paid for it.
114405	Don't have a car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
114436	No car.
114446	Parking pass costs.
114473	Only means of transportation.
114474	I don't have a car.
114512	How far I have to walk across campus; I would rather take the BT if I would rather not walk that far.
114530	Cost (parking pass).
114702	If someone is willing to give me a ride.
114725	Location of destination.
114749	Money. Also don't own a car.
114769	Math Emporium.
114785	Commuter passes are expensive.
114789	Can't drive.
114797	Distance.
114858	Car available.
114869	Where I am going/coming from.
114884	Location I need to get to.
114956	Lack of car.
115017	Class at the Math Emporium.
115062	Class.
115099	Don't Have a car.
115125	Don't have a car.
115178	Don't want to drive to Roanoke and back to campus.
115235	Math Emporium.
115267	Location of Class.
115349	I live off campus and don't have a car.
115358	I don t have a car.
115387	No vehicle.
115393	Don't have a car.
115442	Don't have a car.
115449	Class.
115461	Don't have a car.
115470	I need it to exist.
115477	Faster than walking.
115543	Distance.
115562	Consumption of alcohol.
115565	I don't have a car here.
115596	If the bus is full.
115654	I don't have a car; even if I did I would take the bus.
115676	My husband's work schedule and whether he has the car.
115697	Parking pass is too expensive.
115719	The day since on the weekends it only comes once every hour.
115730	I don't have a parking pass for campus. The bus is how I get to class.
115778	Everything is far away.
115822	Do not have a car of my own.
115866	Price of parking pass.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
115891	No car.
115920	Getting to classes or places off campus. I don't have a car.
115922	Distance.
115967	Convenience.
116027	Parking permit is expensive.
116054	Distance.
116061	I don't have a car.
116067	I don't have a car.
116076	Being eco friendly.
116090	Only park on campus after five.
116093	No car.
116109	Class.
116117	Do not have a car.
116123	Lack of other transportation.
116133	I do not ride the bus. I live walking distance to campus.
116141	I live off campus with no car.
116150	Class.
116194	Parking pass price/they sell too many of them.
116223	Don't own a car.
116246	I don't have a car.
116249	No car.
116251	No other transportation.
116259	No car.
116265	No car.
116356	Parking passes are too expensive.
116404	I do not have a car and BT is convenient.
116440	Math Emporium.
116476	Don't have a car.
116502	No car.
116513	Convenience.
116521	I don't have a car.
116625	I hate other college age drivers--too unpredictable.
116643	Ride to the Emporium.
116648	I use it to access distant campus facilities and the University Mall area. As a freshmen/sophomore, Math Emporium Classes were the primary factor.
116868	This is my only way of transportation.
116876	I do not own a car.
116959	Gym.
116969	My destination. If I go to class I take the bus, but I drive to the gym because the bus does not go near there.
116974	No personal vehicle and I live off-campus.
116993	I have to take the bus to the Math Emporium.
117094	I don't have a car.
117111	If I need to go somewhere.
117132	Distance.
117136	Don't have a car with me at school.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
117137	Convenience.
117146	No car.
117170	Not enough money for a parking pass.
117186	I do not have a car on campus, and sometimes I need to run errands.
117256	No car.
117324	Don't have a car.
117326	Convenient.
117341	I don't have a car.
117344	Math Emporium.
117347	Car breaks down.
117394	No car.
117470	Convenience.
117493	I live off-campus without a car.
117504	I have no car!
117615	Distance.
117618	Faster than walking.
117630	Don't have a car.
117712	I don't have car.
117716	I don't have a car.
117753	Location of where I live.
117812	I don't have a car.
117832	No car.
117883	Necessity.
117895	Class times.
117897	Not having a car.
117900	Cost.
117919	Math Emporium.
118008	Visiting friends off campus/do not own personal car.
118020	Self loathing.
118099	Math Emporium.
118118	When I don't have access to a car.
118187	Emporium.
118230	Live off campus with no car.
118241	I don't have a car.
118243	Don't have a car, and live far from campus.
118244	Saving the environment.
118274	Math Emporium.
118285	Don't have car.
118326	To get places.
118358	I don't have a car.
118372	I don't have a car.
118406	Too far from campus to walk.
118410	I do not own a car.
118480	I don't have a way to get to campus because I don't own a car.
118492	I don't like driving much, and riding the bus makes me plan ahead of time for my day.
118508	Location.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
118514	Don't have a car.
118546	Parking pass to expensive.
118577	Save gas.
118611	All of the above.
118660	I have no other way of transportation.
118665	I don't have a car.
118708	Distance.
118801	Where I am going.
118816	I don't have a car on campus.
118872	Emporium.
118905	Car availability.
118920	No car.
118928	Distance from the bus stop to my class.
118932	No other ride for transportation.
118958	Class schedule.
118988	Distance.
119067	No car.
119125	No personal vehicle.
119144	Day of the week- don't ride on weekends.
119166	Distance.
119195	Distance.
119271	No car.
119307	I have no other options if I want to get around campus/around Blacksburg.
119332	Math Emporium Test.
119367	Don't have a car.
119397	Location.
119439	No car.
119472	Whether I have class.
119498	Convenience.
119509	How far away my destination is.
119527	Distance; Convenience; Crew not fit in the Small Car.
119545	Price of the VT commuter parking pass.
119564	Off campus class.
119617	Environment.
119623	I don't have a car.
119651	Not wanting to walk long distance to class.
119704	Emporium.
119717	No other means of transport.
119728	Whether my roommates can give me a ride.
119759	Tuition.
119842	Carpool availability with roommates.
119850	Only mode of transportation for me.
119857	I don't have a car.
119877	Cost.
119884	I don't have a parking pass.
119914	Cost of a parking pass.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
119917	No car.
119944	I don't have a car.
119957	No car.
119959	I don't have a car.
119968	No car.
119995	No car.
120012	Proximity to bus stop.
120021	No vehicle.
120029	Vehicle ownership.
120082	Gas money.
120107	Don't want to pay for parking pass.
120159	Save on fossil fuel emissions.
120194	Affordability.
120211	I use the bus every day that I have class.
120232	Less frequency from CRC.
120233	Riding a bike feels dangerous with cars speeding too close by sometimes.
120250	Roommate.
120260	Grocery shopping.
120266	Because I don't drive currently.
120270	Don't have any other form of transport.
120307	No other means of transport.
120329	The routes.
120360	Need transportation.
120389	No parking permit.
120394	Live off campus.
120403	Unavailability of a car.
120427	Ride given from others.
120475	It's just easier to ride the bus.
120531	No car, off-campus student.
120589	Do not have a car.
120648	No car.
120699	Only way of transportation.
120796	It's free for students. Cheaper than parking pass.
120799	I ride the BT regardless of weather, etc, as it is my only way to get on campus.
120812	Math Emporium.
120841	Don't want to pay a ridiculous amount for a parking pass with limited parking options.
120868	I don't have my car.
120880	Math Emporium.
120892	I do not have car.
120901	I do not have a car.
121111	Cost, environment, and lack of enough coordination to bike.
121208	Parking is too expensive.
121214	Don't have a car.
121232	Money...it's already paid for in our tuition!
121245	No car.
121274	I don't have a car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
121278	Math Emporium.
121294	Don't have a car.
121313	How lazy I am.
121354	No car.
121358	Don't have a car.
121373	No parking pass.
121412	Classes.
121413	Drinking.
121469	Math Emporium.
121481	No car.
121494	Lack of personal transportation.
121506	No car and Distance.
121511	The BT4U app in phone is tough to use.
121557	I don't own a car.
121568	If it is a time when busses are likely to be full.
121720	No car.
121747	Whether or not I need to go off campus.
121763	No personal transport.
121787	Nothing. I always ride it.
121800	I don't have a car.
121845	Its free.
121847	Proximity of bus stops to class.
121874	No money for parking.
121882	No car.
121889	I do not have a car at school.
121919	Don't have a car.
121937	More convenient, allows me to clear my thoughts.
121952	Convenience.
121974	Sustainability.
122019	No other means of transportation.
122140	If I'll need my car later in the day or not.
122191	I don't have a car.
122218	No car.
122244	Only mode of transport except walking.
122293	Math Emporium class.
122298	The cost of parking on campus.
122324	Fatigue.
122335	When I have no need to drive to class i.e. when I wake up in time to take the bus.
122338	Class, Campus activities.
122420	Distance of Travel.
122543	Ability to read, socialize, etc. while commuting.
122547	Only transportation option.
122548	Don't have my car here.
122598	Commuter parking permits are expensive and the bus is convenient and paid in my tuition.
122599	I don't have a car; so it's kind of mandatory for me to ride the bus when it is 10 at night and I have to go to the Math Emporium.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
122618	Expense (of gas).
122628	Because I pay Transportation Services Fee each semester. Also I don't have a car.
122650	I do not have a car.
122683	Cost for parking pass.
122711	Don't have a car.
122714	Parking pass too expensive.
122767	Only transportation I have at school.
122827	Bus timing among 2 buses.
122854	The only choice to reach campus.
122856	No car.
122864	I don't have a car yet; BT is my only option.
122929	It's free.
122994	Distance.
123066	Environmental.
123086	Convenience.
123166	No car.
123183	Christiansburg Transport.
123198	Convenient.
123264	Wealth.
123265	No transportation of my own, taxis are very expensive.
123273	I don't have a vehicle of my own.
123347	Have a car but parking pass is too expensive and there's no parking on campus.
123353	Only source of transport.
123356	Destination.
123396	I don't have a car.
123400	No vehicle and ease of transport in BT.
123426	Whether I need to go to the Emporium or Kroger.
123428	Only mode of transportation.
123433	Math Emporium.
123441	Unreasonably high prices for a parking pass.
123456	Don't have a car.
123477	I don't have a vehicle.
123504	Class.
123591	No vehicle.
123622	No car.
123628	Distance.
123706	Drops off right in front of my class.
123744	Convenience.
123778	Lack of car.
123890	Price of parking passes.
123892	No car.
123902	To get to campus (no parking pass).
123944	No vehicle.
123952	No car.
123957	I don't own a car. And for convenience, parking is terrible as well.
123971	No car.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
123994	Location.
123996	I don't have any other transportation.
124006	Don't have a car.
124044	Don't have a car.
124059	Do not have any other means of travel.
124068	Class location.
124156	No Car.
124192	No car.
124255	I live off campus.
124268	Didn't bring car.
124309	Shared car availability.
124330	No car.
124465	Distance.
124471	Cost of Gas.
124592	No car.
124641	Distance to destination.
124660	Cheaper than buying a parking pass.
124667	Math Emporium class.
124720	Parking passes are expensive.
124751	No car.
124776	Distance/convenience.
124810	Whether I need groceries.
124848	No car, living off campus.
125011	No transportation.
125022	No personal vehicle.
125040	Parking passes are expensive and I'm already paying for the bus pass.
125056	Cost of parking permit.
125175	Math Emporium.
125206	Cars cost money.
125224	Don't want to use my gas.
125238	No personal car.
125266	I don't have a car and I live off campus.
125284	I always use it when I have to go on campus because parking is too stressful.
125290	No car.
125298	Don't have a car.
125305	Doesn't own a car.
125310	Live off campus, no car.
125312	No parking pass.
125314	I need to get to class.
125319	No car.
125328	I live off campus and don't have a car of my own.
125357	No car.
125382	I live far from the campus.
125401	Lack of car.
125403	No personal transport.
125418	Faster than walking.

Q3_5. Continued.

<u>Respondent#</u>	<u>Response</u>
125424	No car.
125484	It's my only way to get places (no car).
125505	Math Emporium class.
125511	My only option.
125525	Math Emporium.
125556	No car.
125564	Reducing carbon footprint.
125565	Cost.
125576	Lack of alternative transportation option.
125629	I prefer it.
125641	I may prefer walking to school if it's not cold.
125693	Its convenient and free.
125703	Convenience.
125711	Take it to get to campus.
125725	Location of bus stops in relation to where I am or need to be.
125748	Math Emporium.
125755	Access to personal vehicle.
125768	Whether I have my bike.
125819	Only mode of transportation.
125888	Money.
125944	Walking distance.
125963	Location (distance from campus).
126140	No car.
126223	Don't have person vehicle to commute.
126283	Don't have my car.
126293	Don't want to purchase a parking pass.
126311	No car.
126333	I don't have a car.
126467	I don't want to walk.
126737	I don't have a car.
126877	Walking distance vs. not walking.
126880	No car.
126904	Convenience.
126927	No car.
126940	I don't have a car.

Q6 Are there any other reasons you take BT during the evening or on weekends?

<u>Respondent#</u>	<u>Response</u>
10104	Go to and from the Smartway Bus to and from Roanoke.
10212	Working late very often and in the weekends when I need to do it.
10304	To get across town to a friend's house. Also I am often on campus till midnight and prefer to ride home rather than walk.
10308	Too few buses run, and it is hard to plan so I don't take it.
11041	Trips to from lab, to wherever.
11073	Games.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
11362	Yes, because during August move-in week for new students, there is almost no parking on campus.
11470	Downtown events.
11753	Go home.
12044	I work M-F 8am - 5pm.
12172	Shopping.
13099	Football games.
13140	For working on-campus.
13155	To pick up a vehicle that has been repaired/stored in Christiansburg (I need the Two Town Trolley for that).
13196	It's tough to find parking in town.
13398	If it's late and I don't feel like walking back to my house.
14188	Can't take it as it doesn't run nights or weekends on my route!
14434	I don't really take BT during the evening or on weekends.
14470	When I want to be surrounded by drunken underage college kids.
15048	Only on the rare occasion when working past 5 pm.
15447	I would use the shuttle or BT if it came near my home.
15467	Family of 4 with one vehicle.
15966	Football games.
16341	Campus meetings and social outings.
16576	I live in Roanoke so I don't use BT on nights and weekends.
16913	Parking and if I will be drinking.
16918	Shopping trips.
17333	To pick up car from maintenance.
17404	Enjoy outdoor activities.
17427	To get around.
17455	Work in the evening on campus.
17471	Work.
100070	Occasionally during football season on game day.
100148	That's when I have free time.
100192	Go to campus.
100198	Ride is safe and better than going there by a car.
100208	There's no visitor parking at other apartments.
100217	I don't have a car.
100220	Campus meetings.
100279	Work.
100383	Football and Basketball games.
100414	To get to/from downtown in the evening.
100423	Occasionally to go to parties.
100476	To come to campus.
100586	To get to dining halls.
100705	Go to campus-for using Library, Computer Lab.
100862	Shopping.
101008	To go to/from the cage.
101038	Movies.
101044	Parking.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
101054	To get to the Smartway.
101083	Store.
101116	Fooooood.
101300	Football games, going home after a long day.
101357	Events at VT.
101412	Getting to/from downtown (when don't have a Designated Driver).
101606	Do not want to drive home after drinking.
101631	During exams at nights.
101680	To go to campus, specifically to the gym, library, or dining halls. As well as go down town or to friend's places.
101722	Hang out with the driver.
101751	To get to and from downtown.
101842	Football Games.
101862	Math Emporium.
101934	Go to bars.
101986	To go to campus, areas with little parking.
102143	Learning in the library late.
102153	Coming back from library, downtown, class, studying, gym.
102226	To get around campus.
102231	Football games.
102278	Work.
102314	Football games (rarely).
102338	Going to the Friday prayer at Al-Ihsan Mosque on North Main St.
102406	To go drinking downtown.
102422	To travel to the Math Emporium.
102496	No Car.
102528	Math Emporium.
102658	Too far to walk and need a way to get to where I want to be.
102800	To go downtown.
102810	Classes.
102820	Go home.
102957	Going to parties.
103009	I'm too drunk and need a ride back home. I don't want to pay for Uber or taxi so I take the bus.
103012	Parties.
103064	Math Emporium.
103095	It's a long walk sometimes.
103113	Downtown Barhopping. To not need a DD.
103171	Work on campus.
103203	Late Classes.
103285	On weekends, I take the bus if I've been drinking.
103292	Only weekdays for class.
103349	To get home from the research lab I work at.
103453	Library studying/group work.
103615	Get home from those places!!! Most important need a safe way home!
103617	Study.
103662	To go downtown without having to drive -- it's safer.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
103760	Club activities.
103812	Visiting friends on campus.
103861	To work in my lab.
103863	I might work late on campus, and the bus is the best option for getting home.
103887	Parking, job.
104090	Going to campus.
104132	Going to parties.
104218	If it is dark or cold after my undergrad research at the vet med building.
104275	Food on campus.
104343	Go to my friend's apartment.
104371	Math Emporium, groceries.
104641	I don't take it on evenings or weekends.
104646	Get to parties.
104667	Grocery shopping and going to the movies.
104767	Gym.
104796	Get to different sides of campus.
104841	To go to Campus.
104855	Social stuff.
105127	Don't take BT on weekend because the bus schedule and stops seem irregular.
105149	I require the BT to move around from place to place for academic meetings and program schedules.
105195	To head to Church.
105249	Math Emporium.
105251	Getting back to dorms late.
105252	Going to campus.
105281	Gym Maybe. Definitely football games.
105301	To go to Christiansburg or South Main street.
105368	Its more convenient than finding parking and highly reliable.
105404	If I'm drunk and can't drive.
105493	Football games.
105666	Only option.
105733	On weekends we go out drinking, the bus gets us home safely.
105756	Coming back from Library during inclement weather.
105757	Chapter meetings.
105853	To get back to my apartment from evening classes.
105899	Religious organization.
106024	To visit other people's apartments.
106031	Late Night.
106033	Classes are in the mornings.
106172	To leave campus to go back to Oak Lane.
106234	To get messed up.
106248	When I won't be sober.
106316	When I don't have my car at night.
106389	Going to church.
106395	Go to class.
106433	Bars.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
106478	Late night class work.
106497	Attending sporting events.
106506	If I don't feel like driving to campus, but for food primarily.
106565	Downtown Scene.
106720	Architecture Studio.
106748	It gets dark outside, and I prefer taking the bus instead of walking home from campus.
106758	Parties.
106764	To go to friend's houses and work.
106846	Errands.
106872	Partying.
106888	Work, but PHD does not run after 6:30.
106924	Par-tay.
106932	Studying late, meetings.
107113	I often work late in my lab and take the bus back to my apartment in Hethwood. I also have class in the CRC, which ends late, and I sometimes take the bus for that.
107124	Gym work.
107254	For the Math Emporium.
107333	To go to bars.
107348	Drinking.
107359	It is a great alternative to getting a taxi/Uber home from bars/restaurants.
107388	To and from bar.
107419	To save gas.
107581	If I've been drinking.
107588	Evening classes, work, church events, community events, errands.
107606	Ease; no need to worry about parking; no need to worry about car if drinking.
107640	To go to the library, go to my appointments.
107727	I'm 21. So it's convenient having a ride home without having to think about driving, Uber, etc.
107842	Evenings for work, weekends for parties.
107924	Going downtown.
107945	Going to hang out with friends.
107999	Math Emporium.
108130	To get to Oak Lane.
108249	Brings me closer to Main Street.
108256	No car.
108407	Getting to or from campus.
108540	Sports.
108724	Going to events on campus and to the gym.
108736	Faster than walking to and from campus.
109006	I'm drunk.
109013	Visiting friends.
109028	Only mode of transportation that takes me to work, but because the HXP stops in the middle of the day I almost always walk from Oak Lane to Squires.
109031	To friends' house.
109094	Graduate Studies, Grocery shopping.
109109	I work for BT.
109460	Gym Practice.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
109497	Night classes.
109601	Church.
109746	Work.
109751	Football games.
109761	If my car is snowed in.
109773	If I hadn't driven that day and I need to get home, if I had been drinking.
109796	The corps of cadet freshmen use the BT to get off campus for a while to play laser tag etc.
109841	Club meetings, church on Sundays.
109851	Travel to friends houses; go home after dinner on campus.
109882	Clubs.
110095	Sporting events.
110104	I take the bus to go grocery shopping on weekends and to visit friends. I also like to go early in the mornings to coffee shops, but weekends makes that harder since the busses run later in the day.
110140	If parking traffic is bad, or after alcohol consumption.
110201	I work in a lab until after 8 or 9 some days.
110211	University Mall.
110345	Shopping at the mall.
110556	Math Emporium; to get to a friend's apartment.
110583	Variety in my walking routine.
110602	AFS meetings, Forestry Honor Society meetings.
110663	Work, studying, no car.
110697	To get around campus faster.
110723	Meetings on campus, working on school work on campus.
110757	I do not have a car so I heavily rely on the bus.
110778	To campus to eat.
110813	Late night meetings.
110847	Emergency studying on campus/club meetings.
110882	On campus organizations activities.
110887	Evening classes or returning from bars.
110940	Gym and food.
110969	Grocery store.
110981	Parties.
111152	I take the bus from Burruss to McComas because it is faster than walking.
111155	To get home after being on campus.
111158	Coming back from class.
111171	Project meetings.
111212	Extracurricular activities, group projects.
111228	Its convenient.
111247	To go from work back home or from the gym back to home.
111294	TO get to/from downtown.
111318	Travel to off campus entertainment.
111330	Pregame.
111383	Organizational activities.
111430	Blacksburg Swing at the Y.
111501	To and from work.
111521	Work.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
111570	Math Emporium.
111610	Extracurricular. (Used to) Work on campus.
111615	Get groceries or walk around Christiansburg.
111739	Work on campus.
111743	Go back home after work.
111745	I don't have a car and I work at dining service, it's the only way to get me home.
111831	Go to the lab.
111909	Free DD.
111922	Club meetings.
111946	Go to the mall.
111978	If it were more reliable id use it to go to campus.
112038	Too drunk to drive.
112047	To and from lab for research.
112057	Bars.
112098	Math Emporium.
112206	Exams.
112423	Picking up extra shifts.
112451	For classes at the Math Emporium.
112464	Farmers Market, Bars and Restaurants.
112713	Math Emporium.
112747	Games, drinking.
112801	Games.
112808	Campus for food.
112827	Experiments.
113088	Club activities and on campus employment.
113095	I don't have other transportation options.
113108	BT is my designated driver.
113162	Lack of parking downtown.
113291	If there is no available parking in a friend's apartment complex.
113296	Go to work at D2.
113344	I take the bus to travel to the sorority house.
113547	Drinking downtown.
113592	VT Public Auction.
113629	Work in Christiansburg.
113636	Sometimes it's really cold.
113649	Go home from school.
113659	Have classes during day.
113784	Going to campus from oak lane.
113806	Oak lane.
113827	Wednesday church worship.
113842	Parties.
113879	Late class.
113893	Club and design team meetings.
113978	Research.
114052	Team meeting on campus.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
114129	To go to work on campus and to get food- I live in Oak Lane and have a meal plan but no dining hall out here.
114156	Working after hours on campus.
114159	Meetings at night.
114205	Football games.
114246	To get to tests on campus.
114325	To go to the Math Emporium.
114352	To/from the library for studying.
114354	To go to mass.
114403	Visiting friends who live off campus.
114405	Go to campus for food.
114418	I work 2 nights per week on campus.
114460	After I walk on the Huckleberry Trail from the Christiansburg Mall/Wal-Mart area.
114464	To go downtown or get home.
114639	Evening classes.
114677	Downtown.
114682	Class.
114756	Gym, arts events.
114797	Math Emporium.
114856	Get food.
114995	To go to Math Emporium on Thursday evenings.
115017	Go to Math Emporium.
115018	Events, club meetings, late classes, review sessions, volunteering, meeting up to carpool elsewhere.
115062	Math Emporium.
115099	Studying late at the library.
115186	Go downtown.
115193	Visit off campus friends.
115201	Evening tests or sporting events.
115295	Only to go home.
115449	Go campus.
115461	Meetings for clubs and organizations, intramural sports.
115470	After I've been on campus all day.
115543	Math Emporium.
115555	Late classes.
115596	To get downtown.
115634	Math Emporium.
115654	Party!
115676	To get to the Roanoke Greyhound Station and/or connect with Amtrak in Lynchburg.
115697	To go drinking at downtown; saves money than calling Uber; safe.
115822	Go to church.
115891	I wish, but no stops where I live.
115918	Go to library.
115920	Getting to the Math Emporium.
115971	Going to Cookout.
116054	To go to the Math Emporium.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
116067	Going to parties.
116090	Car problems or to be environmentally friendly.
116105	Math Emporium.
116146	Math Emporium.
116184	Math Emporium/off campus friends.
116195	Work.
116223	Parties.
116246	Go to Oak Lane.
116251	Studying at the Math Emporium.
116346	Downtown.
116404	I run two clubs, one that meets in the evening on Tuesday and one that meets on Saturdays.
116425	Math Emporium.
116490	To go to and from friends apartments.
116540	To go to the Math Emporium.
116560	Sports events and concerts.
116575	Going to bars, BT is a sober ride home.
116600	Meet friends in downtown Blacksburg.
116643	Math Emporium.
116701	Work on campus.
116704	Designated Driver.
116714	Late classes and on campus meetings.
116785	Going to campus to write or work.
116875	Parties.
116912	Parties.
116913	Mass on Sundays sometimes.
116926	To go home.
116943	Avoid drunk driving.
116952	Party.
116970	To get to campus on home game football days since parking on campus is at a minimum.
117094	Go to sorority house.
117095	Math Emporium.
117136	To go to the Math Emporium and to Kroger.
117154	If I have an evening class to go home.
117273	To avoid drinking and driving.
117334	Go to VT.
117341	I don't have a car at the moment.
117431	Work for PHD degree.
117440	To go down town and not have to drive.
117444	Alcohol.
117470	To go downtown with friends.
117614	Kroger, Studio (on Turner Street).
117716	Church.
117812	Acapella rehearsal.
118039	To go to the bars!
118085	Downtown.
118118	More affordable than Uber/taxi.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
118153	When making smart decisions about drinking and driving.
118241	Friends, to get to campus.
118243	Group Meetings.
118274	Christiansburg.
118358	I take the BT to the livestock barns.
118376	Work.
118492	Student club meetings.
118493	Grocery.
118588	Games.
118622	Campus.
118626	Super Smash Brothers Melee Tournaments.
118654	Sometimes going to Christiansburg for shopping.
118859	Downtown.
118871	To get home from bars.
118920	Math Emporium.
118932	Grocery shopping.
118951	Parties.
119106	Getting home.
119271	Get home from a night of drinking downtown.
119301	Movies and laser tag.
119306	Math Emporium.
119347	When I am drinking downtown, I use it as a safe way to get home without driving.
119356	Drinking DT.
119410	Meet friends on campus.
119478	Math Emporium.
119527	After working very, very late and I need to get home faster.
119544	To go downtown.
119610	Class.
119617	Go home after going out.
119704	Chapter at oak lane.
119719	I have clubs that can be as late as 9.
119854	Work.
119877	Going home from campus.
119917	On campus job, grocery, errands.
119959	Visiting friends.
119960	I'll take the bus if I have a late class at Wallace Hall and its dark outside so I don't feel as safe walking home or if the weather is bad.
119962	Working late.
120004	Late class.
120041	Weekends for football games.
120120	Safe to travel.
120133	Classes.
120194	Group Studies.
120211	To go to the library.
120218	Shopping.
120266	Research activities during weekends and lab finishes late.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
120270	I have classes in the evening and over the weekends BT is the only mode of transport for me.
120279	Watch movie or go eat.
120308	Late at night to get back home.
120340	I work on campus until after 8 pm most nights during the week.
120403	To meet up with friends and when a car is not available.
120439	Study late in school; I usually stay until the library closes.
120475	Friends houses for happy hour.
120560	To go to the library.
120594	To get to a friend's house.
120629	Too drunk, too cold, too far.
120631	Lab work.
120884	Bar, food.
120901	The Math Emporium.
120932	Get to work.
120978	Go back to dorms.
121010	Can't drive.
121145	Home from downtown if I need to.
121189	I'm drunk.
121191	To take the Smart bus to Roanoke.
121205	Go to friend's apartment.
121232	To go downtown to the bars so I don't have to drive back.
121274	Church.
121294	Group meetings on campus and going downtown with friends.
121313	To get home from bars late.
121331	Football games.
121369	Studying.
121506	Party.
121511	Go to Squires Student Center.
121545	I often drive a state vehicle to my research site on the weekends and then take the bus or bike home from campus.
121651	Going downtown.
121701	I don't have a car.
121716	Church.
121821	Parking is horrible, so the only way to make sure I'm not towed is to get a bus.
121838	Off-Campus Club Meetings.
121882	Late movies and parties.
121889	As an alternative to Uber, Hooptie, or taxis.
121935	Scan in homework at library. Validate electronics labs.
122061	Study on campus.
122113	Dinner on campus.
122135	Math Emporium.
122160	Meetings.
122178	To see friends at their homes.
122201	To attend an event in Squires on Sunday evenings.
122304	Go to home.
122313	I drive.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
122324	Math Emporium.
122335	When I know I will be drinking and need a safe form of transportation.
122338	Get to campus and home.
122381	Go home late.
122396	Go to CRC lab on weekends.
122420	Wal-Mart.
122510	To not have a friend DD to parties/downtown.
122537	To go Downtown Blacksburg.
122543	Church.
122549	Library.
122598	If I'm going drinking, on a game day, if I have plans on campus.
122615	Parking/convenience.
122618	Special on campus events.
122628	I don't have car. So to move anywhere for any purpose I have to ride BT.
122639	Food.
122653	Meetings to attend on campus or work.
122720	Coming back to home from Library or Department.
122756	Food.
122760	Late classes.
122792	I'm intoxicated.
122827	Yes because I work until 5pm.
122853	Lab work.
122854	Only choice.
122871	Going to and from Campus and apartment.
122879	Go campus.
122929	If it's on the weekends and I'll be drinking I use the bus.
122973	To get to my car.
123001	Getting home safe from DT.
123086	I am on campus all day, and since I do not have a parking pass it is my only way home.
123173	To get back from the Duck Pond lot after parking my car for the night.
123261	To get to one side of campus to another in 15 minutes-Surge to Litton Reeves to McBryde then to McComas.
123288	Class.
123388	If there are sporting events i.e. football games.
123445	Safety when going downtown on the weekends.
123456	Late classes.
123464	That's my only mode of transportation.
123466	I always take BT as that is my only mode of transport in Blacksburg.
123483	Going to the movies.
123504	Math Emporium.
123523	Get home from campus.
123555	Football games.
123591	To get to Math Emporium.
123657	Parking is bad, or personal car cannot be driven.
123706	Bars.
123749	Bus stops are conveniently located.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
123905	Sometimes to go to the Math Emporium after classes.
123927	I do not have my car.
124169	Math Emporium.
124178	To get on campus.
124192	To go to the grocery store or to campus.
124405	On campus meetings.
124437	Run for groceries.
124549	Avoid parking downtown.
124727	Church.
124747	To go to the bars.
124848	To go downtown.
124877	Get to on campus extracurricular events.
124914	Extracurricular meetings.
124971	So I don't have to drive drunk.
125016	Getting me to work (on campus).
125149	I do not have a vehicle.
125175	Math Emporium.
125184	Club meetings.
125192	Coming from the gym or social events late night.
125196	Work in campus.
125277	Work at lab.
125377	School and Grocery.
125382	I live far from campus and hence take BT to commute.
125403	Classes, group meetings.
125424	To go to parties.
125523	To safely get to parties without drinking and driving.
125525	Math Emporium.
125535	Avoid DUI.
125580	Parking.
125669	I go to school at weekend.
125690	Tests.
125730	I work at the architecture studio until late night. I many times take one of the later busses when the weather is rubbish and I am too soft to ride my bike.
125748	Math Emporium.
125754	So I don't drink and drive.
125799	To prevent driving under the influence.
125817	Ride to the far side of campus.
125860	To go places.
125872	Football games won't allow me to park on campus.
125888	To get home in Christiansburg.
125988	To get home.
126076	Football games.
126140	Go to some event during weekends.
126195	Night class and go outside town.
126289	Sports activity.
126359	Stay late for lab.

Q6. Continued.

<u>Respondent#</u>	<u>Response</u>
126435	Go to the library.
126467	Church.
126694	Meetings, gym.
126740	Stayed too late studying or working on a lab.
126839	If I'm going downtown to drink and don't want to drive back.
126855	Classes, Group Meetings, Work (on campus).
126880	Gym, library.
126913	Hungry.
126927	Late class.

Q7. Is there anything BT could do to help with your transportation needs?

<u>Respondent#</u>	<u>Response</u>
10013	Provide more bus services to Christiansburg, especially near the park and ride.
10015	Have stops closer to Goodwin Hall--I go up Toms Creek road from Goodwin.
10019	Stay around until I become too old to ride a bike, because then I would use the bus more often.
10048	Increase the number of bus routes.
10073	Change the UCB and TCB routes back!!! Have more buses after 10pm rather than just one an hour. Simplify the online maps and update them to be live and interactive mapping out routes on an actual map all together so you can see which buses go where. Right now say if you want to get to the library from the Math Emporium you have to click through all the maps and see which ones go between the two places. If you have an interactive map that shows all the routes and allows the user to temporarily remove certain maps, then they can figure out which bus they need to take much more easily.
10080	Better routes for Christiansburg would increase ridership (at least for me).
10086	Better app to track the bus. The one that is out now is pitiful.
10093	An app or texting service that actually works.
10095	Need service to Inventive Lane (off of Plantation Road); need pick-up farther from campus on Prices Fork Road.
10102	Convince the Town to slow down traffic on and make it easier to cross South Main. Taking the bus would be much more attractive then.
10104	Have the Smartway bus stop at other places on campus than behind Squares and CRC.
10123	It will never happen, but would love to see a Metro in the NRV! :o).
10137	Would love to be able to get from Wright House to Squires (and vice versa). Please assist Parking Services in making the "satellite parking" a viable option.
10139	A bit farther down glade road would be great.
10140	A bus or van from and to Giles County.
10159	Provide loop services around the periphery of campus west campus, Washington, main, prices fork - called the campus loop or something.
10161	Start a route up Clay St.
10186	Ensuring the bus runs on time. This is the only reason I don't use it regularly....I need to know I can trust it to get me where I need to be on time.
10187	Traffic congestion and full buses caused very long waits at peak time on USM and UCB busses with no trippers.
10191	Add a bus stop at Clay St and Jefferson St.
10194	Add service to Blacksburg High School, especially after school hours.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
10212	Offer CRC route in the weekends too.
10225	Less crowded.
10238	Buses/Info on buses that go Christiansburg and to Blacksburg Vet School.
10274	A way to check on route schedules. Because I am not a daily rider, an app that would tell me the current schedule for the route I want. The current signs at the stops have call/text updates but they only provide if the route is operating. One time I waited for the HXP, not realizing the day was on Holiday schedule and the Hokie express was not running at all. Calling for route information only told me that the route could not be found.
10275	I asked for the Christiansburg commuter bus to have more stops on Independence Blvd. specifically at the corner of Independence and Gold Leaf.
10290	Improve connection the corporate research bus from campus. If I could quickly transfer from Hethwood to the corporate research bus, I would ride almost every day. However, it takes too long. I can drive in about 8 minutes.
10304	Improve Smartway so that it runs later on the weekends for Roanoke activities such as concerts.
10313	More flexible commuting times/locations outside of Blacksburg.
10317	Keep the buses on a frequent schedule year-round instead of frequent periods where buses run only every half hour.
10325	More frequent/extended service on Main Street; additional route from Nellie's Cave via Palmer to downtown and Recreation Center.
10332	More frequent routes on Saturdays.
10377	Link with Radford Transit on a regular daily schedule.
10391	Have an earlier bus to CRC or make it more convenient to get from South Main Street to CRC. It is ridiculous that South Main Street is so close to the CRC, but one must travel all the way to VT then get a CRC shuttle. A lot of people in my neighborhood (Grisson-Highlands) work in CRC and would love to ride BT but can't with how it takes 45 minutes to get there when it should easily only be a 10 minute commute.
10393	Be on time so people don't have to wait 40-45 minutes for a bus.
10422	Provide a bus stop closer to my house. I'd love to see the bus travel down Givens Lane to Progress.
10426	Go where I need to go.
10440	More frequency esp. Sunday's and breaks.
10448	Be on time.
10510	Have easier to work with map + schedule app or website.
10524	More trips between main campus and CRC, especially Innovation dr.
10527	Provide a commuter route to/from Christiansburg to VT that doesn't take 1 hr each way.
10624	Have stops on Turner Street.
10626	Come closer to my house. Bus stop is about a mile away.
10679	Have more frequent runs.
10714	Run more times on weekends.
10725	Help promote pedestrianism.
10736	Provide a transit route that services the veterinary college on Duck Pond Drive.
10737	Expand to Fairlawn or Radford.
10753	More available options in Christiansburg, which is where I live and commute from.
10757	Better transportation between Roanoke airport and VT campus.
10765	Commuter Route from downtown Christiansburg could go through CRC instead of through downtown Blacksburg.
10770	Go further out of the town limits.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
10820	Transportation from home to campus.
10822	Run on regular schedule, even when students are not in session.
10832	Pick up in Radford.
10876	Commuter busses from Christiansburg run in the same order morning and evening, meaning those at the beginning of the route are on the bus longer than others. Flip it on end!
10877	Not for me personally but I work at 3110 Prices Fork Road and it help if a bus would run to our office.
10889	Year round good service to old town Christiansburg with express line between Christiansburg and Blacksburg.
10919	Develop a better more accurate app!!
10940	Need more routes on the south Main side.
10941	More accurate arrival times.
10950	More extensive commuter routes to and from Christiansburg and Blacksburg.
10951	More routes to Christiansburg neighborhoods.
10971	Make sure that drivers are on time during reduced service, especially the first stop of the day. Sometimes they miss this stop altogether, and since the bus only comes once per hour, I'm very late for work.
11010	I do occasionally use BT for travel to pick up a car, or make an off-campus appointment.
11018	Pick up in Cambria about 7 AM.
11019	Put a bus stop further down Glade Road.
11029	Workable mobile app for checking bus times.
11035	Put bike racks on bus.
11039	Later service during break schedule. TT Sunday service in summer.
11041	Convince the city to clear the snow on sidewalks on North Main. It is impossible in winter to properly use the bus stops or to walk to them for that matter.
11044	Make schedules more consistent and easy to read at the bus stops.
11049	Mostly would need to go between locations on Virginia Tech campus.
11068	Can there be a commuter run from Christiansburg, later than 7:30am.
11069	Add more Blacksburg to Christiansburg times for people who don't work 8-5.
11077	More routes/time to Christiansburg.
11109	Better outreach to students and staff, clarification of routes throughout campus.
11111	Early morning and late night trips from the Roanoke airport.
11115	Closer to Mount Tabor.
11125	More rides during weekends and holidays.
11127	Create a connector with the Radford Transit so we can get from Radford to Blacksburg without having to drive.
11143	Get route information into Google maps.
11160	The app seems flaky and the website hard to find exactly what you want.
11225	There is no route that serves Airport Acres.
11292	Bus stop at Vet School.
11303	Add stops at North End Center and the Inn at VT.
11310	There are no BT routes where I live.
11318	Transit from the 109 Exit in Radford?
11323	Coordinate a weekday commuter route from the Pulaski/Radford area.
11326	Please come further down Glade - there are no bus routes in my area.
11330	Change routes. There currently is not a convenient route for my commuting needs.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
11337	More convenient bus service to Cheatham Hall.
11348	I love BT. I live near the north end of town and the BT service does not reach out that far.
11353	Options for stops on the CRC route at Space@VT Center (Innovation Drive).
11362	Have a route that includes a stop at the North End Center. The stop at Wendy's is close to NEC, but I'd like a stop on the Turner Street side of the NEC.
11376	I would like to ride the bus more.
11406	Bus that goes to Radford.
11409	Create multiple routes to Christiansburg so that I could ride BT to work.
11411	Please run CRC route over breaks. The CRC does not operate on the academic calendar.
11417	Provide better routes from Christiansburg to campus to arrive work on time and at home as a reasonable hour.
11421	The bus doesn't come to my neighborhood. The nearest stop is over 3 miles away.
11433	Have the CRC routes include a stop closer to the VT Police dept. or at/closer to Sterrett Building.
11456	Make the routes and scheduling information more easy to understand and more readily available for those wishing to use the BT.
11458	Dependable bus service during morning rush.
11470	Weekend CRC hours.
11487	Establish a route from the direction of Giles County.
11495	Have your schedule online be a live schedule/tracker. Highlight or bold the current bus times (Ex. At 10:12am, highlight the 10:15am or next available bus time for the appropriate route.).
11506	Not as of yet.
11528	Stop at Village at Tom's Creek/Brookfield Village.
11542	Add Meadowbrook Mobile Home Park.
11573	Allow the Smart Bus to drop and pick us up at a stop near Hillcrest or the Coliseum.
11580	More runs or stops to and from the hospital.
11632	Increase frequency.
11646	Higher frequency to CRC.
11648	Run regular commuting service to Christiansburg.
11651	Stop at Highlands at Huckleberry Ridge off Merrimac Road.
11653	Make the website more user friendly. Route maps are confusing and are hard to follow.
11654	More cover area.
11683	Extend service along Mount Tabor Road to the subdivisions of Woodbine, Meadow Run and Mount Tabor Meadows.
11685	Not sure. Once I arrive to campus, I mostly stay inside one building. I would appreciate express travel between campus buildings. This would help me not drive. I have a walking limitation.
11686	Add a bus stop somewhere between Burruss and Litton Reeves. Preferably by the bridge at the bottom of West Campus Drive.
11698	Expand routines to residential areas that will reduce cars on campus.
11709	Would ride if bus stopped in Ellett Valley.
11714	Serve my neighborhood.
11749	The route to access the CRC has been extended and now runs too long. Students cannot get to class at the Brooks Center. Please consider adjusting the route to help with this.
11753	Keep doing what BT is doing.
11768	Bus stop near Mt. Tabor/Happy Hollow intersection.
11774	Extend route to Woodbine or Wyatt Farms or Maywood areas.
11777	More frequent service to Christiansburg Independence Blvd area.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
11827	Full service in the summer.
11834	Family passes.
11877	Put an additional bus stop near my house and establish a park and ride on South Main Street.
11878	Attend laboratory seminars.
11889	I live in a hilly neighborhood (Highland Circle) approx. 1 mile from the nearest bus stop on Main St.
11905	Provide parking lots on the fringes of your service area--Far North Main and Far South Main.
11910	I work at 7:30 at Virginia Tech and live in Christiansburg, last I had checked there was not an option for me to ride BT and get to work on time.
11928	Have a closer stop to my house. Come thru Woodbine.
11935	I'd love to be able to commute from New River Village in Christiansburg to my office on Industrial Park Drive, but the old Christiansburg commuter route would have taken over an hour and I can't even find a current route that will do it. So, a 10 minute drive it is.
11937	Start running the CRC at 6am or earlier.
11952	Lobby city council to develop an effective strategy for snow removal from sidewalks along major corridors, bus stops.
11966	Add more public electric charging stations.
11976	Run between the CRC and campus for more hours.
11983	Pickup services from residence.
12027	Keep you slow busses off the road.
12044	Run the TTT later. I now take the Radford Transit from Squires to the Christiansburg Mall, because they run later!!!
12076	Make schedule or weather updates available for campus reader boards perhaps?
12088	Extend service further up North Main Street.
12118	Bus stop closer to the Woodbine neighborhood.
12122	Bus from South Main to Vet School would be helpful.
12134	Routes closer to my house.
12166	Offer more regular service between Christiansburg and Blacksburg.
12172	Provide better, clearer route mapping.
12201	Increase the bus frequency.
12212	Extend the routes deep into Christiansburg.
12213	Have a route that goes along Farmview/Warm Hearth.
12216	In summer, it would be nice to have the BT @ CRC on a 30 minute schedule so you could get to campus during the week.
12219	More frequent buses along South Main.
12220	Higher frequency to CRC.
12221	Post schedules at every bus stop (not rely on your terrible text/website system). Post route maps at every bus stop.
12238	Ability to schedule on Go Anywhere on repetitive days due to injury.
12243	Provide more routes to and across Christiansburg and more frequent stopping times in Christiansburg.
12282	Coordinate morning/evening schedules better with Smart bus.
12287	More frequent buses in the evenings. The wait is too long after 7:00 pm. And on holidays they are non-existent. Professors work on holidays, in between school sessions, all the time.
12296	More frequency to CRC over weekends.
12331	Better bike lanes! Current ones are dangerous.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
12338	Get me on and off campus quickly (and to a variety of spots on campus).
12371	Expand to Woodbine.
12377	More options to easily get to Christiansburg or Radford in special circumstances, such as auto repair.
12388	A reduced service like other routes have on Saturdays for the CRC route.
12394	Add a stop farther out Tom's Creek Road.
12423	Infrequency of the weekend/late evening schedule precludes me from using BT more frequently.
12443	Supply buses for university departments for events beyond the "special" requests.
12475	I need to wait until Univ. City Blvd. is completed.
12479	Later stops for Smartway Buses to/from Roanoke. Our classes there end at 7:00, and often we cannot make the last bus.
12495	Work better with the smart way.
12496	I guess I'd be more likely to use the BT if there was a drop-off point closer to my office than Burruss.
12497	I don't really go to campus on Sundays because BT runs too infrequently.
12499	More frequent service on Sundays and holidays.
12500	Go farther out Glade Road.
12512	Must get closer to where I live (Woodbine).
12519	The CRC bus became less frequent and now I can't take it as often as it adds time to my already busy day.
12521	Pick up at designated park and ride location - how big is bus garage - is it in use during work hours.
12539	Maps need to be more user friendly. Just yesterday I tried to figure out which bus I needed and couldn't figure it out. I ended up walking.
12541	Commuter lot/pickup on the north side of town?
12552	Get closer to my house.
12572	Time to arrival app.
12605	Offer information on how to ride the bus. I am staff and I have no clue.
12618	Better routes to my specific location on campus.
12620	If route were near my house I would ride.
12631	Please introduce CRC route during summer.
12649	Have the service come into Woodbine and Wyatt Farm neighborhoods.
12674	BT should have either more busses or more frequent run times, I often have to leave work early or wait for half an hour or more due to busses not having enough room.
12686	Have a better circulating bus on campus during the day. I have to ride a loop off campus to get back to my office because Hokie Express does not service Washington Street.
12687	Especially need transportation during inclement weather.
12693	More Christiansburg stops.
12704	Come closer to my home.
12706	Streamlined routes to Christiansburg.
12722	Brush mountain.
12739	BT could have stops at outlying parking lots so that commuters could take advantage of this wonderful service!
12741	More frequent stops near my home; closer bus stop to my office/building on campus.
12745	Extend the Main Street route northward at least as far as the Wyatt Farm neighborhood.
12750	Have more stops and make it easier to get around campus.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
12776	As a BT Access customer have the phone for BT Access in the evening roll over to the BT dispatcher for when we are not picked up.
12789	Bus stop closer to my home.
12804	I live and work in Northern Virginia, so I don't have access to BT.
12824	Expand routes to Mt Tabor Road.
12841	Have a commuter schedule that begins earlier in the day. I leave home at 6:45 and am in the office by 7 a.m.
12847	More bus stops.
12871	If the bus went to Roanoke and or Northern VA I would ride frequently. If there were more frequent times and it was easier to understand the routes I would probably ride more frequently.
12873	I have to be at work at 5am. The BT does not start running until after this time, so I am unable to use the BT bus.
12876	Going back and forth across campus; remote parking for events.
12882	Stop closer to my house.
12906	Develop commuter rail service running parallel to route 460.
12913	Change routes.
12920	Parking lot at the edge of Blacksburg, so that I could leave my car and take the bus.
12936	Increase connections between Blacksburg and Christiansburg.
12967	Stop near the Visitors and Undergraduate Admissions Center.
12974	I actually don't know much regarding weekend/evening opportunities with BT as a Christiansburg resident.
12986	Put a stop in the Woodbine Development in the NE Quadrant of Blacksburg.
13017	Expand service to the Prices Fork area.
13018	Run the bus out to the Village at Tom's Creek (Redbud Rd., Honeysuckle Rd.).
13025	Regular shuttle from park and ride areas.
13044	More routes throughout Christiansburg.
13059	Would be nice if the CRC bus kept the same schedule all year, as there are many who work in the CRC.
13099	More routes more often to the CRC after normal business hours.
13104	More frequent and later night/weekend service; better campus and campus <> CRC circulation.
13140	Run the Hokie Express bus during the summer.
13146	Extend the routes out to the Prices Fork community.
13182	Have frequent hours while VT is out on breaks and in the summer. This is when I would ride the bus the most.
13193	To clarify the routes and schedules - Still confusing and put a bus stop at North End Center.
13196	GPS tracker smartphone app. Have locators in the busses, and update a Google map with present real-time location data for the different routes.
13220	Commuter to work.
13229	Actually have the commuter bus show up instead of nothing.
13243	More routes.
13311	Make the route information easier to read and interpret online.
13321	Have a stop in Gladewood subdivision.
13327	Hourly service to Newport.
13336	Bus to run down the single house section of Tall Oaks Drive.
13355	Fix app so I can accurately see when bus is coming and get to stop.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
13374	Being a former student, I understand the value of the BT but I must admit that now that I am a faculty member, I do not utilize the BT since I do not understand the cost involved to a faculty/staff member as well as the bus schedules.
13380	We have students that work for us on campus, and it would be helpful for them and us if the BT would run 24 hrs. Unfortunately, most of our students don't have a vehicle or have parking passes that permit them to park near our facility. Maybe a limited pickup spot with 1 bus? It would greatly help...they need the money, and we need the help.
13401	Extend service to Price's Fork.
13410	Set up free parking at remote lots with BT connector buses to campus.
13446	Potentially, but only by expanding the current area of service farther out into the county... I'm ~7 miles outside of town and well beyond the current service area.
13451	Have a stop near the veterinary school on VT campus.
13457	Park and ride near the town limits - North Main Street, Prices Fork, etc.
13472	Have a route on Airport Rd.
13500	Add a later morning pick-up time for the last commuter stop in Christiansburg.
13525	Ride to work on poor weather days, but they do not come close to my house.
13528	Faster trip from Gateway Center to Burruss.
13541	Keep full schedule during short breaks (e.g., fall/spring break).
13550	Stops on Clay Street.
13554	I do not live or work in Blacksburg.
13573	Not unless you have buses that run to Brookneal, VA.
13598	Increase buses during/after weather events.
13618	More parking spaces for faculty near Wallace and Litton Reaves.
13624	Offer a route on Glade Road.
13636	I need to be left off closer to my building at work. The bus stop is too far away for convenience and timing.
13650	I would ride the bus a lot more if the schedule was a lot different and the website was a lot different. I live 1 mile from my job at VT at the NEC. Way too many things that need changed. It is a very frustrating system, website doesn't work well, things are hard to find. And seriously, ending bus routes at 555pm? Hello, not everyone is a student and some of us stay late at the office. That's the craziest thing. The summer weekend schedule is horrible too. Can't take a bus home from the downtown scene in the summer on late weekend nights.
13654	Shuttles to Pulaski.
13664	Go back to running every 15 minutes to CRC.
13744	Link remote car parking lots to central campus and town.
13776	Need daily commuter service between Blacksburg and Radford.
13783	Late night transportation to and from Roanoke.
13785	Expand your service down glade road to Westover.
13809	CRC to VT main campus.
13812	Create a stop at the Vet Med complex.
13820	Go further north on Main Street.
13821	Do that MSS enter to VTTI.
13828	I wish there was some CRC weekend service, but I realize it's not a popular route.
13832	Easier availability to GLC, Architecture Annex.
13847	Have buses run every 15 minutes every day.
13858	I wish the bus came out further west of Blacksburg.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
13874	A route that included the Village at Tom's Creek would find me as a daily rider.
13901	I don't have any idea what kind of services BT provides.
13930	Expand the route down Mount Tabor Road to Bishop.
13940	The two things that prevent me from riding are the distance from my home to a "park and ride" and the loss of flexibility in being able to get to work and leave when I want.
13946	Provide transit into Giles County.
13979	A bus from downtown Christiansburg to VT.
13995	Closer stops to the vet school.
13997	Add bike lanes and paths.
14010	Closer bus stop to Innovation Drive.
14049	Increase frequency and extend hours of operation for buses between campus and CRC.
14066	Develop app to route rider from point A to point B, such as when and where to catch the bus, transfer, etc.
14076	Bus stop closer to home.
14082	More routes.
14093	Run route to Giles County.
14096	Provide a schedule at all stops.
14102	Wish you would come out to Price's Fork. I would take bus to work once in awhile.
14103	More regular buses to the mall in Christiansburg on Sunday.
14135	Provide more stops/routes to Christiansburg residential areas.
14159	Provide quicker access from the far side of Christiansburg.
14170	Educate offerings to the staff of VT.
14175	Make sure that you have enough drivers to cover the needs of your paying riders. Make sure you have Tripper buses to cover overflow (every day I get passed up by the TCB at the stop by my job because it's too full by the time it gets to that stop. That is unacceptable. I am paying to ride a bus I cannot utilize to get to work. Make sure your drivers know their routes. They have overshot my stop on Moe's than once occasion. And maybe you need to redo your schedules. During the summer when the buses run every half hour, some routes constantly are so late that they forget that time altogether and folks are stuck wasting their time or being late.
14188	Improve frequency - Two Town Trolley currently once an hour with no nights or weekends.
14213	For planning purposes the pickup and arrival times can be more accurate.
14216	Have a better system for updating riders on when buses will arrive.
14217	It would be nice if BT transit could come to some of the secondary Blacksburg roads, Meadowbrook and Toms Creek area.
14231	Run bus along Patrick Henry by community center.
14272	If I needed it, it would be available.
14321	Expand Smartway bus to run earlier and later and on Sundays.
14328	Send out info on how to use buses with bikes.
14337	Have more frequent service during the week-ends. One hour service precludes me from riding to go down town. If it was 30 minute service I would ride it much more.
14345	More scheduling flexibility in Christiansburg commuter schedule.
14355	Better pickup times.
14363	Amtrak.
14364	Start running earlier.
14396	I would like to ride to work (I work off campus) on the BT and to meetings but the schedule is not conducive to my work schedule.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
14404	Put a bus stop at Knollwood.
14413	Please update the "call/text to find out when the next bus is coming" so that it actually functions, or remove it all together.
14429	The buses don't come close enough to my house (in Blacksburg) to make it feasible for me to ride.
14434	Offer more routes that go throughout campus instead of just getting onto campus.
14441	Perhaps a bit more frequency of busses on South Main Street routes, especially during peak times.
14446	A bus stop closer to my house.
14457	Train drivers to be more respectful of bikes. I bike to campus, and buses frequently 'buzz' me and push me off the road. The side-view mirrors often extend into the bike lane. The drivers should give bikers more space.
14470	Bring back the old Tom's Creek A and B routes, the current situation is crap. Also, your smartphone app is a steaming pile of crap. No offense.
14482	Expand its routes to my neighborhood, Preston Forest.
14496	If it came a little closer to our house (or their schools), we would definitely have our teens make use of the service for after-school programs; I might even use it for work.
14503	Have the weekend schedule include more frequency- I don't use bus due to the once an hour weekend and summer schedule.
14510	Have a bus route that goes to Blacksburg HS.
14530	Come closer to Vet Med building.
14550	More trips and more stops in Christiansburg.
14553	Provide more transportation routes/options outside of Blacksburg towards Christiansburg.
14571	Make it faster for me to get from my home in the North East quadrant to the CRC where I work. Make it faster for me to get from the CRC to the main campus. Consider an Uber like on-demand service that allows you to facilitate a kind of car pooling.
14582	Include Giles County.
14598	Have bus to Radford.
14606	Make it more real-time rideshare oriented (e.g., trip from home to work) in the future where Uber-like vehicles are available at part of BT.
14611	Make it easier to locate when routes have to be moved during construction for people without smart phones.
14619	Service to Giles County.
14629	Provide transportation between Blacksburg and Christiansburg at times that meet the needs of faculty and not just staff.
14680	More convenient travel between commercial locations in Town and on the VT campus.
14710	Easier ways to get about campus-especially North End Center.
14719	Coming from NYC I find the maps really confusing to read.
14722	Put a grocery store next to the new bus station. Folks can shop while they wait for their bus.
14725	I carpool and have no means of transportation during the day. I would like to have more places to catch the bus but at the same time, I have no idea how to read the bus schedule.
14756	Neither Progress ST or TCB going to West Campus Drive kinda sucks.
14774	South Main needs an additional hourly route, and timing of intermediate stops is very unpredictable.
14787	There is no bus service through Glade road. I would consider ride a bus if the service would be available.
14789	Extend outside of town limits towards McCoy end of Prices Fork Rd.
14807	More convenient stops.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
14827	I am moving to Allegheny Street and there is no close-by bus service. The nearest stop is a 20 minute walk.
14845	Please make the bus schedule regular even during the breaks.
14847	More/different time check on CRC route, and/or cover or seating at current time check.
14850	Extend service to beyond Maple Ridge.
14874	Expand Services.
14877	I'm never sure if I can ride the bus free to go across campus to attend meetings--I am faculty.
14880	Have regular buses from Christiansburg Mall to Blacksburg early am (7:30) until 7pm. I would ride the bus daily if I could park and ride from there at noon or 1pm and return at 5:30 or 6pm.
14883	Get Christiansburg service closer to where I can catch it.
14888	VT Campus Events for local scouts could use cheap transportation for scout groups.
14898	Include a stop closer to Woodbine.
14927	Routes to Christiansburg.
14995	Run the bus from further down on N Main Street to campus.
15001	It is difficult to transfer and get anywhere in town in a reasonable amount of time. The summer schedule is the worst. I get that there's much less demand but I drive my car around town when I'd rather take the bus because the schedule is terrible. Because you cater to students who can't drive to campus, you get this reinforcing loop of only providing services for students that can't drive to campus. Change your thinking to better include the community who want to lessen their carbon footprint.
15032	I don't know about the buses; their routes, app (how to use); I am staff and attend meetings on campus using my car.
15040	Make sure the first bus of the day is on time, especially in cold weather.
15051	Stop hiring aggressive drivers to run the buses. I have had too many close calls caused by these folks. This would greatly improve my transportation needs --- safety!!!
15059	The old site had much better tools for planning your route. Please bring it back or adapt it for today's needs.
15063	Extend routes out N. Main into Mt. Tabor area.
15066	More frequent schedule.
15069	More stops on current routes.
15088	Extend the routes to include homes (extensions).
15154	Run regular routes over the summer.
15186	CRC shuttle does not run enough during break.
15195	Please extend service to the end of North Main Street.
15237	More direct route from/to Christiansburg area.
15241	It would be really helpful if HWA could stop in front of stop "Tall Oaks/Copper Croft NbnD" when riding from Burruss hall to Stroubles circle.
15277	Bus service from Catawba Road into downtown Blacksburg. I realize there may not be sufficient demand for this.
15290	Have a later bus to Christiansburg.
15316	My chances of riding BT would greatly increase if you extended the North Main Route out to Wyatt Farm or Woodbine.
15354	Allow NRCC students to ride free, route to Radford.
15367	Easier park-and-ride to VT. I live outside Blacksburg.
15387	Transport students to Plantation Road facilities.
15390	Timing Time-checks more in line with class times.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
15391	Provide better connections between Blacksburg and Christiansburg, especially after 5pm.
15399	Provide a stop at vet med that provides transportation to main campus.
15418	Have a stop near Jefferson Apartments.
15447	Come farther out on North Main Christiansburg.
15448	Offer service to Clay St/Fiddlers Green/Cedar Orchard.
15452	Have pick up points out in the county.
15453	Have bus service to Giles County.
15467	Improve the user experience for viewing schedules, etc from various devices.
15491	Provide bus stops within residential neighborhoods, not just near student apartments.
15503	Service through Ellett Valley - Luster's Gate Road.
15506	Drivers with better customer service skills.
15535	Closer bus stop.
15546	More convenient routes--Should be able to take one bus from University Mall to the Food Lion on Patrick Henry.
15552	Route closer to house.
15556	Add stop near my neighborhood.
15562	Expand Hokie Express service.
15582	Route further north on Main Street.
15587	Need service to and from Radford.
15594	A better schedule to and from Christiansburg.
15640	Offers extended services outside of Montgomery County.
15652	Start Two Town Trolley to get to VT by 7am from NRV mall.
15676	Pickup along Clay Street.
15689	Go out Bishop Road from Route 460 or Mt. Tabor.
15755	I travel to Blacksburg for VT and an email subscription for visitors such as me would allow me to possibly take advantage of BT.
15756	A bus that goes from Squires directly to Roanoke; Bus that goes to Goodwin; Bus that goes to the Duck Pond parking lot.
15777	The closest stop is over 4 mi from my house - expand services farther out?
15779	Provide a BT closer to my home than the current 1.5 miles; I live on Chestnut Drive, Blacksburg.
15810	At the risk of sounding flip, the more and better the BT moves students and regular riders the better it serves my needs, whether I ride BT or not.
15822	Does BT come to VTTI?
15830	Have a bus stop in my neighborhood.
15836	Take us to Smartway connector stops.
15854	Routes throughout the day between the campus and Christiansburg ridership lot. My job is not necessarily 8-5, and so a more flexible bus schedule would allow me to ride the bus.
15873	Time check times follow a consistent pattern.
15886	Provide a bus stop closer to the High School.
15893	Perhaps more buses to Christiansburg.
15920	Extend service to Price's Fork area.
15950	Get us directly to Amtrak and be part of the effort to bring Amtrak to Christiansburg.
15966	Provide transport to VT Northern Capital Region.
16019	If they went directly to the veterinary school on a timely basis, running every 15 minutes or so, I would be able to use it.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
16039	More consistency in routes beyond Fall and Spring semesters. Local routes to Christiansburg and Mall + evening service for folks who are on campus past 5:00 PM + "transit" service = more that shuttling students from apartment communities to campus during AY.
16080	I would take the commuter to Christiansburg but there is only one option.
16086	My neighborhood (Cedar Orchard) is not serviced by the BT. However, I do not see an easy way to make that happen.
16096	I would be more likely to ride if I could go on one bus from Hethwood to either the CRC or University Mall.
16100	Several Bus stops are not snow cleared. At times, adjoining property owners do not clear sidewalks which makes it difficult to walk or cross streets.
16133	Have a bus route coming to Giles County.
16159	Operate all the way up to end of North Main.
16168	Have a pickup area near North End Center.
16176	Buses shouldn't be more than five minutes early.
16187	Commute to work (perhaps).
16203	Easier explanation of times and places of pick up...drop off...etc.
16211	Include Woodbine neighborhood.
16253	An app or service that determines your best routes or stops would be great. The only one that is available tells me that my best route is to walk almost the entire route.
16258	Expand their routes to include service in the Elliot Valley, in particular, Luster's Gate Road, Harding Road, Catawba Road, Elliot Road and North Fork Road.
16267	Commuter to/from Giles Co.
16286	Provide transportation out Happy Hollow Road.
16301	Be able to commute from Blacksburg area to Christiansburg during different times of the day.
16311	Put a bus stop closer to my house. I live near Prices Fork and the nearest bus stop is at Foxridge.
16321	More frequent weekend evening options.
16339	In the past, I have ridden the commuter bus from Christiansburg. I would be interested in a noon bus from Christiansburg to Blacksburg.
16341	Begin the Main Street schedule at 6am on weekdays.
16349	I take the CRC shuttle occasionally. But, since it is timed to arrive at the end locations (CRC or campus) on the hour (or half-hour), there is not sufficient time to walk to meeting locations. Instead I arrive at meetings early and waste time (or late and apologize). Skewing the schedule to would actually save a fair amount of time and make the commute closer to the time "wasted" similar to the time required to drive/park/walk.
16373	Extend BT, no service to Prices Fork so BT is not an option for my family.
16427	Doesn't come to my area.
16446	Place a bus stop closer to my home. It takes 15-20 minutes to walk to my nearest bus stop.
16448	I did use the scheduled service when I was recovering from a surgery and not allowed to drive for a while. It would have been great if someone had told me that the driver could assist me at the house. Instead I was told that due to low pine tree branches, no one would drive the bus up my driveway. So I had to wobble down the driveway and wait in the cold for each bus. I found out that the driver would help me after I stopped using the service. I started driving again before my Dr approved it out of frustration with the BT's service.
16477	Provide bus service to the Plantation Rd Research Compound (Tin City).
16485	Have CRC and Main Street South meet (in Pro Park or at MRH). Provide regular weekend service on CRC. Alternatively, combine CRC and MSS into a loop with busses rotating in both directions.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
16501	Bring bus down to Village at Tom's Creek for getting to campus/fix dangerous situation after snow storms when students have to scramble into snow banks and walk in the street when unloading from buses on Tom's Creek.
16586	Later and earlier times on Sunday.
16590	Add more on-campus shuttle routes to move faculty and staff around campus.
16598	Transportation across campus and to Corporate Research Center.
16627	Unlikely to happen, but it would be nice to have county routes for the major neighborhoods just outside the town line, like off Luster's Gate Road/Harding Ave.
16638	Routes closer to where I live.
16643	More service in Christiansburg for VT faculty commuters.
16709	Have a pick-up/drop off in Radford.
16710	I live at the end of the Clay Street (East) and unfortunately there are no bus lines on that direction.
16718	Extend bus service along Tall Oaks Drive in the Hethwood neighborhood.
16774	During reduced service the one hour loop of CRC is simply too long between buses. Suggest increasing to two buses for a half hour wait between runs.
16777	Route near our homes.
16778	Easily identifiable route (for non riders) from NEC to other places on campus.
16792	Provide more frequent routes from the CRC to campus.
16808	Make the bus schedule easier to read, it's more complicated than big city bus schedules, why?
16812	More commuter buses from Christiansburg - I don't feel like I can ride the bus because if I need to leave work I can only catch the bus at 5pm.
16813	More frequent lines and more convenient stops.
16846	I don't really know for sure. Is there still a campus circulator?
16882	Post schedules at bus stops.
16913	The app has a function that tells me the schedule for "going home" etc. But it never seems to be right. It always ignores the "leave right now" option. And the times are off and I seem to miss the bus because of that. I mean the bus comes like 3-5 minutes earlier. Having real life up to date times on where the buses are would be awesome.
16930	Have bus service to Newport. Increase bus service to Roanoke.
16961	Have periodic runs out to Blacksburg Middle and High School during afternoon and evening.
16989	I live in the Toms Creek Basin (just past the bridge over 460). It is unlikely that BT will extend their lines to serve me.
17021	More around campus stops on the circulator buses.
17040	Have more stops in town and on VT's campus.
17060	Service to the Falling Branch Park and Ride in Christiansburg.
17067	Market schedule, access to schedule.
17081	Not really sure.
17087	Maybe have a place to leave a car on the N end of town, no bus where I live.
17102	Make the schedule easier to understand.
17111	Locate a stop closer to Cedar Orchards subdivision.
17121	Run buses every 30 min rather than 60 min on Saturdays and Sunday's.
17134	Have a stop closer to High School.
17137	Offer more frequent service.
17144	Make the online schedules easier to get to and easier to understand, including information about peak ridership.
17146	Loop through the College of Vet Med.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
17148	Publish the VT schedule more vigorously especially the changes in the regular schedule.
17152	Improve connectivity.
17160	Send buses out into yonder hills (serve areas other than student housing).
17182	Have more stops between Christiansburg and Blacksburg.
17202	Get better drivers.
17206	Bring the Univ. mall bus down Glade Rd to Shadow Lake Rd or so.
17215	Have better app tools for monitoring the buses.
17228	Provide pickup to my apartment complex - Highlands at Huckleberry Ridge.
17232	Extend a bus line down to Luster's Gate.
17234	More routes.
17237	It was more convenient for me when the CRC bus ran every 15 minutes rather than every 20 minutes.
17251	Run MSN and MSS buses on 20 minute intervals.
17263	I live outside of Blacksburg, so the BT offers my little benefit. If the BT were to offer park and ride services in locations throughout the NRV that accommodated normal work schedules, it may realize increased ridership.
17272	Provide better coverage of Prices Fork Rd down to McCoy Rd to include VT PSC/VTAC, Blacksburg High School, auto shops/gas stations and other businesses to better connect community and VT campus/downtown.
17291	Add a route to include Luster's Gate Road.
17296	Get a route out to the Price's Fork area!
17314	Run busses more than once an hour on the weekends. Continue the 15 minute cycle later into the evening.
17318	Serve the Toms Creek Basin. We pay taxes, we support the system, and we receive no services from it.
17333	Develop iOS and Android App that shows current bus location and expected time of arrival.
17341	Extend the routes to the Prices Fork/McCoy area.
17345	Have a stop father down on North Main Woodbine, Wyatt farms.
17356	One early bus each workday (6:30 a.m.).
17357	Expand routes into Montgomery County for those who work at Tech but do not live in Blacksburg.
17369	Some ride for going to school.
17371	Run out Mt Tabor Road 3 miles.
17395	I have an office at CRC. Sunday service and more frequent and late evening services will be great. Also, I need to connect to Harding Ave. Bus. Sometimes I miss it because of the delay from CRC to campus and need to wait 30 min. Better connection or wait if another bus delayed would be great.
17403	Could take bus if there will be a bus stop on Mt Tabor.
17404	I think public transportation is very important here at Blacksburg, by offering convenience, more people would be willing to take but instead of driving, which cause much air pollution and fuel consumption. Frequent and convenient public transportation play a key role in keeping a small town clean and friendly. So please be proactive in planning transportation schedule and routes.
17427	More buses on weekends and during school breaks.
17437	Have service continue further down Prices Fork Rd.
17455	Paste bus schedule at bus stops and provide online GPS tracking to inform us where the buses are.
17471	Connect to Megabus station.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
100012	Better service on weekends for TCB.
100025	Increase frequency of travel. And turn-off engines at time-checks, it causes pollution and waste of resources.
100119	Have a stop closer to my apartment off of Mt. Tabor Road.
100146	Be on time, more service for University Mall on weekends.
100148	Install trackers on the buses so we actually know where they are. Also make the app better so that it tells u when the bus is out of service.
100153	More buses to Math Emporium/Kroger - they're really crowded quite often.
100155	Post stop times further in advance on the BT app to allow for better planning.
100157	Less crowded morning commute.
100167	Bring back the older versions of your website.
100192	Increase frequency of early morning buses on weekends.
100198	Increase the Toms Creek timings to evenings as well.
100203	Make bus routes more understandable.
100208	Every 10 minutes, on time, update app.
100211	Update apps.
100217	Busy routes can have more frequent buses.
100220	Drivers need to be more polite.
100268	Sometimes buses are full, and no secondary bus comes by. I've missed several meetings this way. Fix this.
100272	Please hang some schedules at the bus stations.
100279	More frequent intervals on heavy use routes.
100284	Have HXP running in the afternoon on weekends.
100321	Make the app better.
100363	More buses.
100365	Make Toms Creek B come every 10 minutes.
100372	Add estimated arrival time display bars at bus stops.
100383	Provide more information regarding bus arrival times. Run more buses to accommodate for game day shuttles.
100387	Be on time.
100395	Not charge me when I paid hundreds of dollars for a parking pass.
100405	Have more busses - I can't make a bus that leaves 1 minute before classes let out. I still can't make it if it is 1 minute after class lets out.
100414	Better utilize the long buses and trippers during high use times (i.e. Getting to class in the AM).
100418	More hours during weekends and evenings.
100423	More frequent busses on Saturdays and Sundays.
100435	I mostly use the MSS route. If the frequency is increased during evening to night hours, that will be a great help.
100473	Later times during the week.
100476	Run on a better schedule. Sometimes the bus is late and also sometimes it will take off before the designated time. This should be monitored better because a lot of students depend on the transit.
100479	Have more available buses for late travel from campus to apartments (e.g. PHD stops running around 6).
100556	Stop at Public Safety Building - VT Police Department.
100561	Evening times are kind of sketchy and I'm always scared to take the bus somewhere at night because even with the timetables online it's still unpredictable when I will get picked up.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
100562	More frequent buses on weekends.
100569	Better tracking app.
100581	More frequent weekend buses from campus to grocery stores/Wal-Mart.
100586	Make a better smartphone app.
100591	Have the bus come more than only once an hour at certain stops.
100594	Bigger buses for Progress Street or more buses running.
100599	More buses/frequent buses on certain routes.
100604	Maybe provide more of the extended buses during peak evening hours as well as morning (i.e., 5:00pm).
100620	More rides/times.
100621	Send more buses on popular routes before classes so that buses don't fill up.
100626	Go further out Tom's Creek to Meadowbrook Dr.
100684	Longer run times on weekends.
100703	Faster time.
100705	Increase frequency during weekend-every half an hour.
100710	Another bus stop (at least a sign) between HWD 1207 and 1208.
100717	Go to the Inn.
100720	More weekend times.
100759	Make the big places clearer: Math Emporium/Kroger, Cookout/Cinebowl, Christiansburg.
100766	For something as simple as a class getting out at 4:45, I then have to wait 30 minutes to have transportation back home. Maybe less during the afternoon makes sense, but I wish there were more times to catch the bus in the evening.
100772	Offer more and later buses to Christiansburg.
100782	Make a bus stop near the surge building. Many people would find that useful. Also 99.9% of the time when I'm trying to get to campus on the weekends the bus is full so I have to walk (stop #1327) since the bus only runs every hour, so on weekends please try to make the TCB bus route every 30 minutes instead. Also, if Progress Street ran on the weekends, that'd be awesome.
100799	Keep to the schedule.
100814	Offer more afternoon PHD runs.
100824	Please allow CRC to run during weekends too.
100825	More parking; Hokie Express run more often.
100830	On the Two-Town Trolley on Saturdays the driver is often apathetic and a bit rude.
100849	I would love to use the bus on a daily basis to get home from campus, but there isn't a bus I can take to shorten my walking distance, some of the routes would make my walking distance longer. As someone who has Asthma, when it's cold I need to be outside as little as possible. If more of the buses made stops along Main Street near the roundabout that would be very helpful.
100882	More bus times.
100883	More convenient routes to Christiansburg.
100943	Better routes and times.
101008	Have the Hokie express run more often and later on Sundays.
101019	Have more buses going to Litton Reaves. Have more buses in the mornings because it gets too crowded to even get on some times.
101034	Please send buses more often and please send them on time... In the mornings I have been late to class multiple times because a bus was full and a backup never arrived, OR the bus never arrived at all.
101039	Make busses more on schedule.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
101046	Extend the bus schedule to later hours. For those living off campus without their own transportation would sometimes like to stay at the library later than 12am but are unable to because of the bus schedule.
101050	More accurate mobile app.
101052	Need more bus drivers.
101054	I live on Toms Creek and it's impossible to get to any grocery store without taking four busses to Kroger or Food Lion.
101076	Increase bus frequency.
101079	There need to be more Patrick Henry buses.
101083	Improve the BT app.
101106	I need more buses running in the weekend. They are too few.
101116	More stretch buses.
101148	Increase frequency of service later in the day.
101184	Actually arrive at scheduled stop times.
101193	More frequent, reliable schedules.
101209	Have the larger buses come instead of the smaller ones when classes are about to start and when classes just ended. It's a mad house during those peak times.
101221	Have Progress and Toms Creek leave at different times instead of at the same time. Like the 8pm bus for Progress should be 8:15 for Toms Creek.
101222	More buses.
101226	Come more often.
101227	More runs on weekends.
101241	Have more frequent busses.
101244	Improve your app so I can see the schedules when I need to!
101260	Be more on time, update the app more regularly.
101275	Have more buses running during busy times of the day.
101287	Male sure busses leaving from campus have the right lettering (MSS vs. MSN).
101290	Need a route from McComas to CTAS. There was one last year, but it appears to have been done away with.
101292	Fix the app.
101300	Easy access to bus schedule, more frequent bus runs in the evening.
101318	Provide comprehensive bus schedules and revert the bus routes to what they used to be prior to the 2015-16 school year.
101346	Have the Two Town Trolley bus have a special stop by Cassell on weekends for ease of carrying groceries to the residential side.
101364	Expand Tom's Creek route to include a stop past UCB/Tom's Creek intersection.
101367	After 12pm the timing is off and it's a lot slower. Always makes me nervous that I might not make it to class on time.
101370	More frequent arrival times.
101376	Be on time more often and follow the schedule on the app! Also improve the reliability and accuracy of the app.
101403	Come more frequently on evenings and weekends.
101412	Bigger TCB buses in the morning.
101444	Go to the edge.
101495	Run Hokie Express from 1 to 5 on weekends.
101502	Make buses more frequent on Weekends and Evening.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
101508	Yes. There needs to be a bus stop closer to the veterinary school. The current closest bus stop is the Hokie Express by the resident student parking lot, which is difficult to reach due to the lack of sidewalks. I would use Blacksburg Transit every day if they had a bus stop on Duck Pond Drive closer to the veterinary school (and so would the veterinary and graduate students).
101509	'Progress Street' is often full by the time it gets to Toms Creek Road. Large numbers of students ride the bus on that route. It would be better if BT can run only large capacity buses during 9 am - 10 am.
101521	Add a ride to Roanoke, VA.
101554	Run buses more often.
101586	More buses.
101588	The bus schedules could be more accurate. Buses could pick up passengers instead of just driving past them (has happened to me 3 times), more CRC buses, more buses on game days that take back roads (for people who don't go to games, like me), the dispatchers could be more polite (I've been cursed at and hung up on while I was trying to figure out why I had been waiting half an hour for the bus), a route between Blacksburg Pharmacy/Food Lion and Progress/Watson Nbnnd or Sbnnd.
101600	Have routes to McComas Hall/AG quad area.
101611	Come more frequently than 15 minutes.
101624	Better application with updated bus stop times.
101631	Frequency.
101645	More convenient times - I have to leave 30 minutes early for class if I want to ride the bus.
101661	More busses during the weekend.
101680	Extend the service of Patrick Henry Bus later on the weekdays and on the weekends.
101700	Leave closer to the schedules times.
101751	Have a late night services on the weekends to any of the apartment complexes for people who are drunk.
101760	Have more accurate apps that function well.
101766	BT transportation needs to be more consistent with their bus schedule.
101769	It would be very helpful to have printed time sheets for a specified route at the stop. They do this in NYC and it's very helpful.
101791	Weekend buses timings should be extended till late night.
101794	Have a more accurate way of knowing where the bus is via the app.
101801	More frequency on weekends.
101806	Come more frequently.
101810	On the weekend there is no easy way to get from campus to the University Mall.
101816	Be on time.
101822	It is a ridiculous for a bus driver to deny a student admission to the bus because they do not have their student id on them. If someone is wearing VT apparel and carrying a backpack, they are a student. Let them on the bus.
101838	Run Toms Creek B every 10 minutes.
101865	Help make the app work better when not on Wi-Fi.
101883	Some of the bus stops are very inaccessible when there is snow on the ground.
101897	Go according to the bus schedule on the BT app.
101898	More stops around campus for Main Street runs.
101899	Run more frequently in the evenings.
101907	Make the busses work on times during the entire week, not just during the weekday.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
101917	An alternative for TC and services till late during breaks.
101956	Create bus routes going from apartment to apartment because right now, we have to take two buses to get from one apartment to another because we have to take a bus from the apartment to campus and then campus to the other apartment.
101988	Increase frequency.
102044	Start running earlier, more often on weekends and breaks.
102053	Arrive on time. An app that tells us where the bus is.
102070	Increase the number of stops. There are various locations that the buses don't cover.
102074	More services during weekends.
102082	Buses which aren't overfilled so I don't miss my classes. No one can rely on the bus system.
102098	Have the buses be on time, a lot of the times they are late and a lot of students have time constraints.
102099	More buses on the TCB and Patrick Henry routes! They consistently run full and cause us to be late to class!!!
102106	More times and be consistent, missing scheduled times are unacceptable.
102110	More frequent trips on weekends. Start earlier on Sunday.
102119	Later, more often service on weekday evenings; Service more often on weekends.
102139	The app doesn't work very well for my Android. It's very unreliable.
102149	More frequent North Main Street buses at peak hours (during 10-2 when parking is the worst).
102153	More evening options, better app for timing, better communication when routes are changed.
102161	Increase frequency of MSS.
102162	Increase the frequency of buses during weekends.
102175	Increase frequency on weekends and at night from 1hr to 30 minutes.
102184	Have buses come more often, since they get very crowded.
102185	Have buses come more frequently.
102205	MSN runs more often during weekends.
102208	Please time-check at Newman Library again during the evenings/weekends. It gets confusing.
102239	Better route information.
102241	Get more buses.
102249	More frequent buses on the weekend.
102252	A bus that runs from the edge to places like the Ag quad and Litton Reeves would be helpful especially when it is cold.
102257	Drop off closer to Shanks Hall.
102292	The bus routinely does not show up on time when I am trying to take it. I once had to call you to ask where the bus is.
102338	More frequency at evening hours.
102340	Please increase the weekend and summer frequency for Hethwood.
102350	Have a route that goes from progress street or toms creek to the McComas side of campus.
102355	Send a bigger bus on the TCB route, especially in the morning.
102356	Provide transportation on Turner Street near Parking Garage to Univ. Mall or other campus locations.
102361	Increase time interval to 15 minutes all day long, or increase bus size on Harding route, bus generally becomes overcrowded during certain times.
102375	Be on time, have more accurate times on the app.
102385	Make stops along the road behind turner because that's where most business students have class and it takes about 30 min to get to that side of campus from Oak lane because of time checks.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
102397	Announce when buses are not running on the website (due to weather or whatever reason).
102407	Wait until I sit down before pressing the gas. Nothing is more embarrassing than almost falling because the BT bus driver presses the gas as you attempt to walk and take a seat on the bus. Also, everyone does not know how to unfold the seats. Can it be required that each bus driver have seats unfolded as soon as they start their route.
102412	More routes than every hour for TCB.
102446	The App is fairly helpful, but if I'm at an unfamiliar bus stop waiting for a bus I don't normally take I would like to be able to find the bus stop and see what busses are coming and when.
102458	To get to the parking lot near Lane stadium.
102496	Increase frequency of TCB. Introduce direct buses from Shawnee to Kroger via Prices Fork at least for a few hours in the evening and weekends.
102504	Emporium bus should be a double not a single. It is always too packed, and the driver sometimes tells people that they cannot get on because it is to full.
102528	More buses.
102540	The busses could run more often in the evenings.
102562	Go back to old routes.
102569	Provide an option up the hill from Perry Street Lot.
102610	The busses not being on time is a problem. The worst thing, though, is how often the University Mall and University Blvd busses are mixed up.
102634	More frequent evening routes till 11:00PM/Midnight.
102662	It would be much appreciated if the bus schedule was more accurate and reliable.
102667	Have more ways to get to UCB.
102711	Make bus schedules and routes more easily accessible; a timetable for each route would be useful.
102749	Provide an app with more reliable bus times.
102761	More bus route.
102762	The BT app is buggy and could use a little work to run smoother.
102800	More evening rides, especially on the weekends.
102814	More buses at later times.
102816	The Hokie Express should be able to stop on West Campus Drive and Grove Lane.
102820	Better service in the evening on Harding Ave. The busses run too sparsely these times of day. Also during football games don't cut the busses. I have had to walk 2 miles every football game to get home because the busses were not running.
102825	Change Toms Creek B back to 10 minute intervals.
102828	Sometimes late night buses don't show.
102829	Having a more accurate and user friendly app would dramatically change my likelihood to utilize BT.
102837	Have a bus on weekends.
102845	Make a bus stop between the one near Lefty's and Kroger on MSS route.
102858	More evening services - more frequently and later.
102869	Make the app work and follow it.
102874	The app to show times and routes desperately needs to be improved or maintained better. It can't get the time data consistently.
102880	Send bigger busses in the morning for classes. I usually have to miss 1-3 busses due to them being full.
102884	Run buses from off campus housing directly to the west side of campus (McComas, L-R, West End).

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
102901	A 9:15 or 9:45 MSN from Squires.
102959	Weekend buses pass stops much earlier than apps say.
103003	Stop charging bus fee under school fees. This is literally extortion. I do not want to be made to pay for a service which I am not using.
103012	Have the schedule more accessible.
103028	Around 5pm have more busses.
103095	Busses that run more often.
103113	Run more frequently during Thursday-Saturday evenings/nights.
103143	More transits to campus.
103151	Please do not miss. Sometime there's no bus on the scheduled time.
103170	Make the app better. Half the time it doesn't show the bus route times.
103175	Be at the stops on time.
103186	Stop changing the schedules, particularly 1130 - 1210. I don't know if the bus starts every 20 minutes or continues every 15. It seems to change with who is driving the bus that day.
103201	Watch out for cyclists on the road.
103203	Busses running more frequently on weekends to get to campus, and easier access to North Main from downtown.
103232	Better online website.
103238	Being on time and running more often would be helpful.
103241	Have the UCB and UMS not switch randomly and have one bus for each route at all times.
103255	Update the BT mobile app.
103269	More buses more frequently.
103276	Make the Hethwood B route less crowded and run more often.
103292	Get better drivers/be on time according to the website/more big buses at the busiest times.
103299	The morning is super crowded.
103310	Route on Southgate Dr.
103326	Make the stops more clear or specify how many more stops are on a certain street.
103349	The lab I work at is pretty far. It takes about 20-25 minutes to arrive. That's one hour of the day I spend on travel. Having a shuttle for certain labs that are far from campus would be a great help. And I have realized that some buses don't respect the time stop at certain locations and move along ahead of time. I have missed the bus several times because the driver was 5 minutes ahead of schedule. I know this because the stop I wait at is a time check stop. I have to leave the lab 10 minutes in advance now to make sure I don't miss the bus.
103364	Everything on the app needs improvement.
103403	On time.
103424	Extend bus times. For instance, have Main Street South run later on the week days.
103451	Update the app so it actually matches the bus schedules, hire more drivers.
103453	More runs at night.
103473	The only thing is more busses. When the bus is full and so I'm late for class, it really sucks.
103476	Hethwood A runs late really often.
103501	Run more buses in the morning (~9 - ~10 AM) many buses are filled to the point where if you are not at a time check when the bus arrives, you have little to no chance of getting on.
103524	More busses at busy stops. It's not fun being packed into a bus 1st thing in the morning.
103534	The bus system is scattered. Building a central bus hub where all connections meet would result in me riding every day. Michigan State University's Cata system could serve as a good case study.
103565	Run according to schedule times.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
103615	More buses in evenings and weekends.
103617	More or larger buses.
103618	More stops.
103628	Provide a stop at the Woodbine subdivision off North Main Street.
103629	Speed up road work being done for the soon to be new UCB please and thank you.
103640	In the app make it so people can see the bus traveling on a map.
103644	Create a better/more accurate time schedule.
103652	Please more HWD times. More HWD routes! Especially since the Retreat is going to open soon.
103662	The buses sometimes don't have enough room for everyone - maybe if they came more often or if they have the extended buses it would better accommodate everyone.
103689	Have more consistent runs to the remote parking lots. Create a line that includes admissions and the Inn.
103694	Hokie Express doesn't run during certain hours on Sunday which makes transportation to/from Oak Lane difficult for food and to get to the house from on campus residences. Having it run once an hour would be helpful.
103696	Route times more accurate. Update app. possibly allow riders to see where the buses are similar to apps like Uber.
103697	Have a later bus on weekends.
103712	Serve the greater Blacksburg/Christiansburg area.
103718	Have the bus drivers not miss the stop when the stop requested has been pulled already.
103720	More frequent runs on weekday evenings.
103751	I've heard that at JMU the buses let people in and out through both doors. I've heard that this shortens the time it takes the bus to stop and allows them to have more stops, which would be very helpful. There is only one bus stop between MCB and Tom's Creek, but a ton of buildings (and not just on campus), so I think it would be ideal to have more bus stops.
103784	Fix the BT app. One of the reasons I never take the bus is that the app is so bad; I can't even access the bus schedules.
103796	Take you to Megabus stop.
103863	More buses in the mornings and well established time schedule during snow days.
103881	Be on time.
103887	Come on time.
103909	Running more frequently (every 15 min) after 7 PM on Hethwood.
103953	More busses Going to class and taking me home.
104031	Add one more route for MSN so they run at half hour increments from like 9 PM on.
104045	I get left about once a week between 7-8am because the bus is full and it has happened three times in a row. If Progress St, Toms Creek B , and Patrick Henry didn't have time checks you all could get more trips in during high volume times.
104050	Improve the BT4U mobile app.
104053	Have a stop by my house.
104063	Have the actual times set up on the website at all times so it easier to plan around it.
104067	More frequent schedule all through the week; Show schedules of routes at bus stops.
104078	Having a bus from oak lane to Patrick Henry.
104090	Make sure the bus isn't overcrowded in certain time slots.
104092	Buses that travel more often near upper quad.
104113	Make the app work.
104132	Run routes more frequently.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
104134	Work on the app.
104162	Run major routes more often on the weekends/at night.
104171	Figure out a way to not have crowded bus that pass by riders. It's frustrating to be late to class or an obligation or work because the bus can't handle the amount of students.
104189	Run later on weekends.
104196	Have a campus only bus that goes from Surge to Harper Hall or Litton Reaves...essentially going from Prices Forks Rd. to West Campus Dr. to Washington St., and to Kent St/Drillfield Dr/Stanger St.
104204	Make the stops easier to understand where they are located.
104208	More accuracy with times.
104218	Bus stop at the vet school, I'll be a grad student next year.
104225	Extend PHD hours!!!!
104227	Earlier starting buses on weekends. Direct bus from PRG street to University mall (Kroger grocery shopping is painful to everyone due to closing down of UCB).
104239	I had to buy a car, because the service is not present near my place (with a lot of hills) and the first stop (in front of Kroger, South Main Street) is around 30 minutes far by feet. Then, because I need to reach Pamplin, and the bus stops near the library, it is a little bit not useful, since then I need to walk anyway.
104251	Increasing the hours of TTT.
104275	Run full service on Sundays.
104288	The buses are packed in the mornings, so have more buses come for frequently; also have busses from 1-5 on weekends, that time block is when most things happen off and on campus.
104319	Run more often on weekends.
104327	Open bus stop 1430.
104343	Be more specific about detours and alternate routes the buses take on certain days of the week.
104351	More busses.
104371	Add extra times for bus to Math Emporium on weekends.
104393	Improve mobile apps and locations of buses.
104395	Make it more reliable time-wise.
104405	Maybe fix UCB sooner than expected so the Tom's Creek bus can be up and operating again.
104413	More buses in the evening and weekends.
104431	Provide a better app for Android about times.
104445	Buses more frequent (TTT).
104450	When the late night TCB bus became once an hour alternating with UCB, I didn't know until I was waiting for a bus and a bus driver told me. Apparently that happened last semester, but I had no idea. It would be nice if there was some sort of announcement about big changes. It could even be a generic "Things have changed, double check the schedule". Because I had downloaded the PDF schedule a while back and now I needed to download the new one. I don't use the BT app because it's usually unhelpful and/or incredibly slow.
104464	10 min scheduling before 8am, an easy to find expected stop sheet (does not have to be dynamic).
104468	More bus stops to academic buildings.
104489	Find a better way to deal with the very large amount of people on the Progress St bus, and find a better way to accommodate it.
104504	Make the website more user friendly and easier to navigate.
104516	Be on time.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
104518	Increase the amount of buses that run on the Hethwood route. Often the bus is filled and has to skip passengers at the later stops.
104519	More frequent runs to the CRC.
104528	Additional service between Christiansburg and VT campus.
104572	Circulate campus better.
104574	My grad program uses a building off-campus as our clinic- the bus system doesn't go there!
104592	Be more predictable with times. (Or update starting and ending times for weekends).
104598	Show up on time.
104632	Make it so when the bus is overflowing we receive the larger bus on in the mornings on the Hethwood routes.
104640	More buses and more accurate route times.
104647	Better schedule, be in time, new app that actually works.
104649	Improve the app, the times do not always show up.
104704	Be on time!! The bus is usually later than it says online.
104712	One bus every 30 minutes during the weekends for Hethwood.
104715	Run more stops by the Toms Creek stop near the edge.
104730	Limited service before 7 a.m.
104766	Having TCB run every 30min instead of every 1hr for the weekends or having more than one bus route that goes on Patrick Henry Dr.
104767	Not missing the schedule for each stop.
104769	My stop, the progress street stop just after McBryde is usually full. Provide more/bigger busses.
104805	Please allow the full service for CRC bus at summer times. It is really inconvenient to have reduced service.
104825	More busses in the afternoon. Harding and Pheasant running on 30 minute intervals is very inconvenient especially for the number of students that rely on the service. Having MSN go to Pheasant is not much more helpful because most of the time the PHD bus and MSN bus arrive just a few minutes after each other and not actually on a 15 minute interval.
104847	Increased capacity on buses, I don't want to drive to campus but with classes at popular times the buses are sometimes full causing me to miss class. I would rather drive and know I can make it on time.
104855	Have a reliable schedule.
104873	There needs to be a real-time tracking of buses app that is accurate.
104938	Be on time.
104946	Update app regularly.
104960	Have there be a way to know when a bus is going to be late or not coming beforehand.
104970	Have an easier to read/understand schedule for buses.
105047	Allow more frequent times in the evening.
105058	You're gonna need another bus route when the new houses on Prices Fork get built.
105118	More stops to Christiansburg and apartments off campus.
105127	Make it easier to find a stop based on where you are. Often don't know where the closest stop is. Also difficult to plan where you're getting to.
105148	More accurate departure times on the apps.
105203	Expand routes.
105215	Set more bus during weekend, one hour is too long. Have bus riding both way, not just go around a circle.
105224	A better app.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
105229	More consistent times.
105234	Temperature is reaching extremes at times and, while you guys do a great job at keeping time, it can be excruciating/dangerous waiting for bus at bus stops when there is no roof or cover. Heating system and update panel would be nice in case phone is dead as well.
105245	I stopped trying to ride the bus because the bus never stops to pick me up anytime that I need it. I can be waiting at the bus stop 45 min before class and the bus will not stop for me. I am the only person at my bus stop ever. The bus also never tells me if there is a tripper bus coming. However, I rarely get picked up by the tripper bus either.
105249	Yes, Oak Lane bus stop at 5 on Sundays.
105252	Need to send more or larger bus in the morning. It gets full all the time in the morning and causes problems in my schedule.
105277	Make the BT4U website more easily understood.
105280	The BT app isn't very reliable; if that was more consistent it would help a lot.
105281	Use the larger busses in the mornings on the routs PHD and TCB.
105301	Speed up the app.
105312	Send out the larger capacity buses during peak hours, specifically Progress Street at 10:50 am.
105314	Provide transportation to the Duck Pond Dr. Parking lot.
105317	The UCB/University mall bus routes are really messed up in the mornings. There's only one bus that gets to campus in time for 9 am classes.
105318	Increase bus frequency for Tom's Creek during busy times (when classes let out) to 10 minutes instead of 15 minutes.
105329	The air in the bus makes me feel nauseated and uncomfortable.
105345	Provide more connectivity around campus (i.e. Make it easier to get around campus without a car. Provide more on campus stops for Main Street route).
105349	More frequent times at night.
105356	Expand the schedule of the TTT.
105359	Not leave people right when they get to the door.
105394	Run more frequently at night.
105404	Make Blacksburg open up UCB so I can take that bus to and from work.
105405	Always be on time.
105408	Make the app more precise, it is not clear when the buses start running every 45 mins, such as the N Main St bus.
105415	Better bus routes to and from Goodwin and Lane.
105422	Improve UCB please!!!
105443	I hate the construction along UCB; it's unclear what bus is running and when. Also, the bus doesn't always stop when you pull the cord. Having an actual working app would be beneficial.
105447	Extended late night weekend hours/frequency.
105455	Stay on schedule.
105457	Hethwood A and B buses are always full, causing me to be late to class often. There should be bigger buses or ones that come more often for each one.
105477	Make the last North Main bus leave campus at 11:45 on Sundays. Another hour of service would also be helpful during the weekdays.
105490	Be consistently on time and wait slightly longer at stops.
105534	More busses.
105541	Increase the time the buses running.
105547	More accurate phone application.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
105602	Be on time.
105607	Better/more accurate app schedule.
105617	Post the time stop times inside the entrance to Squires, next to the time stop.
105666	Better app.
105706	TTT every 30 minutes instead of every hour.
105716	I would use BT for things like going to Schiffert during the day.
105725	Diversify bus routes to more residential arts of town.
105729	Offer buses at 10 minute intervals from 6:00 am to 6:00 pm.
105747	Be more reliable. If BT4U says the bus will be there at 9:20 it should be there at 9:20, not 9:15 or 9:30. Update the website if the bus is running late/early.
105748	Get more buses running.
105751	Keep the online website updated with information.
105752	Fix the mobile app.
105769	Sidewalks on highways near the campus.
105774	Make weekend and evening bus hours more frequent -- every hour is very inconvenient.
105802	Open the stop back up in front of my apartment, be more consistent with scheduling.
105808	Keep buses running frequently after 5pm because some classes don't end until 6:45.
105853	Next year, do not admit an extra 500 or so freshman students and then move them into Foxridge because there is no extra room for these freshmen to live on campus. The buses were always crowded during peak times, and I usually caught a bus an hour before my class so that the bus wouldn't be as crowded.
105878	Make the app/website times more accurate (I've had to wait 2 hours in the freezing cold because the buses never came before).
105887	Update app, be more punctual, earlier warnings for out of service buses.
105892	Provide better pay and training to its drivers. I regularly see drivers cut off pedestrians and push in front of them when driving buses. This is not only dangerous, it is also counterproductive. Better paid and better trained drivers would alleviate this problem - currently, I suspect that the drivers are careless because they see this as a job like pizza delivery, that won't make any difference to their future and is just for beer money.
105899	Give better stop time estimates.
105900	Math Emporium getting around campus.
105917	More busses during night hours (another Hethwood bus between 9 and midnight would be very helpful).
105921	Go back to the ten minute times on HWD routes; fix the BT app.
105940	Be on time and the drivers could be nicer.
105949	Stop emailing me about a survey. You've emailed so many times and I don't even use BT.
105965	Better app to track bus location; bus sticking to the schedule; more busses during the week.
105972	More busses.
106033	Make TTT more frequent.
106034	If more routes were available on weekends or less than an hour between bus routes.
106071	Come on time, or not skip stops.
106076	Keep buses on time.
106095	Have more stops between Blacksburg and Christiansburg.
106106	More organized schedule.
106143	Stop skipping students at stops. Also stop at each stop for students who are walking up to the bus stop.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
106172	After 6pm the Hokie Express is never on time and I am always waiting 15+ more minutes than the expected time.
106215	More 15 minute interval buses.
106216	Fix the android mobile app to be as good as the website; live map working, better destination recognition, etc.
106227	Better their schedule.
106230	Buses should run more frequently on weekend (every half hour instead of every hour).
106231	Better way to see where the bus is/when it will arrive.
106234	Be on time.
106238	Advertise the live map so people know and earlier and later service on Sunday.
106241	Have a free app that works all the time so I know when the bus is coming.
106258	Increase infrastructure so that more buses are running more frequently.
106291	More coverage on West Campus and Perry Street.
106300	Have a functioning App.
106332	Be late less often. The South Main Street bus is habitually late.
106389	Run earlier on week-ends. Run all day to Christiansburg.
106427	Start schedule at an earlier time.
106478	Keep the text to bus route info running.
106506	Have a more convenient schedule during the weekends. Once an hour is a little cumbersome.
106565	Run more regular on evenings.
106619	More buses on weekends.
106645	Better app.
106654	Wait an extra 5 minutes during last bus for the night. Also make a user friendly app please. I like BT4U classic but sometimes it does not work which can be frustrating.
106659	Bigger bus in the morning--gets really crazy on Tue/Thurs 7:30am Progress Street.
106670	Buses should run more often on weekends.
106673	I take the bus in Tom's Creek in the morning. Since I wait for it in one of the last stops before campus, between 8:00 am and 9:00 am it is usually full and the bus does not stop for me, having to wait until the next bus. It has happened before that the next bus was also full, and I had to wait for a third bus. It would be good if BT would run its buses with peak times and valley times, having buses come more often earlier in the morning and less buses at other times during the day when there are very few people riding the bus. Every 10 minutes between 8:00 and 9:00 am is not enough, buses are packed. Perhaps they should run every 5 minutes this time of the day? Then every 10 minutes at 11:00 am is probably too often. There sometimes are only 3 people in the entire bus. Not efficient. This peak and valley system is done in many towns and cities throughout the world and I think it makes sense.
106703	Possibly extend route to Tabor Village Drive.
106707	I would love to use the BT however I currently live about one mile away from the nearest stop. Also, I have good parking options on campus.
106720	Finish construction on Patrick Henry so that we have access Math Emporium. Provide a few more evening and nighttime buses for students staying late.
106758	Main Street route need to go to more than just squires on campus.
106764	Run earlier and more routes on the weekends.
106777	Be on time, notify in advance if bus is full.
106816	Buses come at different places and more often.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
106823	Make sure the posted schedules match with times the buses show up. The bus is rarely on time, particularly in the mornings.
106831	I can't find the bus to take me home, which is why I don't ride the bus.
106837	More buses or larger buses for prime times like 7:30AM, 8:30AM.
106840	Have a better website and not so funky times.
106843	Buses should be on time and not just never show up.
106846	It is difficult to go anywhere on the weekends. As soon as you get to campus there are not buses.
106847	During weekends the timing is not accurate. You look online and the buses don't come at that time.
106872	Sometimes app crashes, and I sometimes have trouble on where to get off the bus.
106881	Increase bus outputs to distant neighborhoods or send more than one bus down to locations like South main where there are lots of neighborhoods to cover.
106888	PHD runs later than 6:30.
106906	Bus stops down Harrell St.
106912	Please run Progress through UCB because while going to campus this is the quickest route.
106932	A working BT transit application for phones.
107043	Be more on time.
107051	Update the app so the times are correct.
107061	Figure out high volume times so 80 people don't have to squeeze on one bus.
107113	Either increase the frequency of the Hethwood B bus or use a larger bus. Increase the frequency of the CRC bus.
107124	More buses after 930pm more drivers.
107131	Please help me get from the Surge area to McComas/Litton Reaves! It would make getting to the gym and other residential areas so much easier without a parking pass.
107155	Being more accurate with times on the website.
107162	Increase busses. Half the time I try to get on the bus is already full.
107194	Run an earlier service for the UMS bus. It doesn't come in time for me to make it to my 8am.
107196	A route that went from Toms creek or Patrick Henry Drive to Litton-Reeves/McComas Gym (like the old TCB route did) would be helpful.
107253	Improve the times of the stops.
107254	Maybe increase the number or size of the UMS BT bus.
107270	Be on time.
107273	In the mornings, the buses that leave 30 minutes before a class time starts (ex: 7:30 but before an 8:00 class) are always really busy. Sometimes the buses fill up before leaving the time check and students waiting at stops farther along cannot get to class in time. Finding ways to prevent buses from filling up at these times would be great.
107274	Have the bus run more often on evenings.
107288	When I do take the busses from Foxridge, the earlier morning ones are quite often very full or entirely full to the point where I can't even get on them and have to wait for the next bus 10-15 minutes later. Perhaps having more busses for the busy times or busses with greater capacity would be helpful.
107292	Please add a stop near Goodwin Hall.
107322	Not be full while I'm trying to get to class.
107328	Inform riders when schedules change.
107333	Fix my bus stop at Sturbridge Square. I bought a parking pass because of the inconsistencies, etc. It isn't worth my time to take the bus.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
107348	Run later.
107359	Have one more hour on Friday and Saturday nights for the Harding Ave Route.
107390	More times through 10pm during week.
107419	Try to be on time.
107424	Reinstate a weekday/daytime line connecting Toms Creek Rd and the residential/administrative side of campus!!!
107432	Multiple Busses available for the 5:00 rush.
107441	Have a bus stop close to Tabor Village. Sometimes MSN and MSS are running more than 30 minutes behind.
107468	Make bus schedules clearer and easily available. If the website were more updated and easier to navigate I would consider taking the bus more. When the bus switches times is very unclear.
107470	If possible adding more stops for certain routes. I generally walk to my classes because my bus only takes me halfway to where all my classes and work is located.
107506	Increase frequency of bus route (having to wait 30 minutes is no incentive to ride the bus), expand hours for the Two-Town Trolley, and keep improving BT4U-it is still somewhat unreliable. Lastly, there is no need to show VT ID in order to ride the bus. This isn't DC, it is a community in which the major employer (for those not students) is still Virginia Tech, so the point of showing an ID is wasted. Everyone is affiliated with the university-we are not gaining or losing any significant amount of money. If anything it makes it a hassle for students to have to pull out their ID in order to get on the bus (especially with food, books, gloves, wallet at bottom of bag, etc).
107529	More bus routes, shorter more frequent intervals.
107535	Offer individual transportation at night for people who feel unsafe walking.
107537	Run on time.
107579	The CRC bus tends to be very irregularly timed, and it has to stop at time checks for a long time. I think that if there were more time checks along the way, people wouldn't have to get to their stops up to ten minutes early, like I have to.
107581	Have a bus that takes me to the bars.
107588	Have a bus on Sunday mornings! Even once an hour!
107591	Provide a good app for finding routes and times. Let people type where they want to go and you can start collecting data on where people are trying to travel to and from. I would take the bus if there was one that went to Hillcrest from Main Street.
107594	Have the times on the app right.
107595	Please tell the apps if the UMS bus won't be coming to certain stops, so we don't stand there for 40 minutes Friday night and then start walking.
107608	Have a bus tracking app.
107614	You should send the long buses during class change times so that people don't get left behind.
107620	Yes, add more stops on Prices Fork near Main Street.
107636	List the bus arrival times on each BT sign at the stops. The app sometimes doesn't pop up.
107686	Come more frequently on evenings.
107695	Put Tom's Creek back on a route that goes up to McBryde.
107698	Run a double bus on north main during peak hours.
107727	Consistency would be greatly appreciated!!
107741	Stick to the time check and not leave early.
107742	Anything that could reduce the number of cars on VT's campus would benefit all of Blacksburg.
107743	Be faster, add busses.
107751	Schedules are difficult to understand.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
107759	Better weekend schedule.
107761	More buses on the Hethwood A and B.
107770	Main street bus is often way off schedule as listed on the BT website.
107778	More UCB.
107837	Add bus stations in some locations (like Jefferson Street); add more trips from Fairfax Road to industrial park BT.
107865	Be on time/more frequent.
107874	Have more buses so they're not so crowded.
107883	More times on the schedule.
107896	Not change locations so often.
107907	Provide a bus stop at Target.
107911	Have more frequent bus times on the weekends.
107924	Actually show up when they're supposed to.
107925	More frequent evening routes.
107935	Adding more stops on campus from South Main Street.
107937	More frequent buses.
107945	The app never has schedules up and if it does they're only around 45 min in advance. I need to be able to plan ahead.
107948	Run more busses on the weekends.
107958	Time check the TCB at Shawnee so that if we miss the (single) bus that services us we aren't completely screwed.
107960	Be on time.
107990	Have buses run more frequently in the evenings.
107999	Be more accurate with timing.
108042	I could use it, I just prefer not to.
108072	More buses on weekends.
108079	More frequent north main buses on weekends.
108087	Later/more frequent evening busses.
108093	More frequent Harding runs.
108100	Be more consistent with times it should be at stops and minimize the times when stops are completely skipped.
108128	No full buses.
108137	Run more often (every 10 minutes instead of 20).
108139	Have a better time schedule in the mornings. Provide easier access to a live map so I know where the bus is and where it will be.
108182	The app for bus schedules could be better, there are loading problems most of the time, especially since the text service no longer works.
108215	I feel the Hethwood route will be crowded in the following semester due to the cottage style homes being built on Prices Fork.
108222	Make their app more accurate.
108232	Work on being on time more for the 7 a.m. Buses.
108256	More frequent Main Street South runs on the Weekend.
108264	Possibly more service in the evenings on weekdays to get home from late nights studying.
108340	Make a schedule when each bus arrives and leaves places and say where each bus is going--Easily available on your website.
108345	Be on time.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
108367	Be on schedule.
108378	Make a better website or app that projects bus times better.
108424	Add a stop near the west end of Perry St. for Hethwood B.
108460	A better schedule app.
108487	Add a bus stop at the Psychological Services Center!
108490	Provide more concrete times for the UCB route.
108495	More frequent and possibly scheduled bus arrivals at Foxridge.
108518	Increase capacity.
108519	Add accurate times and be slightly more frequent and on time during night time.
108526	Be more reliable.
108558	Better access to accurate times/stops. I never know when the pdf's online are accurate. And the mobile app doesn't always work.
108594	Play better music on the radio.
108602	Please provide more frequent service than reduced service during breaks or holidays.
108614	More frequent stop times (more buses running).
108624	Be on time.
108628	Have more frequent bus times, every 15 minutes as opposed to every 30 minutes in the afternoon.
108634	Add an extra Hethwood route to compensate for the increased number of people using Hethwood due to the Retreat.
108657	Have more buses running and a better app to tell when and where the buses are going.
108682	The app and website aren't good at conveying which bus is going where and when.
108692	Please be at the stop on scheduled time.
108714	Don't leave at the times that classes get out immediately.
108716	Have TCB run every ten minutes early in the morning.
108724	Providing a better app and more buses.
108736	Better information on evenings and weekends when the routes alternate.
108775	Better notification when services stops running (weather issues, etc.) Also, better time schedule online when a route alternates. For example, when Hethwood and Harding are combined, it's not clear on the schedule for a given stop which direction it is running.
108804	Be on time.
108816	Well working app shows time left.
108820	Fix the BT mobile app.
108831	Bigger buses, better drivers.
108833	Update the app more.
108840	Not blast the heat when there's 200 people crammed inside a bus.
108847	Go farther up Prices fork.
108869	UCB should come every 10 minutes, as it used to.
108886	UCB and UMS are so crowded in the afternoons. I think it would help if they came more frequently during the day.
108888	CRC on weekends.
108893	I do not know the code to text for each of the buses I would use. An app where I could select my stop and see the schedule for it would be great.
108900	Better updates of the BT4U site.
108928	Make the app for iOS more stable.
108941	Come at the times listed. Fix the BT transit app from crashing.
108969	Have better service in the evening.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
108970	Be on time and have more busses running.
108988	Bigger bus at morning.
109000	More buses.
109006	Have a not terrible smart phone app.
109013	Run the buses later on weekends.
109018	Put more bus stops for Main Street North and South in the campus.
109025	The bus schedule could be more accurate on BT4U. And the Hethwood bus is constantly over crowded.
109028	Not have weird hours on the weekend.
109031	Post physical driving schedule at bus stops.
109033	Run more often. It only runs twice per hour after 12:30 on weekdays and once an hour on weekends.
109054	Implementing GPS trackers in each bus to display on an map used in an app to show when buses will arrive.
109061	Have buses run to Foxridge (and other places) earlier on Sundays. People often miss out on church because the buses start so late. Nothing crazy but 10 would be nice!
109062	Have busses go to Commerce Street.
109084	Go back to the original UCB route.
109094	Keep the website updated (route timings are often wrong, e.g. TCB.) Fixed bus schedule (Schedule and frequency keeps changing throughout the semester.) Offer CRC on weekends, late evenings (CRC hosts the Computer Science department and many more teams, it is a part of the university! Students need to work on weekends, and late nights-Obviously! Also, the location of CRC is such that walking is not an option. With the weather into account, cycling is also not viable.) Notify users of changes in schedule (e.g. reduced service today- the weekend before the Spring break even begins.) Give me a feedback on whether these inputs were even received/read by BT.
109122	Have more routes on weekends.
109140	Run more frequently later into the week night.
109198	My lab is at the CRC so transportation is hard.
109221	A more convenient schedule.
109248	Hethwood B bus is extremely crowded on weekday mornings, especially for 8 am classes.
109261	Provide more frequent Math Emporium buses.
109269	More direct route to Megabus stop in Christiansburg.
109356	I would ride the bus more if the Harding Ave bus ran with more frequency during the afternoons and evenings on weekdays.
109360	More double buses.
109363	Make stop times and locations easier to understand.
109400	A better app that tells the bus times and does not crash a lot.
109411	Have a more reliable app/easy way to have accurate information displayed clearly.
109435	Provide either on the BT website and/or phone app a from location and a to location for the user to easily input the information. The app will recommend what bus route(s) to use to get where you want to go. It is not simple to tell which directions the buses go on the routes online either.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
109469	Please change the ID rule for riding the bus. It is extremely redundant and very inefficient for every student to show their ID every time we ride the bus. I'm sure 99% people who ride the bus from the 7am to 5pm are students so please change this rule to become more student friendly. Thank you.
109470	Increase the frequency of the Harding bus runs after 12:00 P.M.
109482	Stick to the time schedule!
109492	Have buses run more often.
109497	Be more on time.
109534	Accurate time checks.
109582	CRC bus should run more frequently during summer time as students work full time in the summer.
109586	Shuttle from remote parking to Burruss--Just shuttle back and forth to allow ready access for graduate commuters to their vehicles.
109587	Have later service during reduced service. Currently my route stops running at 6:30 on Saturdays during the summer. Seems to encourage drunk driving...
109595	Operating hours on Sunday mornings earlier.
109601	Leave more frequently on the weekends and at night.
109621	Busses commonly full.
109637	Have a double bus running more often during the morning on the Progress St route.
109638	Connect the different housing areas off campus. Right now all routes go to or from campus, but it's really hard to go between Maple Ridge, to Hunters, to the Village, etc.
109639	No route on Clay Street/Willard Drive.
109655	More buses.
109720	Be on time or update arrival times in real time.
109739	More bus access to the Vet Med baseball field side of campus, inconvenient to board Main Street, get off at Squires and have to walk all the way across campus to reach there. It's not even serviced by the Hokie Express.
109746	Run more than every hour on the weekends.
109761	The app can be non responsive and not update with new information as to what times the buses are coming. I'm not sure if this is my iPhone or the app, but it can be hard when I'm trying to take a different route (BT4U).
109762	Have more busses running.
109770	Run later than the bars close during Friday and Saturday nights.
109789	Work/church is hard to get to on Sunday mornings because buses don't run until later in the day. I would appreciate some sort of service in the mornings.
109797	Make sure they stay at the time stops until the actual time.
109805	Make a time check before or at the Shawnee stop. Timing at that stop can be anywhere within a 20 minute range and it would be nice to have more consistency.
109835	More weekend buses.
109839	If someone could come up with a way to track the buses to that those of us waiting could see where they were, that would be really helpful.
109841	Have the schedule more consistent/available and offer more frequent routes during weekend mornings.
109851	Have Progress Street run on weekends.
109852	Better schedule.
109857	Be more punctual and reliable.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
109868	Announce the stops.
109882	A better app.
109888	Make the BT4U app more reliable.
109893	The weekend stop times are very far apart, due to only MSN reaching my stop.
109899	Be on time, have more busses and more routes on the weekends and late nights.
109918	Provide a good phone app.
109934	A bus schedule (preferably electronic, showing when the next bus arrives) at some (all?) bus stops.
109938	More reliable bus times.
109944	Bus drivers should not throw their cigarettes on the ground in front of Burruss! There should be an app where we can immediately post comments about the bus driver's behavior for you guys to be more aware.
109973	Please make the bus schedule easier to understand. Also, try and make the live map/arrival times more accurate. I've missed the bus multiple times due to inaccurate information.
109974	Offer buses more frequently on the weekends.
109988	MSS in the morning is wasting their time travelling until the factory area, I can swear more than 90% of the time the bus goes there, no one is waiting.
110005	More buses to decrease crowdedness on buses.
110025	Bus to the veterinary school.
110030	Provide an accurate location of busses that are active.
110038	I used to take BT all the time, but now with the new schedules I rarely ride the bus.
110059	Best online website/app to track down the bus.
110090	There is a weird break in TCB and PHD after 7:44 until 8:02 and a 7:52 bus in Terrace View would make sense.
110095	Provide more services in the evenings and weekends for basketball games.
110104	Have the busses run earlier on Saturday and Sunday.
110107	Be on time to the bus stops.
110111	Be more reliable time wise. Fix the routes going to and from UCB.
110140	Tool to allow users more accurate times/specific location of active busses.
110167	Not be full when it passes.
110192	Add more bus stops at Fairfax Rd at end of circle.
110193	The reduced services really ruin my schedule.
110207	A more reliable app for the schedules.
110211	Be on time.
110219	Try to be more efficient with what times you use double busses and single busses. With the Hethwood route, often the at the busiest times a single bus will come, and I always see nearly empty double busses at odd times.
110220	Run later on weekends.
110231	Make it more time efficient to ride the bus to the Litton-Reeves area of campus.
110241	More reliable bus service, more accurate arrival times, way to get from UCB to Surge, friendlier drivers (some are great!).
110254	Have more buses run during peak hours to prevent people from getting left at bus stops when the bus is full.
110258	Sometimes people get turned away during peak hours.
110282	Provide better directions or navigation throughout the system online/app; for example, entering current location to final destination and BT calculates which bus you need to get on and which stop to go to, etc.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
110285	On test days the buses stop running before the tests let out so it is hard to get home after 9 pm.
110303	Have a way to let you know if the bus is running behind schedule. Also to have your own bus app.
110336	You could try actually being on time at bus stops, maybe?
110344	My lab is in the CRC and my office is in Goodwin Hall. If I take the bus to the CRC, I need to walk a half mile from the nearest bus stop. Having a stop near Innovation Drive/Rackspace would allow me to use the bus more effectively.
110345	It would be great if BT has better real time tracking, especially something that is available for non-smartphone (e.g. User can text to 41411); register to nextbus.com; turn on voice announcement for the next stops; has route maps on every bus (could be a very simple, black and white map).
110430	It would be nice to have a campus circulator that just circled campus.
110442	It would be nice if kids below 3yr could also conveniently ride the bus.
110455	Busses are too crowded by Terrace View before 8am classes; need more busses around this time.
110459	More parking is clearly needed.
110501	More direct routes.
110556	Send more buses frequently, and hold them accountable to their schedules.
110579	Better website.
110583	Active earlier in the day on weekends.
110602	Expand weekend service to 30 minute runs.
110605	Stop sending buses to Squires.
110655	The bus routes are confusing to figure out, which is why I do not use the bus.
110663	Especially late at night, send us a text or some kind of alert if a bus will be more than 10 minutes late.
110689	Have the Progress Street Bus come to Burruss again please.
110692	Have a route from campus to Lane Stadium so I can pick up my car without having to walk to Lane.
110693	Have the Hokie Express not always have a different route based on time.
110697	Have a bus specifically designed to go around campus.
110723	Earlier and later bus routes on Sundays.
110726	Specify which routes go where more often. I have gotten on buses that go to different destinations than advertised.
110732	Be more reliable.
110741	More Toms Creek B buses.
110749	Run the CRC later or extend mss to reach ramble.
110750	Run as frequently during the night until 8 or 9pm instead of quitting at 6 or 6:30. So many students have class until 6:45pm MW and we have to wait in the cold as four buses pass us saying "not in service" until 7:15p.m.
110754	More frequent routes at night.
110757	The Hokie Express should run from 1-5 on the weekends. It should be more reliable, sometimes it is late or not at the bus stop at all.
110778	Come more frequently in the weekends and later in the evening.
110790	Make the app more accurate and reliable.
110813	Go more often in the evenings.
110834	Stagger run times so busses arrive every 7-10 minutes not 15-20.
110846	More buses.
110847	Outlawing cars.
110882	A bus should never be "full".

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
110908	Be on time consistently and have more busses in service.
110940	Run more often.
110985	Route from prices fork to Burruss.
110989	A GPS showing where the bus is on its route.
111018	More frequent routes.
111032	Improve BT app for an easier user interaction.
111048	Increase the number of times TCB runs. It's horrible after the switch from Toms Creek to TCB.
111091	Stop turning up the AC to freezing temperatures inside, offer more or bigger busses during times where a lot of students need it (mornings, evenings).
111102	Decrease time interval between two Hethwood buses.
111137	If UMS goes to Burruss by way of McComas, UCB should go by Surge. For students who have class at 8am, walking from Burruss to Surge to be there by 8 causes us to get the bus 45 minutes early!
111140	More accurate bus schedules.
111171	Don't make me cross Prices Fork just to get to the TCB bus stop to go home.
111179	Streamline the website so that information on routes and scheduled stops is more readily accessible.
111184	Keep times updated on the app of when they run. Also indicate when the last bus to run is going to be.
111190	Update app and have it show correct times when buses will show up or if they are full.
111212	Run more often on weekends, i.e.: Saturday and Sunday mornings. Have more buses run during peak class times because buses seem to be too full then.
111228	Not enough space on the MSN bus in the mornings.
111247	Please train new drivers during non-busy hours. I have been late to work at 8 AM a few times due to a new driver being trained and their driving being unreasonably slow.
111263	Have more buses as they're full.
111265	More than 1 bus in the mornings.
111294	Be on time.
111296	Produce a better app.
111318	Better/more accurate scheduling, an app that works and reports times all of the time.
111330	Better app.
111338	Transit from Cassell to the Duck Pond parking lot.
111364	Have more busses running to have more times available.
111377	Come closer to Southgate Drive.
111389	Better transportation between different buildings on campus.
111418	Better stops throughout campus for PHD.
111422	Living at the Edge Apartments, I would really appreciate a route that could take me to and from a grocery store. I currently have to walk to Burruss and take the bus from there and then walk from Burruss with all my groceries. Also, the Toms Creek bus was very convenient as I could go from the Edge to McComas/Litton Reeves.
111423	More Hethwood A/B buses. At the busy times, when they finally get to Smith's Landing, buses are usually full because they have gone through Foxridge.
111431	Make the hours better and stop at different places on campus at night.
111459	At night, the Hokie Express only runs once an hour. There should be one at least twice an hour.
111483	Run more frequently.
111501	Have more buses running in the morning.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
111506	Electric Buses.
111521	Not hire terrible drivers; Have it mandatory for drivers to lower entrance, I dislocated my knee trying to get on the bus.
111524	Tom's Creek B and Progress Street should all be double buses. There are typically people who cannot get on the bus because it is full.
111528	More convenient times for HXP.
111536	I live by stop #1215 on Hethwood route. In the mornings I am passed by sometimes 4 to 5 buses without ever getting picked up or sending a tripper bus out to pick up the stop that has been repeatedly skipped. This has caused me to be late to work and class on multiple occasions and I have had to start standing out at the stop an hour before I need to get to campus in hopes of getting picked up at some point. The Hethwood buses always get filled before coming to Oak Manor and Smiths Landing stops. I pay the same bus fee as Foxridge but am not getting the same service. Hethwood needs to have more buses that come in the mornings or trippers that become available when stops have been skipped.
111539	Make it known when the schedules of the buses change!
111586	Have the bus come more often than every hour in the evenings.
111595	Have shorter routes so I do not have to wait at the bus stop for so long after classes.
111596	Have more buses running in the mornings, Toms Creek bus has to leave people behind at some stops around 9am.
111614	Have Patrick Henry run later.
111623	Be on time or post updates to the app when late.
111633	Some particular buses tend to leave early: the 9:50am MSN stop near The Mill and the 4:10/15pm MSS. It would be good if they stuck to the schedule.
111639	More buses.
111673	Harding Ave is always late when it runs every 30 minutes.
111688	Ensure that the bus stops are cleared of snow; some bus stops are now located at construction sites and thus aren't real stops anymore.
111709	Send emails when there are changes in the bus schedule (detours, snow storms, etc).
111714	Allow spouses to ride without charge.
111723	The App crashes every time you open it (you have to reset its data.) Every time.... It also displays inaccurate information from time to time making it untrustworthy.
111739	Provide more buses, so I can always count on one to stop and not keep driving by because it's too full.
111743	Add more buses during the weekends.
111746	At certain time (e.g. around 9 a.m. on Tuesday or Thursday), there will always be a sharp increase of students. BT should arrange long buses at those specific moments to load everyone.
111752	Better route for CRC.
111793	Clearer schedules for combined routes on weekends.
111831	Increase route MSS frequency. It is better to decrease time interval between two buses from 20 minutes to 15 minutes.
111836	Have an official mobile app with a good GUI interface, there are a few out there but they are all pretty bad and crashes a lot.
111850	Keep BT app updated with bus times.
111905	Be on time.
111909	Free food and drink services.
111916	Basketball game day shuttles from apartments.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
111922	Run the Hethwood buses more than hourly after 9:15pm and run earlier on the weekends so I can get to church services that start at 10am.
111946	Better phone apps for bus schedule.
111954	Run more frequently.
111978	There just need to be buses more often and more after 2 especially, a bus once every half hour or more really sucks.
111980	More busses so it is less crowded.
111986	Fix UCB's route so getting go the life science side of campus isn't a 30 minute trip.
112038	Improve Google and other "smart" or "cloud" integration.
112049	Expansion of the North Main line and increasing number of times that CRC runs in the summer.
112061	Have TC run again but with a detour since road is closed, or at least have one bus go from apartments to McComas.
112078	Be available on my demand.
112081	Provide more buses during the peak hours in the morning. Consistently full buses pass me while I try to get to class.
112082	Increase the frequency of the HWB route.
112119	Explain how to use it.
112163	Allow unicycles on the bus. They do not all fit on the bike racks and it is not a realistic "safety concern".
112166	Make knowing when it will be arriving at my stop more accessible.
112189	Bus to Radford.
112206	Add a double bus to Hethwood B. It's always very crowded and I know Hethwood A has one.
112236	Make finding bus times at a stop easier.
112346	More buses instead of on the hour at UMS.
112355	Run Patrick Henry later in the evenings.
112369	More/Bigger Buses; they are always full during the week before noon.
112399	More reliable, stagger bus routes that are similar but arrive together (i.e. MSS and TTT), more info about arriving buses at the stops, add live tracker to app.
112422	Run the main street south bus more frequently.
112447	Send bigger buses in the morning, they get packed and I get curved by the morning bus at least once a week. And it makes me late for class.
112467	More routes that go past Kroger on South Main.
112480	Expand service in the evenings (perhaps have an option to schedule a pick up late on campus in case people work late).
112482	More user friendly mobile application.
112492	More reliable App. Currently, the iHokie App is much better and one that I use primarily over the BT app.
112512	Run one hour later at night 7 days a week.
112529	More frequent times on evenings or weekends.
112539	I am usually at the lab very late into the morning making it harder to catch the bus. In order to make sure I can get home I have to drive myself.
112573	Use the app more for delays and information.
112597	The only time I rode a bus, I had no idea what the stops were or where we were along the route; there was no information on the bus for that.
112654	Run every 15 minutes all day.
112660	Park and Rides closer to town.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
112663	Have bus routes out to Center Street and Green Street that go towards campus.
112684	Buses being on time.
112700	More buses in the mornings.
112712	Have Patrick Henry run at night.
112713	Run UCB buses more often on weekends.
112722	Larger bus for MSS around 5pm.
112727	Be more on time. During times when lots of people ride, make it more frequent.
112741	More buses, start earlier, run later.
112747	Fix the routes, I like how they used to be before construction.
112755	Trippers for morning TCB, evening Progress.
112790	Smoother app.
112794	More consistent bus stop times.
112802	Clay street route.
112808	If someone is right outside the bus door before the bus is moving don't drive away, especially in the rain.
112819	Develop better app or one that works more often than not.
112822	Need to provide better information on route and bus availability. Sometimes buses are marked as on their way but there are unexpected changes that don't get reported through the web interface.
112827	Increase the frequency of bus during weekends.
112832	Be more frequent.
112837	Please add more buses to the PHD and TCB routes in the morning. They are almost always full by the time they get to Broce.
112860	More frequency on weekends.
112875	Have more bus on weekends so it doesn't take an hour to get on a bus.
112884	Improve the app reliability (android). It freezes consistently.
112899	More routes on weekends.
112907	Be able to type in an address or apt complex name and have the site/app tell me places and times to get there.
112909	Run Patrick Henry for longer and lessen the amount of time checks.
112921	Please update the online times if the bus is running late or early. Also, please have the people driving the UCB bus actually take the route and not just go to the Math Emporium.
112922	Clarify bus schedule and routes on football game days.
113000	Come more often.
113008	Increase buses/add new routes.
113030	More buses on the weekends.
113053	Improve BT mobile; it is hard to know which bus to take back to campus because certain routes are out of service at different times.
113058	Improvement of the live map.
113088	Please have bus operation during the evenings and weekends more frequent and have weekend buses start running earlier than 11:30am.
113104	Not constantly leave the Oak Lane time check 1 minute early.
113108	Run on the half hour late at night.
113109	More busses during peak class hours during weekdays.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
113113	Have a bus do the backwards route of MSS; sometimes I need to go from Ellet/Fairfax to the Industrial Park, and with the current system I would have to either get on at the Ellet/Fairfax time check or ride the bus around, or walk up the large hill to Main Street and catch the bus there. If a route went the opposite way, it would be much more convenient (especially in the cold winter).
113132	The amount of people that are on the bus every day during the week is insane. I should never have to catch a bus more than 30 minutes before my scheduled class time just because those are the only buses that aren't full.
113133	More flexible hours to Christiansburg.
113135	More reliable bus times on app.
113146	Be on time and have your website/apps work.
113154	There exists a BT app for bus times, but it has a lot of problems. It always fails to open for me, and others have said that when it does open, it is often wrong. It would be very convenient to have a working app so we don't have to navigate the website every time.
113162	Better app with more accurate bus times; better organization and notification of routes on game days.
113176	Faster bus routes, less crowding.
113180	Reliable schedules and apps.
113192	Airport stops on CRC route. A complete round of the route and a time check takes lots of extra time. Many students go regularly to 1650, Research Center Drive (Brook's Forest Products Center). Would appreciate if route can be adjusted to include (if possible) or at least have a closer stop to reduce otherwise walking distance from Pratt Dr/Andrew's Bldg Nbnnd which is bit hard during harsh weather conditions.
113215	More convenient routes.
113224	Busses from one residential area to another (Patrick Henry to Hethwood, etc), stagger bus departure times for Progress St and TCB.
113236	Go to the Vet School.
113244	Approve the BT4U app.
113259	More accurate bus arrival times and dealing with the crowd of the buses in the mornings.
113263	Better app.
113271	Send more buses at crowded times.
113273	Make a proper website that actually shows routes and stuff.
113279	Be on time more and have buses more often; insist that the Town shovel sidewalks for bus route areas--very dangerous to walk to the bus stop.
113293	More buses, so less crowded and don't have to wait for multiple buses.
113296	Update the App. Maybe allow passengers on it to report if a bus didn't show up on time or left early. Also people who take Hethwood are very concerned how you all are going to compensate when The Retreat is open.
113302	Faster route to Wal-Mart.
113314	Make a better app optimized for newer iPhones and have live bus feed on the app.
113316	Adjust the CRC route.
113325	The signs with the routes are not clear at all.
113334	If the BT4U app worked more often and had accurate times.
113344	It would be nice to see all of the bus stop times on all apps instead of estimating the time the bus comes to each stop.
113355	Need to change the HXP route to a bigger circle - skip Burruss, and go past Torgersen, turn right after Turners and go in front of SEB. The circle definitely needs to expand.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
113361	University mall buses coming by more often.
113365	Prevent overcrowding.
113389	The buses for Toms Creek B and Progress are always packed- make them all double buses.
113392	Run more hours on weekends.
113415	Run on time and have the progress bus run later.
113439	Better app.
113447	More buses after 7 pm on weekdays.
113457	Be on time and update the online website saying which busses run to which stops on weekends.
113467	Be on time.
113481	Run buses more often during the day.
113506	When the Patrick Henry bus stops running in the evenings, there is a weird gap in time before the Main St North bus begins to cover its route.
113519	Better app.
113523	I'm on Hethwood and the shuttle is already pretty nice with being every 15 minutes, but every 10-5 would be awesome.
113547	Have earlier and later routes especially in summer.
113570	Bus route from apartment complex to McComas gym;, more parking; more frequent buses later in day.
113576	The Harding Ave bus is very inconvenient in that it doesn't come often. Also Getting to Litton Reaves/McComas is very inconvenient from downtown/RSA area.
113577	More frequent service on weekends.
113593	Get a phone app that actually works.
113602	Be sure to make a stop at my bus stop. In the morning, it can be almost impossible to catch the first bus at my stop. I have never seen less than 3 full busses pass before I am able to ride and it is faster to walk to campus.
113614	Better stops. Easier to tell when it will be there. When it is cold it is hard.
113615	Post the schedules at the bus stops and run more frequently.
113617	Busses over packed.
113629	The Two Trolley is not always on time. There are times where I need to take the 10:10am bus on weekends, but it doesn't arrive until 45 minutes later.
113636	Be able to type in your student ID number for those who lost or forgot their Hokie passport.
113645	Greater availability of routes from Christiansburg to Virginia Tech.
113648	Have a better app with the times because all the apps have different times as of when the bus actually comes.
113649	Run more often during weekday evenings.
113659	Have more bus stops.
113669	Make the HWA and HWB routes work in the apps that keep track of stop times, including texting the BT number.
113693	Increase frequency; open the route from terrace view to Kroger.
113698	Have available bus routes near the dorms and McComas.
113727	Include Radford more.
113749	It would be nice if Patrick Henry bus circled the drill field because I'm a Human Development major and all my classes are on the opposite side of campus (not just around Torgerson).
113762	Fix the app. It is almost completely useless.
113793	More often.
113797	More availability of buses before 8 AM.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
113806	Offer a more direct route from Burruss to the other side of campus for cold weather to avoid drill field without having to go all the way to the Math Emporium or something.
113821	Extra times/more busses circulating the PHD route on Tuesday and Thursday mornings. I am constantly running late to class because the bus is full by the time it gets to my stop. It has even gotten to the point where two busses (15 minutes apart) have been full and I've had to catch the third.
113827	Oak Manor gets passed often by full buses because it is after Foxridge and we can't get to campus!
113837	Arrive on time - Hunters Ridge time check 8:50AM bus never shows up on time.
113838	Run the Harding Bus more frequently in the evenings.
113839	Be on time.
113842	Be on time and more frequent.
113843	Speed up UCB construction, have more frequent buses that are on time.
113879	Have more convenient stops and be on time.
113891	Place stop on Airport Rd and Hubbard St to campus.
113913	TCB should run every 30 min not every hour.
113937	Improve the BT4U app!! It is absolutely terrible!
113964	Schedule is way off the reality.
113966	Harding Ave never comes on time, especially after the morning schedules. I can never catch the bus on time.
113969	Input tracking feature in app.
113978	Provide more buses and times.
114007	Ensure busses are running on time, and find a way to notify riders when their route has a schedule change.
114008	Later service to the hospital.
114012	More times but I understand why it doesn't have them.
114017	Provide an accurate real time bus schedule.
114058	Better app.
114069	More consistency with the UCB and UMS routes.
114084	Even with the available service, it is not frequent and I need to take a taxi for one of the rides going or coming while using the BT.
114092	15 minute intervals at night.
114095	For me, the weekends, esp. Sunday operation beginning time (11:15 AM) on HWD route, is very late.
114097	More frequent pick up times.
114111	If the main street south bus would go to Burruss Hall.
114129	Please run bus from 1-5 on weekends. Walking over a mile to work in the snow and rain is awful.
114157	Be on time.
114159	Run more than one bus on Sunday.
114171	Travel to and from Radford University.
114209	Frequent service late.
114234	Please don't split up the Hethwood bus route between it and Harding. Just for convenience's sake.
114246	Have more accurate online times for buses to arrive at stops.
114270	Leave at time check times, instead of leaving early sometimes.
114278	Increase service on the weekend.
114287	More frequent busses.
114299	Increase frequency on weekends and reduced service days.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
114311	Make the CRC bus more on schedule.
114317	Run progress bus later.
114327	Sometimes in the mornings during the week the Progress St. and Toms Creek B routes are too full.
114334	Make the BT4U app more reliable.
114338	Be on time- my friends and I were stranded downtown twice because we were going off the BT schedule and even though we got to the bus stop 5 minutes early the bus apparently had been 10-15 minutes early and we missed it.
114348	Run more regularly on the weekends.
114352	Convince the city of Blacksburg to finally open up UCB so that I can take more convenient bus routes again.
114367	Be more consistent.
114379	Make finding route times a little easier.
114403	Have a good mobile app.
114405	Have busses run regularly on weekends.
114446	Make buses run more frequently?
114459	Make the schedule easier to find and more accurate.
114464	It would be really helpful if BT for Main Street buses could go further into campus. I have to take Main street bus and walk another 20 minutes to get to class at Litton Reeves. Only sometimes does the bus arrive in time for me to catch the Hokie Express.
114474	Run full service buses to and from campus until 7 or 8 instead of 5--Makes it very hard to get home when the buses only come once every 30-40 minutes.
114514	Weekends are hard to get to and from campus. Buses don't run very often and sometimes I walk.
114524	Send more Hethwood buses in the mornings because they are always full when they get to Smith's Landing.
114527	More buses in the evening.
114530	Many times at night I end up having to walk home since the buses have stopped running.
114541	More buses running.
114547	Wider range of bus routes.
114550	Stop having the bus over capacity, better times to get to campus instead of either 30 minutes early or 5 minutes late, better pick up/drop off locations.
114565	Sometimes there are not enough spaces on buses and that can be very inconvenient.
114595	Have a bus stop over near the stadium area/Green Street.
114615	Monitor the amount of riders at peak class times and adapt the schedule/bus size to that.
114639	I take TCB into campus for my class in Goodwin Hall- it's often very busy with pedestrians and the first stop is actually up the hill past Goodwin Hall. So, if there were a stop near or at Goodwin, I would get to class almost 10 minutes earlier every time instead of waiting on the bus to go past and up to McBryde, then walk back down to Goodwin.
114667	Times should match better with buses.
114677	More accurate timing.
114690	The app is quite confusing to me; it never seems to be accurate and I'm either too early or late.
114694	Run more frequently on weekends.
114698	Reactivate the stop on Patrick Henry Drive on from Collegiate Suites Side of the road.
114702	Have more buses running in the morning.
114725	Improve the app. Maybe do the interactive map and show everyone where the busses are. The app just never works for me.
114749	Wi-Fi on the bus.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
114756	Text or app alerts for full buses, canceled runs.
114769	Make an app with accurate times.
114774	Stops closer to Berryfield.
114781	Most of my classes are on West Campus Drive (Cheatham and Litton Reeves). There needs to be a route that goes from Prices Fork down West Campus Drive. It is not possible for me to get from Goodwin to Litton Reeves in 15 minutes without running.
114785	More busses at busy times?
114792	Send the larger bus on the UMS route.
114797	More accurate time table/app; come more frequently on weekends.
114799	If there were more busses that could pick people up more frequently, I would probably ride more often.
114801	I live in The Mill and in the mornings the bus is usually completely full by the time it gets to our stop, which is the main reason I never take the bus.
114821	Add more buses to the system, each morning the buses are always full when they go past my stop.
114851	The reduced schedule compromises my ability to do things. One thing is reducing the service (amount of buses and times) but simply closing entire routes is just nonsense. If people would rely on the service they would use it more often.
114856	Run more often on weekends.
114858	Stop at the PSC.
114862	Have a more reliable schedule for the TTT.
114869	Fix the CRC bus route so that it is reasonable to make it to the Brooks Forest Products Center without a 40 minute bus ride from Squires to the airport stop-- so make the route like it was last year where it didn't go halfway to Christiansburg.
114884	More frequent times at night.
114902	Have a stop by the Kroger on Main Street.
114940	The 8:50AM Progress Street bus is always late and confuses riders.
114952	Come more often than once per hour on weekends.
114954	Run more frequently.
114956	Improve the mobile workability of the website (I only use the classic site because the new one is tough).
114962	Have buses run more often to Kroger on the weekends. Once per hour is not enough.
114972	Update the BT app for iPhones, it only works half the time!
114977	The app usually doesn't load times.
114981	More frequent times for the Harding Ave bus in the afternoons/evenings. I often just walk 2 miles home because it's faster than waiting 30 minutes for a bus.
114995	Run bus more frequently on weekday evenings.
115017	Run more frequent buses to UCB.
115018	Be on time or have a better system that tells you where the buses are (GPS location).
115023	More late night transportation on Friday and Saturdays (for North Main Street, maybe come every 30 min instead of every hour).
115070	Post times that bus will be at each stop throughout day, not just beginning and end.
115094	Offer convenient busses later in the evening.
115099	Keep the Hokie Express running later, I live on Oak Lane and often find myself stranded on campus.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
115103	Need one more station on route CRC between Stop 1128 and 1705/1709. It takes me and my colleagues about ten minutes walking to get to the stop from our office at Space@VT. It takes even longer for people in 1691 Innovation Dr.
115125	It's really not a BT problem but open up University Blvd and have the route run like it used to. It a pain to have to take 2 buses back to the village.
115131	I need a better mobile app that can show the location of the incoming bus.
115144	No missed time.
115166	Please be punctual. I took MSS quite often at Squires, and sometimes the driver took off later than scheduled time. Also, for Hethwood route, at least two-three times the bus didn't come at the scheduled time even though I was at bus stop in advance, which made me really mad cause it made me late for class.
115178	One more CRC bus and busses on PHD before 7am.
115186	Run more late buses (higher frequency after 8pm) and longer (until 3 am).
115199	Morning class busses are always packed. My stop is at the end of Progress route and 4/5 times the bus doesn't stop for me and I have to walk.
115208	Have routes that extend further on Progress Street (neighborhoods).
115213	Not have terrible service.
115215	Make the app actually work.
115235	More buses.
115248	More accurate app. The Hethwood B bus is extremely unreliable coming every 20-30 minutes, where as Hethwood A is every 10-15 minutes.
115257	Run more often at night.
115294	A better way of displaying bus routes and stop times.
115295	Better application.
115299	Be more consistent with their stops and have buses come more frequently.
115307	More awareness activities to where and when about the bus schedule.
115349	Have Patrick Henry run later on in the day, past 6:30.
115350	The bus comes every 30 minutes after 12pm, which is so inconvenient when I get out of class at 4:45 because I then have to wait a half hour for the bus.
115358	They should come more often.
115393	Buses seem to be more crowded this year compared to last year so sometimes it's difficult to get on a bus.
115438	Go to Undergraduate Admissions Center.
115442	Follow the schedule they have online.
115461	Have more buses during school so they won't be full and pass me before class.
115470	Make sure the buses actually come.
115477	Buses be on time.
115483	Be more on schedule.
115486	Be on time or don't leave a stop early.
115487	A better working app with clearer bus schedules and how long the trip will take.
115505	The bus routes do not expand far enough out to reach the Blacksburg community.
115525	Access from downtown Blacksburg to North Main St. Neighborhoods (PRO/PHD routes)-- especially at night.
115527	More buses through Hethwood during the weekday mornings. Especially 7-9.
115543	More buses to the Emporium later at night (after 8PM).
115565	A UMS bus beginning earlier on Saturdays.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
115568	Have the Hokie Express running more than every 15 minutes. It would help when parking is so crowded a have to park at the duck pond. Also revamping the BT app, giving a better idea of where your bus is and maybe giving an alert when it's some x time away from the stop you select.
115589	Please have a better notifications system for changes in schedule.
115634	Be on time.
115654	Yeah, put trashcans for drunken freshman to puke in the bus!
115672	Add in a new bus stop for the CRC route which stops closer to the Space@VT building (1901 Innovation Drive). Many engineering students travel to and from the Space@VT building from campus and the stops before/after Space@VT are really inconvenient.
115676	Put out a paper schedule so I could keep it handy in my bag. In addition, make the app easier to use. The hardest thing is accessing information about when the bus will come. Also, for the Main Street bus, it is really difficult to read the schedule and I have accidentally gotten on the wrong bus (headed the wrong way) several times from campus.
115685	Visual indicator when about to depart time check besides the time itself.
115691	Send a bus up glade road, at least to the intersection with Boxwood. Also, there should be a bus that goes down Airport Road (I used to live there).
115697	Some bus lines like: PRG and TCB are always full during certain time and should have more.
115719	Put trackers on the bus and let us see them online so we know where the busses are--because sometimes they don't come anywhere near the scheduled time.
115730	It would be cool if they could somehow let you know if the bus is running late or early on the app because if it's running early people need to be at the bus stop before the specified time.
115753	More frequent routes in the morning.
115755	Add a bus stop for TTT or CRC Hospital to Ridgeview/Arbos, they are two apartment complex near Lewis-Gale Hospital.
115761	Allow students to rent bikes.
115778	Be more efficient.
115798	Have better management of the bus website.
115822	Increase residential routes' week end schedules to every 30 minutes, instead of every hour. Improve on weekend service start time for residential routes. Make it 1 hr earlier on Saturday and 1 and half earlier on Sunday.
115866	Be more efficient and convenient.
115891	Please offer more times for the hospital or offer a new bus stop around the hospital area. I live in Ridgeview Apartments and it is hard to commute to campus.
115920	Increase frequency of bus stops and extend hours of operation.
115938	HWD should run Sunday until 1030 pm or 1100.
115943	While I understand that the Progress Street route already runs every 10 minutes, the bus is slam packed every day. I think in the morning is it would be helpful to have them more often until like 10 am maybe.
115965	More buses, more often; and a better app for scheduling info.
115971	Running later and more frequently would be nice. I hate standing around at the UMS waiting for a ride at 1 am.
115974	More frequent on weekends!
116013	The app should be less glitch-y and show the map clearly for routes.
116015	Provide rides downtown at night more accessibly.
116034	Stops at/near VT Inn and Alumni Center.
116054	I suppose consistently be on time.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
116061	Be more accurate with your time schedule at each stop and announce what the next stop is when you're on the bus.
116064	Update app speed to make finding bus departures quicker.
116067	Put it on the website when buses are going to the garage so I don't think that I can take that bus.
116076	More frequent buses on weekends.
116090	Routes that pick up at Litton Reeves or McComas and also drop off anywhere near The Village/Terrace View.
116105	Make schedule accurate at all times.
116126	(Not necessarily practical) but offer shorter routes during peak hours.
116133	When I did ride the bus last year when I lived farther from campus, the app detailing the bus schedule wasn't reliable on my phone. It often times crashed.
116139	Accommodate for larger crowds when classes get out.
116146	Have more buses go to the Math Emporium, they are always overcrowded, also showing up on time would be nice.
116150	Bigger buses/more frequent buses for UCB and UMS.
116152	More bus times going to the Emporium because the buses are WAY too crowded now.
116163	Make routes more efficient; add buses so less wait time, overall make it faster. Sometimes my commute back from campus to the Village takes 30 minutes.
116168	Decrease the time span between buses.
116174	The app does not work and I do not understand it. I like how Google Maps helps with it though.
116184	Be on time.
116190	I don't ride the bus anymore because the bus is always full when it gets to my stop in the mornings--Absolutely ridiculous.
116194	Have buses be on time and update schedules more frequently.
116197	Get a better app. It is not reliable and it crashes and sometimes never loads/opens. Also let people know when the bus driver gets a break and is going to leave the bus for 10+ minutes.
116246	More frequency for TTT and HXP on weekends.
116247	Include more hours, more frequent stops in the evening.
116249	Run later than midnight during school week.
116251	More Buses.
116259	Provide busses that are large enough to hold all students. I have had to stand several times on the bus and I do not feel safe.
116283	Shorter time checks.
116329	During 7:30 and 7:45, provide larger buses, if possible.
116354	Have an easier app.
116356	Facilitate a better app for students to use, because BT4U does not work.
116377	Having earlier service on Sunday.
116396	More space and more buses on the road.
116426	The buses are always packed throughout the day. There needs to be more. Rarely are the busses on schedule. I have waited 30min for the Tom Creek B bus to arrive since it was snowing. The bus driver had no idea that he was late to the stop.
116440	Improve the app so that it is more reliable. It rarely shows when the next scheduled stop is.
116443	More frequent service on the weekends.
116452	More frequent busses.
116460	Be timely.
116469	Better connection between Christiansburg and Blacksburg (also south part of Christiansburg).

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
116490	More clarity on bus schedules.
116502	Make timetables easier.
116511	Arrive at the stops that the App lists; fix the app.
116513	Updates on route changes/issues.
116516	The route to the Ag side of campus has been cut even further back. It's almost impossible to take just 1 bus to my classes.
116522	Just make the routes easier to understand.
116540	Be on time more and update the app.
116550	Weekends with better timings each half hour.
116560	Run more often and be more reliable.
116575	Take Industrial Park off of South Main St route, nobody seems to use those stops and it adds time to get home.
116590	Make a better app. The current iOS app drains battery and crashes all the time.
116600	More night buses.
116625	The buses sometimes get way too crowded and have to leave up to 50 people at times. I don't know how to fix this--Maybe a re-delegation of stops.
116643	Provide more buses so there isn't as long of a wait.
116645	Work on improving the BT4U App interface.
116648	Post the BT transit phone number in an obvious place at all stops. I do not have a smart phone and cannot use the text service.
116701	More buses from off campus to West Campus Drive.
116704	More double busses on Hethwood A routes.
116793	Balance the no. of passengers with the bus capacity better. Sometimes double bus PHD runs empty while TCB and PRO are running full.
116794	More availability on weekends.
116809	Bus stop along prices forks by campus.
116868	I wish the busses would run a little later than they do during the week especially.
116876	Make a free and totally functional app that tells updated times of bus locations.
116880	Use bigger buses for the University Mall shuttle, the buses are always packed with people every time.
116889	Add a stop in Radford.
116926	Run UCB to the village.
116943	In the beginning of the year try using the bigger busses to go to Emporium.
116952	Not drive past with bus full sign during class change.
116970	Provide more service to Hethwood late at night the 9:15 and all buses after are very crowded since they are just one per hour.
116983	Better app for phones.
116993	Actually show up on time.
116996	Have fixed schedule.
117012	More bendy buses.
117018	Real time update of bus schedule and bus service after evening as well.
117052	Better apps for information on stops.
117081	Bus to Radford.
117090	I do not like riding in the evening or on weekends because it is much harder/longer to catch a bus since they change schedules.
117095	More frequent late night busses from Math Emporium (after 6pm).

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
117116	Have the Patrick Henry bus go to McComas. Not enough buses go to McComas.
117130	Bus tracking app.
117132	Better website and app and more accurate scheduling.
117136	A real time bus schedule/location of running buses.
117137	Earlier morning routes on Sunday would be helpful for church, or later times during the evenings on weekdays since I am often on campus late.
117144	Have buses more frequently.
117158	Run Emporium buses more often on a weekend.
117163	Be on time more.
117170	Make sure stops are cleared of snow.
117181	Run buses more frequently.
117183	Have screens showing arrival times in the booths when you're waiting for the bus, or an app that does this.
117186	I wish there were more stops.
117223	Be on time consistently.
117253	Cheaper student fee.
117256	Improve the app. Though it is not bad, it is not always reliable either to work or be right.
117266	Have bus go up Washington St between Main St and McComas. Have free designated parking lots around Blacksburg to park in and ride the bus into town.
117273	More evening and weekend buses on routes.
117298	The bus not being full even though I'm just the 2nd stop.
117323	During the morning hours, generally between 8 am and 9 am, the Progress St bus has to accommodate more students than it can handle.
117334	Improve bus tracker for online, texting, and calling. Improve App.
117339	Have more buses run on weekends.
117341	It could extend the service hours during the weekends.
117347	Extend service area.
117353	More times for the bus from Christiansburg (Oak Tree) to campus and Corporate Research Center. As well as a stop outside of the VT Psychological Services Center on Prices Fork (both for patients and graduate student clinicians).
117388	Make the app better. I don't know when the bus is going to come. I would ride more if I knew when it came.
117396	Come to my stop Patrick Henry, earlier than 7:20 in the morning.
117405	I would enjoy if there were more busses running because they are quickly crowded during rainy days.
117411	Include a stop that takes you from the edge to McComas.
117429	BE ON TIME.
117431	Please provide direct Bus from Chasewood to Vet Med collage.
117435	More busses.
117440	If BT had better weekend and break hours I might ride it all the time instead of buying a parking pass. Sadly, I often need to be on campus during breaks and weekends (Breaks you can't park anywhere without a pass).
117470	Maybe run buses more frequently during the weekends/evenings (about every 30 minutes until Midnight).
117474	Buses are usually always full in the mornings, having me to go to school 30 minutes early or arrive late because new bus is sent.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
117487	Easily accessible schedules.
117522	Run later on the weekdays (at 30 min frequencies)...maybe till at least after the dining halls close.
117536	Less of a time gap between stops on MSS.
117614	Post the bus schedules in the bus stops because frequently the website is not accurate or doesn't work.
117615	Be more clear about routes, since the app may indicate that a bus should stop at/at least go by a certain stop and it doesn't.
117618	Send a tripper on the TCB route in the mornings during heavy traffic rather than abandoning some students.
117644	Increase the frequency of HWD route on weeknights and weekends to half an hour.
117653	Please arrive at bus stops at the exact time that is listed on the bus schedule application.
117663	A bus stop by lane stadium.
117672	Not automatically charge all students for this. It's ridiculous. I could really use that \$67 and since the buses don't run in a way that's effective for me, there's really no need for me to pay it.
117709	A real-time app that tracks where individual buses where second by second.
117712	I might be wrong but sometimes bus leaves before time from source stop (I usually follow Google maps for timings).
117716	Be earlier on Sunday's.
117753	There are too many full buses in the morning on the Hethwood route. BT riders should not have to wait over 30 minutes for a bus.
117767	Sometimes the BT4U Apple app doesn't work as well as it should, the times are almost always stuck on 12:35AM.
117771	Improve the BT Mobile app.
117787	The UCB and UMS busses run on a 20 minute interval which is less than the other busses and causes people to wait a long time between trips.
117790	Increase frequency of TCB and Progress Street at night on weekdays.
117801	Routes are confusing.
117806	Provide schedules at bus stops, don't leave before specified time at stops.
117812	More buses on weekends and nights.
117817	I would appreciate it if buses could run more frequently in the evenings.
117832	At night the bus shouldn't go every 15 min to the Math Emporium because a lot of people go at night and it's scary to wait in the dark for an hour. Also, the BT app does not work for me ever!
117833	More busses running in the morning for HWA and HWB routes. The busses are jammed and even in the middle of the semester, its rare the bus doesn't fill to max capacity before getting out of the Foxridge complex.
117850	Please increase the frequency of the UCB route to 4 times per hour instead of 3.
117859	Send bigger buses in the mornings during busy times.
117877	Come more on weekends.
117883	Run more often during weekends so that it is not a two hour commitment to get food.
117897	Have more busses/run more often during non class hours.
117902	Send more frequent buses during prime morning hours.
117912	Provide another bus stop on South Main route at Lantern Ridge Apartments, especially during winter.
117940	More specific bus schedule times.
117941	Later routes.
117954	Improve the service.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
117988	It would be extremely helpful if the Harding avenue bus ran every 15 minutes in the afternoons, instead of every 30 minutes.
117993	Build another bus stop at the end of Fairfax Rd.
117994	Leaving people on the early morning Hethwood route.
117996	More frequent bus times, earlier and later run times.
118008	Improve app to include map feature that will tell you which buses to take (I currently use Google Maps to do this but it is not entirely updated with BT routes/schedule).
118039	Provide more late night runs for Progress Street.
118061	Add more times to the weekend.
118062	Extend Progress Street route after 10pm over the weekend.
118085	Make the UMS shuttle come to the Math Emporium every 10 minutes instead of every 20. Also use a bigger bus because the bus is always packed and overcrowded.
118087	Get a route from Tom's Creek or Patrick Henry to use West Campus.
118099	Going to and from the Math Emporium more frequently, also allowing the bus to run later into the night.
118118	Keep up the good work.
118128	A stop near Goodwin Hall would be great.
118151	The bus is late sometimes coming to Oak Lane.
118157	Busses that don't fill up so fast. More frequent stops at nights.
118164	Update the "Where's the Bus" app thing. It's never right.
118165	More user friendly app.
118167	I don't take it because I can't always count on it to be on time.
118171	Add near Mt Tabor.
118174	Be more accurate for timing on apps.
118186	Make a better app of time schedules.
118230	More buses on TCB route in morning.
118236	Start bus services early in Sunday morning.
118240	Get bigger busses or run them more frequently.
118243	More service on morning on weekend.
118248	Running buses more frequently in the evenings would be nice. The Hethwood buses are often full.
118271	More frequent routes, being left at the bus stop sucks.
118293	Display the schedules online instead of making me download them. Make a schedule mobile app!
118297	More buses on busy routes would be great because people always get left behind on Progress Street stops (PHD, TCB, etc).
118309	Better communication with customers when bus service to and from campus is interrupted due to an event of campus.
118334	There should be a bus route that goes up Progress and down Main.
118339	Have more frequent hours during the evenings so that after a long day on campus can rely on taking a bus home safely, have up to date schedules on the BT website so that riders aren't waiting at their stops for too long (especially in the dark or cold), include more bus stops within Foxridge.
118358	Place a stop on Plantation Road for those of us that need to get to the barns.
118373	Hard to find route maps.
118376	Earlier busses on Sunday.
118384	Come to the bus stop when they say they will. There have been multiple times that I've been late to class because a bus was late or didn't show up at all.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
118406	Provide more long buses in the morning for Hethwood. Too many times people get left behind at the stop multiple times. I've been passed by our buses three times one morning before I got let on one and even that bus was stuffed to the gills.
118410	Earlier morning trips on weekends.
118415	More bus times available later in the day and on weekends.
118443	Expand the route, I live outside of the route.
118480	I am usually at the Math Emporium past midnight on weekdays and then have to walk home because the buses stop running here before midnight. It would be great if the buses could run a little later to accommodate students who choose to study late at the Emporium.
118492	Probably releasing an app that shows real-time location of buses in order to know if the bus is running late.
118493	Reroute. Patrick Henry goes via Lucas drive and comes back via Main Street to campus. North main goes via Main Street and comes back via Progress Street.
118494	Better app your app sucks.
118497	Please have more service on weekends.
118513	Have more routes that don't terminate or originate on campus (I.e. Routes that run major complex to major complex).
118514	Run more often on Sundays.
118516	More buses for Sundays.
118563	Make it easier to know when and where busses will be.
118576	If more buses could be available on high volume roads, such as Progress/Tom's Creek, that would be great. I had to buy a parking pass and drive since I kept getting left by "full" buses.
118584	Run with greater regularity.
118589	Provide more buses in the morning during the class times. I usually, everyday, experience the incident that the bus is full at 10:30am and 10:45am as most of the students ride at that time because of the 11am class.
118591	I currently live just beyond the bus route network; if there can be bus service that provide at least sporadic services out towards Mt. Tabor that would really be great for my commute. As is, it's about a 10-15 min walk for me to walk to the Maple Ridge Station, at that point I might as well just drive.
118622	More evening buses during the weekend.
118626	Fix the BT application so it shows the times.
118647	I would like to have regular BT on CRC route available on weekends.
118654	More buses on Sunday, especially on Reduced Service.
118657	Use larger buses during busy hours. Buses are usually full in the morning, so I have to wait longer and may be late to class.
118691	Extend the time of HXP Hokie Express or put an Hethwood stop closer to smiths landing.
118692	Add more stops to the CRC route.
118693	Make bus drivers on time. I have missed countless appointments due to lack of reliability.
118698	It would be nice if the bus ran a little more frequently after 6:00 as many students are on campus for after school activities (in my case pre-vet club, VT Helping PAWS, review sessions) and I often will have to wait for an hour or more if I can't catch the bus in time.
118708	Provide a better app of the exact time that the bus is coming to the bus stop.
118719	All of the neighborhoods behind lane stadium are not serviced.
118731	Streamline and cross routes to service more area.
118738	Be a bit more timely.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
118745	Improve app to update bus stop times better.
118789	Stop charging students for BT service so I can put that money towards my car payment! Not everyone lives on the bus route and it is not fair to charge all students for services used by only some!!!
118801	Get the timings and routes a bit more straight.
118825	Run more buses through TCB/Progress St to campus in the AM so people don't get turned away because the amount of riders.
118827	It could actually come six miles out from campus so I could use it!
118856	More consistent time checks and apps.
118859	Busses are always packed on the to and from campus. Also they take longer than walking most of the time.
118871	Late night runs until 2 or 3 on weekdays (like once an hour?).
118905	PHD should run later than 7 PM.
118913	Have more buses or longer buses on the busiest routes in the mornings before class.
118920	Easier to locate bus.
118926	Offer earlier weekend routes.
118928	If there was an app where I could see where my bus is on its route. That way I could leave home at the appropriate time to catch it.
118941	Have a bus that runs on Sunday night after ten so that people can have a ride home from Homeride drop off to their location, ex. Usmall bus doesn't run after 11 and the homeride bus gets back very late sometimes.
118951	Increases hours for HW A and B.
118963	Make the buses wait at the stops if they are early.
119024	Increase evening and night bus frequency. Reroute some routes.
119033	More buses.
119056	Come more frequently on the weekends. If that is not possible than come before 10, ideally seven.
119067	More busses on weekends and more frequent busses.
119074	Bring back UCB route and take it back to the way it was.
119091	Place schedules at the bus stops.
119098	A stop that is closer to the Cage Parking Lot and goes to library.
119106	Stay running 1 hour later.
119125	More frequent buses on weekends.
119138	During weekends and reduced service, the bus becomes very infrequent. Commutation becomes difficult especially in winter.
119139	Have TCB at every 30 minutes on weekends.
119144	Bring back 10 minute buses for Hethwood b.
119155	Increased runs to cover peak traffic times.
119166	More frequent buses. Or buses that connect downtown to other parts like prices fork.
119181	More buses and times.
119183	Please run CRC after 9:45pm, and please run on time, don't be late.
119190	Please increase the frequency on the weekends. It drops VERY low on weekends and using BT requires a LOT of planning.
119195	More freq to Wal-Mart, Roanoke airport late night or Sunday service.
119214	Be on full schedule more often.
119231	Two Town Trolley to run past 5 pm through the week, not just the weekends.
119234	Main Street North needs a larger bus during the morning.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
119242	Better bus app, Bus stops along Giles.
119248	Fix the smartphone app, have more accurate tracking of bus arrivals at stops.
119251	Hethwood should run every half an hour on weekends (at least during the regular service). It becomes very difficult to commute. Other routes have much better frequency and service than Hethwood.
119260	More TCB busses.
119271	Earlier hours.
119287	Have a company sponsored app that has notifications of delays and bus route cancellations.
119301	More buses to Christiansburg in the evenings on weekends.
119307	Run on a more consistent schedule.
119312	Try to get locations back by the Blacksburg library.
119332	A printable routes and time map I can use like Radford Transit and every other transit system has.
119347	Have the buses that travel from East Squires to elsewhere in Blacksburg run more often on Friday and Saturday nights.
119353	Add more routes and buses.
119356	Have a route from Patrick Henry to University Mall without having to take two buses.
119375	More options to get to different parts of campus.
119383	Include more stops in Hethwood and improve wait times at night.
119387	Add more buses to the UMALL/UCB routes during busier hours.
119400	Run later to Maple Ridge on the weekdays.
119410	Have a stop sign like school buses to make it easier to cross the street.
119444	Better service to housing located near CRC and VCOM.
119445	I still have no clue how the routes work besides the one I take every day.
119478	Improve the app.
119494	Make it easier to get from residential areas to shiffert , mcomas, or local grocery stores.
119497	Not be too behind.
119498	The BT App could be more exact.
119512	Progress St. Bus should service Shawnee apt. Complex.
119527	Real time report where the bus is!! The App is ok, but even a digitized small Solar powered board at the Stand my help please!!
119532	Yes, increase the amount of buses on weekends and evenings.
119533	Be more proactive with showing schedules at bus stops.
119540	Come more often.
119548	OPEN THR BUS STOP CLOSEST TO MY HOUSE. The one on Patrick Henry in front of collegiate suites. Also provide more bus runs because I have been late to class multiple times after full busses passed my stop. This happens very frequently and when I do get on a bus it is overly crowded.
119563	Provide a more consistent app.
119572	Better app.
119605	Better awareness for cyclist who commute and education for drivers.
119608	Run longer.
119610	More frequent busses.
119614	Accurate representations of schedules.
119615	Get more buses. Have buses come more often. At the beginning of school year when detours were used, buses were much faster and came more often.
119617	Later time for last bus to Umall on weekdays and weekends.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
119619	Let people who are obviously students ride when they forget ID.
119646	Actually have a progress bus, not full, arrive to my stop at 7:35 and not at 7:55. Stop in front of 7/11.
119685	Increase the frequency of buses during weekends and breaks.
119694	Redo their website to make it much more rider friendly - after three years I still can't really figure out the app or website.
119704	Regulate scheduling.
119715	More times for the commuter route.
119717	More bus frequency on the weekend, summers and Christiansburg.
119719	Make the bus show up on time. Irvin the morning have more busses because the busses r always full and pass by my stop.
119728	If Main Street South ran more often in the afternoons and evenings.
119733	Make the app more user friendly and the plan your trip feature more effective.
119748	Route from the village to Mccomas.
119749	Reduced service is too reduced.
119804	Make a widely available app for telling the times of buses accurately, and to educate more on which routes go where.
119833	Bigger buses.
119842	Have a MSN route on Sundays that gets to campus before noon (otherwise it's a 40 minute walk from Maple Ridge to church service).
119850	Saturdays and Sundays, half an hour once for TCB.
119854	Phd should run later.
119857	The buses need to come more often in the evening. I am a design student and I often have to work late with no ride home.
119866	Service PHD at night.
119877	Please add a stop for Space@VT (Innovation Drive) on the CRC route.
119915	Better working app.
119917	Keep Progress Street Bus running on weekends such that TCB and PRO combined run at 30 min intervals.
119944	Don't change bus schedules that often!
119957	Drivers sometimes never show or are too early/leave time checks too early.
119958	Run more often.
119959	Arrive on time.
119960	Maybe start a little earlier and run a little later for the Hokie Express.
119962	Have the signs on the BT stops post electronic times of when the next available buses for that stop will be.
119968	More frequent buses on weekends.
119969	Real time tracking of bus locations during transit not just a schedule.
119987	Be lenient with waiting for students who are trying to make the bus.
119988	Update you app for smartphones so it loads faster. I use it regularly so a faster load time would be very useful.
120006	More frequent weekend rides.
120012	Try to make routes a little more understandable with given uncertainty.
120021	Account for high bus volume, especially with inclimate weather. I've been late more than once because the bus was too full and just went past my stop.
120048	Printed bus times or electronically updated schedules would be extremely helpful.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
120086	Allow students on without hokie p, it is a waste of time as 99% of people riding the bus have it. At JMU they don't require it. Make a better app, all of yours are terrible. Let people unload from all doors and then load from all doors, it is far more efficient and they do that at JMU as well.
120107	Have more buses that go to Litton Reeves, especially with all this construction.
120120	Increase the frequency of TCB bus route during evenings and weekends, change from 1 bus per hour to 1 bus per half an hour.
120130	Match bus schedules to class schedules. Getting out of class at 6:15 is frustrating.
120133	Not come earlier than the time it says on the BT App!
120145	Be on time.
120177	Add stops and extend routes.
120180	More frequent runs in the evenings would be nice but I understand why the schedule exists as it is.
120194	Increase the frequency of services. Right now the frequency is abysmally low and is tremendously affecting poor students like me who do not have a car and have to depend on the bus for everything.
120211	Have buses run more often in the evening.
120215	Have more buses running on weekends.
120218	I wish MSS bus started at 10am on Sundays instead of 12noon.
120219	Make a better bus schedule according to the class schedule.
120233	Sometimes UMS is way behind the schedule (like 10 mins or more). This usually happens in the evening when the bus start going 'Out of service'.
120248	Service time to Christiansburg should be extended beyond 5:15 PM.
120261	Have the stop numbers listed somewhere on BT transit.
120262	Increase the number of stops, more frequency on game days/holidays.
120265	Clarify and update bus timings during checkpoints if not on time.
120266	I think the service you provide is excellent.
120270	Please increase the frequency of the buses in the night. Especially after 9.30. Please schedule it once every half an hour instead of an hour Also the last bus during weekdays is 12.15. It would be great if there would be a bus service till 1.30.
120279	Number of buses for umall.
120283	It would be nice to have a bus running on Tom's creek towards campus on weekends.
120307	Have better accuracy with time.
120308	Make a more trustworthy phone app.
120315	All I need is that the buses come on time, which TCB does not do especially around 9 am or 5:30 pm.
120338	A Bus service connecting Kroger near University Mall and Food Lion in North Main Street via Tom's Creek Road would be great.
120340	Please run buses out to Terrace View later during the week.
120358	Buses should come on time.
120394	Run more often during weekends/evenings.
120403	Going to the gym.
120427	Weekends CRC.
120439	I forgot to take my stuff with me when taking off, such as bottle, umbrella, hat and gloves. How can I find them?
120480	Extend the MSS line past Maple Ridge to stop near Woodbine or Wyatt Farms neighborhood. I would ride the bus daily if there was a stop closer to me.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
120481	Maybe one that circles campus. The bus from my apartment stops at Squires, and it's a pain to walk all the way to Mccomas in the snow/pouring rain.
120485	During the evenings, the bus sometimes doesn't come when it is scheduled to come. It would be nice to know at least 30 minutes ahead of time. Please, update Google Maps more often.
120510	Christiansburg on weekends.
120511	Have more buses running during rush hour.
120518	More stops on the other side of campus.
120558	Be on time.
120560	They could actually provide enough service for the capacity of students who need it.
120561	More frequent night buses.
120581	Have an up to date app of when the busses will depart from each stop. Other apps are ok but they're usually wrong sometimes.
120589	Increase the number of tcbs in the morning (7-9) as we are always short of a bus.
120594	Provide more buses that go to and from Foxridge next year. The Retreat is going to add a phenomenal amount of traffic.
120603	Have the last bus later.
120618	Have more parking!
120619	Keep the app updated.
120631	Have a service one ever hour or 2 hours after 12 am.
120633	Better access to Christiansburg.
120657	The buses get to full at times and just pass the bus stops. More buses for more crowded routes.
120661	Make an app to help give students the best alternatives to getting to their destination. Allow it to plan trips.
120685	More frequent rides past 9 pm on weekdays and more availability for Hethwood buses on the weekends.
120699	Have all long buses for morning crowd.
120707	If there was a way you could let people know that you're running late that would be great!
120734	Revamp the app and make the website more mobile friendly.
120745	Progress street bus in the mornings is always full and I can be late to class sometimes.
120756	Have a stop closer to my apartment.
120789	There is no bus route that goes up Clay Street. If there were such a route I think it would be helpful.
120790	More TTT rides, it takes too long.
120799	More buses to the Hethwood/Foxridge area.
120812	Make sure it's running in time.
120845	Better route planning, notifications, and schedule changes.
120868	Be on time.
120873	Keep running hokie express in 15 min intervals even after 6.
120901	Have more Emporium busses on the weekend, especially Sunday.
120920	Provide a more accurate way to track bus routes and arrival times.
120963	Keep to the schedule you post online, which you do.
120965	More busses, make them less crowded. Weekend service and night service is too limited.
120978	Better app.
120983	Stop at the plantation road stop more often on the Hethwood routes. Often the buses are already full when they get to that stop and I've had to wait for 40 minutes before for a bus.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
121010	Use big busses in the morning so everyone can use the bus they need. They fill up fast in the morning.
121019	Increase frequency.
121060	Earlier bus schedules on weekends.
121070	Most of the time the app is not reliable. Buses tend to be late fairly often, more punctuality would be appreciated.
121075	Direct route from Christiansburg.
121079	Increase the frequency of busses/increase the length of time checks.
121096	Run buses more frequently.
121111	More routes that cater to University City Blvd while construction is still going on. More understandable maps for weekend service and evenings.
121131	More trips to Christiansburg.
121143	The bus routes are not convenient for traveling between apartment complexes.
121145	More access to Sturbridge now that the construction has messed up the routes. It's better than the beginning of the semester, but there's not much access from the academic side of campus.
121149	Good app.
121162	Run buses earlier and more often on the weekends.
121167	Bus stop near Webb St.
121171	Make the times the buses are coming better known and the website more user friendly.
121189	More runs in evenings?
121191	Improve the bike racks.
121192	More buses to accommodate the amount of people that ride the buses, especially during peak times.
121208	Make the bus app more accurate.
121232	Be more specific with times. I have waiting for a bus that was supposed to come every 15 min for over 30 min once! It can really mess up your day.
121274	More frequent busses more gentle use of the breaks.
121280	More direct buses from Christiansburg to VT. Ones that do not stop from point A to point B.
121282	Provide more information about where the different routes go.
121294	Begin the routes earlier in the day on the weekends. I am unable to go to mass on Sunday morning as the bus does not run until around noon and also cannot meet people on campus on Saturday mornings for events as the bus does not begin until later on as well. If the bus ran earlier on the weekends and more frequently during the busy parts of the day, then it would be more convenient and increase my ability to make the commitments I need to fulfill.
121310	Please ensure busses actually follow the schedule. Sometimes I see PHD not appear at all for a schedule time.
121313	Provide more pickups along Main Street during late night and weekend.
121350	There should be a bus from Progress Street directly to Kroger near University Mall. That would make my life awesome.
121354	Move UMS 9:55pm time check to 10:05pm-ish.
121358	I've suggested this before but nothing's been done about it. Please add display signs on the front and back of the bus that display how much more time a bus will wait at a time check. This would be really helpful for me as I miss the bus often because of this. And sometimes the drivers are annoyed at having to open the bus doors again when they're about to leave. Trust me. This would significantly improve your service.
121369	Have later route.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
121373	Have TCB run on time.
121407	Harding Bus more frequent times.
121413	More accurate stop times!
121459	Improved app--perhaps showing where buses currently are.
121480	PHD should run till at least 7:30.
121481	Have later weekday runs (especially Friday) until at least midnight, have routes that go around to all apartment complexes, not just from a couple directly to campus.
121511	Update the BT4U App to make it easier to use.
121545	Start the bus routes earlier. I have to be on campus before the buses start in the morning.
121548	Bigger busses for progress street bus.
121557	I go shopping mostly on weekends, and buses are sparse during the weekends.
121567	Please provide more long bus, it is often the case that I cannot get on the bus!
121568	Higher capacity to Tom's Creek in the mornings!
121573	Less crowded buses.
121577	More frequent Sunday service would make going to church easier.
121611	Have a bus that comes to the Center St/Harrell St Block along with a Preston Ave and Draper Rd to burruss.
121651	Focus on reliability of schedule information available.
121674	More accurate arrival times.
121701	A route that connects Toms Creek and University Mall.
121716	Run buses at night during the summer.
121720	For UMS and UCD, make a bus stop beside the engineering department on the way from umall to campus. It's very inconvenient to have to walk all the way from the Drillfield to Whittmore when I'm running late or when it's raining out. We don't need 5 bus stops just on University City Boulevard.
121757	I do use BT for weekend evening travel.
121763	Better schedule adherence during the weekends.
121766	More busses.
121776	Run the CRC route on weekends, even if on reduced service levels.
121787	More runs at night.
121793	The frequency of service needs to be improved in weekends.
121797	Increase the number rides at evening.
121800	When a bus is late, update the Schedule online and on the app.
121807	Use high capacity bus for Progress Street route during mornings (Around 7:30 to 8:30) on Thursday and Tuesday.
121821	Run earlier on football days.
121830	Add more stops.
121834	Actually stop at the bus stops that it's supposed to stop at. Try not to fill the bus up and then speed, but rather drive slowly so people don't fall.
121853	Be on time.
121860	Provide more weekend transport.
121874	Don't let your employees be late. Very unprofessional, and it literally gives me anxiety.
121877	Run Harding every 15 minutes all day.
121889	The drivers should make announcements if and when the buses are going to change routes. There have been several occasions in which I have gotten onto a bus believing that it would take me to one place and the destination and route switched without me knowing.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
121890	Better app.
121919	Make your app more accurate and have the times updated more.
121928	Post regular hours and routes that stop at each bus stop on the BT sign post (See German city bus system for example).
121974	An improved user-friendly bus schedule system, with active updates.
121981	Have a schedule posted near stops.
122011	More busses at Hethwood to accommodate more students.
122019	Run more buses in the morning between Harding Avenue. There's no space to breathe.
122061	Bus tracking app.
122089	Be on time.
122108	More consistent.
122113	PHD needs to run later at night.
122132	I rode the bus much more often prior to the construction on University City Blvd., so returning to a Tom's Creek bus route that regularly stops at Surge would be great.
122135	Be on schedule because I have been late many times to my classes and events.
122137	Run later, more frequently, on weeknights.
122138	Run buses more often in the evening/night.
122150	Start a bus service to megabus bus stop.
122151	Make it easier.
122158	More buses running these routes, the buses are often full during busy times. Also, having a bus that strictly circles around campus very frequently. I have 15 minutes to get from TORG to LTNRV two days a week and walking in that time frame is difficult but the hokie express leaves on the 15 minute mark and I get out of class at 9:15 so I can't make it and the next bus is when I need to be in class.
122160	More buses to have more times.
122178	Make the website more accurate with finding out if the bus will be at the stop at time x or not.
122179	A bus that strikeouts goes from Washington st. To Burris. Listen reaves and the duck pond lot in that order.
122191	Make the Stop for Transportation Research Drive closer to the VTTI building.
122193	It would be really nice if the bus for MSN came more frequently at night.
122218	ACTUALLY RUN ACCORDING TO SCHEDULE, SHOW UP ON TIME, RUN MORE BUSES DURING BUSY HOURS.
122224	Run later on weekends. More often bus times at night.
122233	It would be helpful if the bus drivers announced each little stop that the bus was approaching so that I can tell which stop I am supposed to get off at easier.
122234	Provide a better on-line schedule of when buses will be at timecheck bus stops. For instance, the way that the Main Street bus schedule is set up is going from N to S but does not show it going from S to N.
122244	I think the construction near the mall is very troublesome. Some bus route from 7-11 near toms creek to UCB would make life easier.
122258	Harding Ave line - offer more frequent trips. I have started driving on days that I have later classes because it is faster. My class ends at 4:45, which is the same time that the bus leaves. Therefore I have to wait half an hour in order to take the next bus.
122262	Accurate and simpler bus schedule.
122266	Put a stop near McDonald's for the cadets.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
122286	Have more stops at Cassel and not switch buses from Math Emporium to Hethwood there without telling us.
122293	Have more time slots, and be more timely with those which are already in place.
122296	Make the app work better and have the specific stops per transit more available so you know which bus to take.
122298	Keep the bt4u classic website up to date on when buses will be arriving for sporting or everyday occasions.
122304	Period is really long for TCB.
122306	More frequent timings.
122313	Be on time/more buses.
122324	Math Emporium could use a bigger bus on Wednesdays.
122335	The buses only running every hour on the weekend is a hassle to wait for and time right, especially in cold weather.
122336	Be on time or don't leave earlier than scheduled.
122338	Extend time.
122381	Bus shouldn't leave when class ends.
122396	Including more stops for CRC routes, direct bus to CRC from outside campus, increasing student parking spaces on campus.
122398	Have more often pick-up times.
122409	Actually show up with available seats.
122420	TTT is the only bus that runs to Wal-Mart, and on a regular day, since the lass bus gets to squires at 5, the latest possible time to get on the outgoing bus is 3 pm, which is typically during classes. Extending the TTT hours even just 2 hours (last bus to squires at 7) would make it much easier to get to and from Wal-Mart.
122429	Not be so crowded in the mornings, or have more busses.
122434	Run Harding Avenue every 15 minutes.
122543	Offer bus services from Hethwood to other communities, offer more frequent evening times, notify app holders when buses break down.
122544	Run more.
122547	Have PHD run on the weekends on the same schedule as during the week.
122548	Make the app show the accurate times.
122549	Some drivers need to learn how to drive a bus. There was this specific guy that would turn like crazy or use the breaks really hard and there were people standing up so they had to hold really tight and those who were seating were also holding on. It was a scary ride.
122583	Better software, updated online timing estimates.
122598	The bus times are not always regular. Some days its 10 minutes some 15, others 20. It's hard to know if every morning if there will be a bus at the bus stop at 10 after or 15 after. The increments change and sometimes I have to wait 30 minutes for a 10 minute wait.
122599	There needs to be more buses at night, because if you miss one bus by five minutes you then have to wait another hour until the next bus comes. It is unreliable and annoying. Plus the app doesn't do much either so it would be nice if that was updated and more accurate.
122615	Buses in Foxridge have been leaving earlier than they are supposed to be (time checks) --> leaving at 3:40 PM instead of 3:45 PM.
122619	Improve APP.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
122628	Improve the mobile app. This is the worst app I have ever seen. Most of the time it doesn't show any result. And when it shows, it shows incorrect timing. Also I guess BT doesn't care about bus schedule they have in the website. CRC, MSN, and MSS successfully violets the scheduled time in most of the cases. This is just ridiculous.
122650	Maybe improve bus tracking system to predict arrival times through an app.
122653	More frequent buses on CRC route and definitely on weekends.
122682	Have bus that goes from Torg/Squires to Wallace/Litton-Reeves.
122704	Clearer bus schedules.
122711	There are buses from the Patrick Henry Drive route to Progress Street but none to go that way. I am a frequent on that route. So if there were some bus to take the opposite route, it would be convenient.
122712	Be on time more often.
122714	Bus every 10 mins, especially since the ucb route is messed up.
122720	On weekends, please try to make the bus schedule similar to that of the weekday.
122750	Have the buses run every day until 2am. It would give students the opportunity to finish work without feeling rushed because the last bus runs at 11:45pm.
122756	Have more buses.
122777	Need more long buses.
122789	More late routes.
122812	Add the Tom's Creek bus back! I have no direct way to get from Tom's Creek to Litton Reaves anymore.
122816	Make stop times on the app more accurate, inform which stops are time sync.
122827	Manage bus timing effectively in one bus stop.
122836	More buses during class times. Sometimes a lot of us are left behind and end up late to class because there isn't enough space on the bus.
122841	Run a bus from toms creek to Kroger to Mccomas.
122853	Improve bus services on reduced service.
122854	Increase frequency on weekends.
122871	Update the smart phone app to make it more reliable.
122879	Increase frequency during winter.
122885	Hokie Express.
122907	It gets confusing when the routes change at a certain hour. That could be fixed.
122928	More.
122930	Run more frequently on weekends.
122957	Decrease the waiting time.
122973	Run more often on weekends.
122991	Be on schedule.
123004	Arrange stops so that traffic does not have to stop.
123017	More rides to Roanoke Airport.
123019	Improve the bt4u mobile app.
123042	Run more on schedule. Hard to know when the campus bus is making stops since not every stop is a check point, sometimes they are early or late.
123061	Find the busiest buses at the busiest times and use the double length bus.
123077	More busses for Wednesdays at the Math Emporium.
123081	Get a better app to keep track of times.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
123086	It has gotten better, but it is college...therefore I will be on campus studying until 10/11 PM at night often. Having to wait a full hour before the next available comes is really frustrating.
123108	Keep all routes open during the weekends, even if they're less frequent than during the week.
123138	More frequent bus for Main Street buses during weekends. Every hour is too less.
123155	A bus stop near goodwin hall or the new building on West campus drive.
123158	When using the website to view available routes, allow the user view routes at any time, not just the current time.
123162	Run more often.
123166	Reduce time check during the journey.
123183	It would be nice if the TTT would come more than once an hour.
123190	Increase north parking.
123212	More often Harding buses in the afternoons. Every 30 min is not frequent enough.
123216	8:30 AM bus on MW is so crowded sometimes it drives by without stopping.
123258	Have a schedule for the busses at the stops.
123259	Fix the app. Don't allow buses to skip stops.
123265	Increase routes to Christiansburg and it would be great if we had more routes outside of Blacksburg!
123288	Extend PHD from 630 as last leaving campus bus to 7.
123303	The MSN route is only every hour on evenings and weekends which is really inconvenient if I want to get dinner on campus or go to ZUMBA classes which are always at night.
123311	Send more than one bus at a time during morning specially or like any busy time.
123317	Transit to Christiansburg.
123353	Provide more than 1 bus route from my bus stop.
123356	Improve the website to find out where a bus stop is, its name, and the attitude and easiness to report problems with staff.
123400	Increase service on weekends.
123432	If the North Main bus route would span a little further down North Main, it would be easier to get to places in Woodbine or Wyatt Farms.
123441	Stop leaving people at the bus stops. Be more reliable.
123463	Make BT more available and convenient on weekends.
123464	Increase service in the weekends and evening.
123466	It will be good if the service during weekends is more.
123497	Run more often on Main Street South. The bus is supposed to run every 15 minutes, but usually only comes every 30-45. I had to buy a parking pass due to the unreliable bus schedule.
123514	I need to be able to park and get on the bus within 10 minutes. The bus schedule is unknown to me and it appears that I do not know where to get on and which bus numbers.
123555	Make the app better.
123561	Come more frequently around the campus routes.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
123610	Have more accurate information about routes. I am a BT Operator and there is plenty of confusion about various routes. This could be helped if there was more direct communication between students and BT. VT is our biggest customer and yet, we have apps and online information that is not adequate for their use. I work for Transit and I get confused about how routes are changing. This is even more of a problem when it comes to weekend routes or during break periods for students. On top of that, graduate students who are fewer in number but don't operate on the same schedule as the undergrads get thrown to the wind in consideration for their needs. For example, the lack of information on the Friday for Fall break. There were a good number of people (I saw about 15) who were graduate students (we don't have a fall break) and needed to get to campus and were stuck for an hour or had to walk because Progress Street wasn't running and no one knew.
123636	Make the buses actually leave on time from time checks.
123643	Easier access to veterinary school.
123706	Better app/more late night times or routes.
123709	More buses for shorter waiting times and less crowding.
123728	Better updates on tardiness of buses, plowing better at stops during snow, better and more shuttle options on game days.
123736	Get a more user friendly and accurate website (mobile).
123744	More frequent evening busses (every half hour).
123749	Restart the UCB and TC normal routes.
123760	I live on Patrick Henry Road and it is hard to go directly to West Campus Drive (e.g., Wallace Hall) and University mall.
123773	Run the buses more often, it is always overcrowded.
123778	The university mall bus doesn't show up at the Newman stop most days.
123779	NICER BUS DRIVERS.
123809	Have a BT transit app that works for Android phones, not just Apple products.
123851	Closer stop to Cedarfield (or at least working with the town to make the walk from the Fairfax Road stop safer); more frequent evening buses.
123863	Change the CRC route back to running on 15 minute intervals. The new route is difficult to coordinate with my schedule.
123892	Later routes.
123905	Update the online/app schedule it is often not accurate, or a time on the list online is skipped.
123927	The website and app are both unreliable sometimes.
123930	More Hethwood buses running on the weekends (like every half an hour).
123944	Make the schedules on the website clearer. Also, it is very inconvenient on weekends to get to the University Mall during combined routes.
123952	Update times for busses as they are running on or off schedule. Easier access to bus stops during bad weather conditions.
123957	Decrease the amount of people on the bus. They can get too crowded.
123996	The stop at Prices Forks and Plantation is dangerous because there is no sidewalk atm.
124006	More frequent rounds to campus on weekends.
124035	Run more frequently.
124041	Come more often on weekends and late at night.
124044	The BT4U app doesn't work half of the time. It's slow, and the bus times often don't load at all.
124068	Place more stops on campus for the Main Street buses.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
124121	The North Main bus has driven right by us at the bus stop because it was full, causing me to have to walk to class.
124136	Better South Main route back to campus.
124172	Have a nap online that will have a live tracker of the bus that will allow riders to estimate on their own whether or not they'd make it to the bus.
124178	More times open during weekends.
124192	More frequent off campus transportation on Sunday's.
124203	More buses because more students means they fill up faster.
124234	Provide a map of the bus routes with marked stops. A map is better than a list.
124244	Accurate bus timing.
124245	Go back to original CRC route.
124249	Buses more often, more reliable (accurate times on app).
124255	More buses on the weekends, every hour is kind of really inconvenient so I walk anyway.
124258	Provide late rides (after 12 pm) on weekdays and don't change routes (e.g. Patrick henry changes routes after 7).
124264	More frequent CRC bus, especially on weekends and during the summer.
124268	I mostly take the Harding route and it arrives every at the 15 and 45 minute mark at Squires, but most classes end at those times forcing me to wait 30 minutes for another bus. Likewise I also have to get on the bus before classes 30 minutes before classes start since the other option is to get there 5 minutes before. I kind of hope that more thought is put into the timings of the buses.
124275	More buses for shorter times between pick ups.
124276	Make the schedule easier to understand.
124313	Bring ucb back!
124324	I work in bookstore 2 times a week and I work past midnight on these days i.e. Tuesday and Saturday. Though there are bus service on Saturday after midnight, I walk back home i.e. 1.8 miles every Tuesday irrespective of weather condition. BT should include at least 1 bus service after midnight i.e. Around 12:45 am from squires.
124330	Bigger bus in the mornings and late nights. Runs more often like 30 mins in the evening.
124356	Increase routes.
124405	Make buses less crowded at peak times. I have to wait for multiple buses not to be filled at peak times.
124413	Follow the schedule more.
124437	Make TCB run more frequently.
124456	Tcb.
124471	Run more frequently, keep bt4u updated.
124489	Later service during the week.
124491	Bring more busses over to the Hethwood Area. Too many times the bus is full and I can't get on. So I bought a parking pass so I didn't have to deal with that.
124499	More clear bus routes.
124512	Be on time more often.
124519	Be on time.
124592	More buses for the morning classes.
124597	The VT transit app is sometimes very inaccurate.
124601	Update the mobile app.
124607	Better paved stops. The Hethwood stop at mcbride Hall is often muddy or icy and it is difficult and dangerous to get from the bus to the sidewalk (and vice versa).

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
124624	I think a bike share program could be beneficial to the community.
124641	Keep the app up to date and make buses more reliable.
124677	More transit from/to Roanoke/Salem.
124698	Closer stop to my house (Willard drive).
124727	Improve the very inconsistent BT app.
124737	Coordinate times between Google and BT.
124747	Please come to the stops on time and more frequently.
124751	No down time between TTT morning and afternoon service.
124786	Provide TCB more often or one more route that goes on UCB.
124804	Earlier Sunday service.
124848	More bus times on the weekend.
124853	Have more consistent routes and times.
124914	Follow timecheck procedures - it's frustrating when buses leave before the timecheck.
124934	Fix the app.
124937	Have bus stops near me (Houston and Center St).
124942	Just slightly more buses on TCB/Progress. Always super crowded.
124947	Bus stop closer to my house.
124952	BT would have earlier trip at weekend.
124998	More double busses on HWA route, fixing bugs in the BT app.
125011	Be more available and reliable on the weekends and later into the weekday evenings.
125037	Can you please make announcement about the next stop so that I don't have to ask someone on the bus.
125040	It would be excellent if the switch to "every half hour" didn't occur until 7, instead of 6:30.
125056	Improve BT4U app to be more precise and easier to navigate on mobile devices.
125065	Hire capable drivers.
125101	Improve/Rebuild the BT app to synch with particular buses on route to get accurate time predictions for arrival.
125175	Not drive away when I get to the bus stop.
125177	A shuttle/access to VTTI from campus twice a day during summer would be great!
125179	Expand near Dairy Queen (Triangle St.) P.S. there are lots of apartments there.
125180	More or bigger buses in morning times.
125181	Ventilation! Specially during winters, when folks are sick and sharing the bus, riders desperately need ventilation.
125188	It would be helpful if it could cover larger parts of Christiansburg as a separate bus.
125190	Service to Christiansburg Falling Branch Park and Ride.
125192	Have buses run more frequently on weekends and breaks.
125196	Increase transportation during weekends to Christiansburg till late in the evening.
125197	The most pressing need is to open up the Tom's Creek route (not TCB) or some route that passes through Progress/Tom's Creek and the University Mall.
125206	TCB should have an extra bus around 8:30 to 9:00 AM because the bus is always full at that time.
125221	Have an off-campus parking lot that doesn't require a parking pass near to campus which has a reliable bus route. Live in Fairlawn and don't have time to take the BT Commuter to campus in the morning and evenings when I have class, so I find a visitor parking spot at an apartment complex to take the bus in to campus.
125224	Have different buses for Patrick Henry that go on the other side of campus- like near Litton Reaves.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
125225	Recently, it seems as though the buses are not arriving on time (I use the BT transit app) and this makes me late to class. Also, some of the bus drivers are extremely rude and I do not want to have to be upset while riding the bus or for it to ruin my day.
125226	Maybe rides on working days going all around the campus frequently during the would be good.
125227	More frequent stops at CRC (go back to every 15 mins instead of current 20mins).
125229	Improve the app. Make it actually work.
125238	May be introduce smaller buses (economical for BT) rather than decreasing frequency altogether.
125264	Have a bus going up the Prices Fork - to VT Psychological Services area.
125266	It is sad when bus just passes your stop and doesn't stop and you're trying to get to class.
125277	Increase frequency and service time during weekends.
125290	Create later runs for the TTT during the week. Increase the number of runs on the weekend and summer for those who work full time and live in Blacksburg.
125305	Buses are night are way too full!
125312	More buses.
125313	Have the bus run more often on weekend.
125328	More buses late night to Hethwood. Once per hour and they are all full usually.
125342	Yes- during times of inclement weather when parking is harder to find (and more people ride the bus), BT transit could follow general safety principles with how many people they fit into a bus. I have, on multiple occasions, have experienced a bus driver be rude and threaten not to leave until we (with backpacks on the ground) who were standing already packed up until the windshield area, would move to accommodate another 10 or so people. This behavior is not abnormal, and I do not think the safety and comfort of students is being taken into account with such policies. I understand there are a lot of people who need to get to and from campus, but during peak times the busses should not force the capacity of that bus beyond its limits.
125346	Better website. I think the classic version was easier to use.
125351	Service every day (don't skip summer weekends).
125371	Add more buses.
125377	Increase frequency of MSN and MSS during weekends.
125390	Bring back UCB! I get passed by full buses when I try to go to class in the morning! And it's always super crowded.
125397	I bike. The path along duck pond needs repaving.
125401	More times and extended hours.
125403	More than one bus running on south main street.
125415	TCB bus is always full in the mornings, I can never get a ride on time and it often makes me late for class, even if I wait for a bus 35+ minutes before class starts. Please commission more busses on this route.
125416	Rides more often during the weekend (Hethwood).

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
125419	Be more accurate and run more busses, I stopped riding in the beginning of the year because the bus would skip my stop because it was way to overcrowded, also most busses take you to squires which is so far away from a lot of the academic buildings, like all the food science or the gym or Litton reeves, it should just be tailored more to the students because when it takes an hour or so to get to class I think that is kind of ridiculous also I know you can't do much about the actual busses but if there were like benches on the side it would open up a lot more room for people, and lastly have more run on the weekends because it is impossible to get anywhere/do anything on the weekends when the bus only runs every hour...as a freshman, trying to get to the Emporium on Saturdays or Sundays was actual hell especially because the library is always so crowded and the lounges have been turned into dorm rooms now.
125424	Open all doors at all stops.
125428	Stagger the start times from buses which intersect near the same area, such as Progress and TCB.
125430	Have a stop closer to the vet school.
125435	Send two buses for peak class times like 8:00 am.
125458	Define an accurate schedule.
125470	Spread awareness of routes and times better.
125486	More buses.
125492	Hethwood bus to mcomas and Washington St.
125511	More frequency after 6:45, also improve routes so I don't have to take 2 two buses to get to the gym.
125516	Please give more exact times for pickups at each stop. For example, when I call regarding the stop outside of Hutcheson, I am provided with the time that the bus leaves Squires and therefore always miss the bus there since it comes about 10 minutes earlier than when it leaves Squires.
125535	Your schedule sucks. It has always puzzled me how you use small buses when it's rush hour and big buses when nobody is taking them. And your survey sucks as well.
125576	Fix the goddamn text for ride system. Half the time it doesn't work. We're in Blacksburg. There's a few thousand Computer Science majors looking for resume items. Get a decent technical system.
125612	More routes to Christiansburg.
125622	Maybe for hwd, it would be much better if it is more often like 30 mins other than 1 hour at weekends. The same thing during the evening.
125627	Add more times to main street north. Once every hour after 9 p.m. Is not ideal.
125641	The new bt4u live map doesn't have estimated departure time. Please add it.
125661	Especially with construction, the UCB and UMS routes do not often follow the route that the sign says. It's very confusing to get on a UMS bus and get dropped off on UCB at 2PM in the afternoon.
125669	More bus on weekend please.
125690	CRC evenings.
125693	The app doesn't always work.
125697	It will be perfect if there are more some BT routes that goes more frequently to or from gym during evenings and weekends.
125703	Run earlier in the morning. 6 am start would be AMAZING!
125711	Run Patrick Henry until 9pm.
125712	More frequent trips to/from Math Emporium.
125748	Be on time. Having a bus every ten minutes only helps if there is ACTUALLY a bus every ten minutes.

Q7. Continued.

<u>Respondent#</u>	<u>Response</u>
125755	Progress Street -- extended hours during weekdays.
125768	Make the BT4You call in thing way, way less terrible to use.
125799	Arriving at stops at or after scheduled times, rather than earlier.
125888	Add a late night Explorer bus and two town trolley route. I have classes that go late into the evening.
125891	There is a bus driver who is always rude.
125901	Have boards saying next departure time at main stops because busses are frequently significantly late.
125931	BE ON TIME.
125959	Stagger progress street and toms creek so they don't leave at the same time toward campus during classes (one leaves from village at :x0, other leaves at :x5.
125980	Large buses recommended for Progress Street route from 9-11 AM on weekdays.
125987	Make it easier for people to figure out time schedule.
125988	Have more busses, and more BT stops.
126076	Send more busses after football games.
126080	Game days, Bad weather days, or my car being out of work.
126083	More consistent buses available at night.
126121	Go to campus.
126195	Add more schedule.
126250	Harding avenue.
126273	Run more often on weekends.
126289	Enhanced frequency.
126309	More weekend buses.
126311	Increase bus frequency of TCB on weekends. Before construction on UCB, there was a bus in each half an hour. Now there is one bus per hour. That's not fair.
126333	I cannot check the bus time by sending messages since this week.
126340	Can you open a transit from Foxridge to Oasis World market?
126381	Extend range of bus stops. I live immediately West of the elementary school.
126410	More buses.
126429	Add a stop near Goodwin Hall.
126435	Increase more buses during weekends.
126503	On Sat schedule on the site is not showing real situation with TOM, TCB.
126514	More service during weekends.
126602	Be on time?
126694	Have more space in the mornings.
126718	Update the schedule on the app in time and fix bug of the BT app.
126744	Maybe make more covered bus stops for when it is raining/snowing.
126757	More frequent services on weekday evenings for students who have to stay late at school.
126768	Hethwood.
126846	Fix the app.
126855	More shifts in the evening.
126864	Build more BT Stands close to off-campus apartments.
126880	Make a better website and/or app, its completely unreliable the times are just standard and do not update as to a shift change or if the bus is running late.
126940	Reopen the original TOM as soon as you can. I feel EXREMELY disappointed about the progress of road reconstruction.

Q11a. Why are you dissatisfied with this BT information source during a major bad weather event: BT app?

<u>Respondent#</u>	<u>Response</u>
10015	I've used the BT apps before and they are very confusing and difficult to use, so I have stopped using them and rely on Google Maps.
10086	The app is terrible...
10331	It's not always accurate.
10366	In my experience, the BT app has not had up-to-date information or has not loaded correctly when I tried to use it.
10422	The existing app doesn't work very well and is not intuitive to use.
10510	I was waiting for a bus in a snow storm because the app said the buses were still running, but they had stopped, and I didn't know until a colleague called to tell me that she had seen all the buses on the Drillfield, so they couldn't be coming to get me.
10919	Never accurate about timings. Comes too late to be useful or is redundant to VT alerts.
10971	In the past when I've tried to use the website which supposedly provides real-time information (expected time of arrival), it has been inaccurate. On weekday football game days, it has showed the buses running when they actually were not running. The receptionist on the phone told me that it was too much trouble to update the site so it wasn't updated.
11029	Half the time it doesn't appear to work or doesn't update properly.
11109	I am not sure of real time information delivered to staff.
11160	I just don't follow unless it is on the VT weather page.
11303	I downloaded the app when I was riding the bus regularly but I could never get it to work properly.
11362	In October 2015, the last (and only) time I tried to view detour information from within the app, it seemed very buggy. The first time I opened the app, I saw the empty colored box where the alert title would be, but could not tap on it or see any text. So I closed and re-started the app, and I could then read the title of the detour alert, but there was not enough information in the title, so I tapped on the title, hoping to see the details, but nothing happened. Perhaps it was user error, but I gave up quickly and used my mobile browser to go to the BT site to read the detour information.
11580	Only works if you gave wifi access. Not everyone has a data plan!!!! Or smart phone!!!!
11591	I don't use your services.
11710	The app doesn't work. Information appears static.
11749	App is difficult to use. Does not appear updated when I have checked it.
11762	I do not have a smart phone.
12026	I use the Harding Ave route to and from Windsor Hills. In bad weather the route is sometimes "running" but not all the way to Windsor Hills (turns on Patrick Henry Drive), and there's no way to know about route changes if you don't call the BT office to find out.
12172	Not free.
12216	The app is not very accurate, it provides the time for a stop whether the bus is delayed or not. I don't count on the app for being correct because in my experience, it is more inaccurate with the stop times than accurate.
12219	I can't figure out the BT app even on regular days!
12221	I don't want to have a whole separate app about the BT.
12265	This app does not provide real-time data. It provides information based on usual places and routes of the bus.
12388	I have found the application is rather unreliable. It locks up or crashes. The user interface seems cheap and disjointed with thought put into design or layout.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
12423	Information on the app is frequently incorrect or out of date.
12539	Does not work correctly most of the time.
12674	I have tried to use the BT app in the past and it never worked or loaded any information correctly, because of this I do not use the app during bad weather times or to get BT Alerts.
12693	Real time alerts without having to open the app.
12722	Bus tracker hasn't worked especially well for me - first version seemed better, but I haven't used it in at least 6 months - moved to a place with no BT service.
13197	I've found the app to be unreliable in its information and slow and clunky in its operation.
13355	Doesn't work.
13433	I find the app to be unreliable and not very user friendly. I find it hard to find the information I need.
13472	It's not really reliable.
13589	Not working.
13678	I haven't found the app all that useful in general. The only thing I ever check is route times and stops on it. It can be confusing if you don't already know where the stops are, and it's especially bad at the "find a route" function: every time I use it, it defaults to "Departures before 7" vs. "departures after 7," and when I click one nothing actually comes up. I haven't specifically looked at the app during a bad weather event, but once when a route was on detour (when the road was closed by mcBryde), there was no notice in the app other than the stop being at a different place. I had to call to double check where it stopped.
13902	App doesn't respond in real time all the time. I have to close it and re-open to get real time information. (iphone app).
13919	App doesn't work. Provides no data. Locks up and crashes my phone (iphone 6s).
14032	Inaccurate information.
14337	The app just hasn't worked for me. Not sure why. So I haven't gone back on it. Too frustrated. This was about a year ago.
14404	The BT app I have was not useful.
14470	Your current app is total garbage. It's basically useless. The mobile version of your website might be mildly retarded.
14896	The BT4U app does not provide real-time information about bus schedules and delays. If it could tell users when a bus will actually arrive at a designated bus stop (vs. What the established schedule says) that would be much more useful.
15069	There are times when the buses are running and my app shows that no routes are running.
15100	As far as I know the BT app does not provide alerts and real-time information. The tweets and other social media always tell me not to use the app because it won't be accurate.
15186	I don't have this app.
15418	Doesn't give real-time information: e.g. Is the next bus going to be 5 minutes late, or 10 minutes late..
15703	No cell phone.
15709	The app often does not work correctly or it gives incorrect information. My concerns are apparently shared by many who give the app a poor rating with the App store.
15756	The app only works when connected to VT wifi, not when I'm using my data, therefore I can't get the times. The app also doesn't get updates about adjustment times due to weather or other reasons. The app should be able to track where the bus is.
15819	Not reliable or crashes.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
15873	Email from the town of Blacksburg suggested that the app did not have accurate information about route times. There are two things I care about: 1) are the buses running? And 2) when will the next one be at my stop?
15912	The BT can't be bothered to update the data feed for any reason: weather, staffing levels, etc. The app may as well be a static schedule list, because that's all we get. Change frequency of a route? Nope, no change in the app. End service early because of weather? Nope, no change in the app.
16012	I don't want to have the app.
16047	During the most recent storms the app was not showing any route information and directed me to the web site.
16080	I tried to use the app and it would just freeze up my phone. I had to delete it.
16130	I recently tried to use the BT app during the snow storm of Feb. 2016 to estimate when the next bus would arrive at my stop, but it simply didn't work.
16186	The BT app is very seldom ever accurate. The information is often incorrect, or the app cannot connect to the service.
16242	Have not used the app....really didn't know there was one. I don't ride the BT because their service is not available where I live.
16253	It doesn't give me convenient or accurate information. It tells me that the best way for me to get to my building on West Campus Drive is for me to ride the bus to Squires student center and then walk. But the walking time is the same from Squires if I just walk from my house. I know that some bus routes do go down West Campus Drive, but it's hard to tell which ones and determine how long I would be waiting at Squires for one.
16468	The app has never worked well for me. Kept freezing and crashing. I uninstalled it several months ago, so perhaps I'll try it again.
16994	If I understand the app correctly, it does not provide 'real time' information, which would always be useful, but especially during storms and other delays. Thanks.
17215	BT App is clunky and inferior to 3rd party apps out there.
17246	Do not use BT therefore not likely to use BT resources It is a good idea for those on the routes and use the service.
17333	Because I don't know how long I have to wait. And I don't know where the bus is at.
17404	Often the BT app only displays error messages instead of showing no operation during bad weather event. Delay or detours information often don't show in a timely manner or there is no show at all.
17427	Keeps freezing, very slow in general.
100012	It is not always accurate and has a hard time sometimes figuring out my location.
100039	Real-time app with push in notification of any announcement or warning or change of route etc.
100107	The app lags and is always wrong about times to bus stops in between.
100146	I am always dissatisfied with the BT app because the buses are almost never on time!
100208	It is never accurate, tells me bus has passed when it hasn't.
100261	The (Android) app is unreliable and frequently is slow or does not work. I would not trust it in this scenario.
100279	Your app is crap. I use an app an undergrad CS student made and it's a million times better. Unfortunately it's only for android. It's much more stable, doesn't need my location, doesn't load ads or images over my data connection, provides the information I need when I need it.
100372	The app is not friendly to use.
100383	The app is very poor quality. I deleted it from my phone because it almost never loaded, it frequently froze my phone, and often, the information in it was not accurate anyway.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
100414	The app is terrible. It's just poorly designed and not user-friendly. It needs to be completely redone. Or at least make your API more usable for local independent app developers.
100418	My app never works.
100435	The app is not very stable on my phone. As a result, I uninstalled it.
100459	Doesn't work.
100577	I would prefer push notifications from the BT app in emergency situations if possible. Currently I receive information mostly from the VT Alert text system.
100578	Usually not updated frequently.
100586	Bus times go haywire on the website.
100591	The BT app is EXTREMELY buggy and rarely shows the correct times for the stops. I do not understand why this app never gets updated. Even Google Maps does a much better job at giving detailed, real-time information.
100604	The app never works on my phone (iphone 4S) and so I stopped using it shortly after I downloaded it.
100621	The application has a variety of bugs and its overall difficult to use. It is also very slow and bloated.
100684	App is not accurate, does not update in real time.
100717	The current BT app is completely useless.
100825	The app doesn't load, and when it does the app doesn't update to delays in the bus schedule.
100844	The app is use is unreliable.
100882	The app does not work most of the time.
100896	It's never updated regularly. Instead of adapting to whatever situation is happening, it always refers you to the main BT website, which can be confusing.
100902	I tried the BT app but my favorite feature was the real-time bus schedule, which was rarely correct.
100988	The app is often incorrect about the buses that are arriving. One time I waited at Newman and the app said the bus was going to be there and it wasn't. It didn't come for another 30 minutes.
101007	The BT app is extremely unreliable and is very inaccurate. Do not use it too much anymore because the times are always off.
101008	The app has never once worked or provided any accurate BT information. It frequently crashes and cannot give any times to when the next bus is scheduled to arrive, even though I know that a particular bus line is running.
101076	Doesn't work out or update. Usually wrong.
101083	The app needs to be improved, always says wrong times.
101106	The app is running so slow.
101116	The app sucks. Fix that asap.
101135	App is very slow and unreliable.
101193	The app does not work well on all phones. Sometimes it does not load any information at all.
101244	The app rarely works.
101376	Not always up to date.
101378	Not reliable.
101554	There currently isn't an app that provides alerts during weather events.
101588	The app is unusable. Its functionality is spotty, and it's not as intuitive or smooth as Google Maps, which I prefer but is often wrong during emergencies.
101597	Times are not consistent.
101600	BT app doesn't work.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
101606	Sometimes the app doesn't work. I can't download the current app.
101612	It is hard to use the App in general, major changes have to be done to be a friendly App.
101680	The BT app rarely ever works and I often doubt the accuracy when it does.
101760	App is not very good: crashes easily and often, user interface is poor, no notifications.
101810	The BT app does not work on my phone, and in my experience is difficult and confusing to use.
101816	Never on time!!!
101899	It doesn't exist.
101946	App does not work very well.
101986	The app could generally be better - I do not use it that much so it is not a good source of information about weather events.
102089	The app doesn't work for me. I resort to using the website because the app doesn't have the time checks whenever I check. Not reliable. Needs to be updated!!
102106	The app sucks because I have to type in a stop number. I use a different app.
102153	Current BT app is never accurate and often doesn't even work. Never shows change in schedule updates, links you to "more information".
102175	I think messaging in case of such events would be more useful. Or email.
102191	I feel like these things never update fast enough or load.
102252	I have the app but it tends to crash a lot and update very slowly when I get on it which isn't satisfying.
102292	The app isn't always displaying the best times and can often be slow.
102295	The message containing the information about the major bad weather event can be shown in a more vibrant and apparent/obvious way.
102330	The app does not work on android platforms period.
102338	App does not upload information sometimes, found problems with app.
102350	A lot of times, the BT app won't work even if I am connected to the internet. It won't load quickly or even at all sometimes.
102355	The app I use doesn't explicitly state any alerts.
102370	It never seems to be accurate.
102374	The BT app is a bit complicated, it is really inconvenient for me to access things on the app sometimes, and I use the website which is very easy to access and accurate most of the times.
102446	Because even when I look up the schedule for the busses they just say they're running at their normal time. I've stood at bus stops for over 30/40 minutes before the website was updated enough to give me any information.
102462	The app that I use does not update itself often. And it is normally wrong [Transit].
102470	It crashes a lot.
102500	As far as I can remember it's never done such a thing. I always learned of cancellations by university email.
102528	The app is not accurate and sometimes will not even load.
102662	The current BT transit app is, in my opinion, extremely unreliable. I find that the bus schedule on the app is more often wrong than it is right. The app seems to be inefficient and it crashes a lot which makes it a pain to use.
102679	The app hasn't worked properly for me since the summer semester so I have stopped using it.
102711	Real-time info isn't very real-time; we would need real-time info on estimated bus arrival times to the nearest stops in the BT4U app. The app also needs more versatility with possible location destinations (e.g. McBryde Hall).
102749	The app never loads and when it does it freezes and doesn't update.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
102800	It is often inaccurate or out of date.
102816	The BT app is terrible and needs major overhaul.
102829	Because it's never accurate and it never works? How am I supposed to utilize something that doesn't work.
102858	Terrible design. Seldom works.
102869	It doesn't work.
102874	The app is constantly unfunctional. The routes show but times do not and changes to the schedule are not shown. I'd like to be able to use the app to check times any time I'm trying to catch the bus but the fact that the schedule doesn't appear/load often makes that hard and often dissuades me from going at all.
102958	App never loads information.
102959	Not up to date generally.
102965	Text messages are not always sent or sent too late to notify those on campus who need to get home.
103018	The app doesn't seem to actually update in real time; it is never accurate or up to date; There are too many apps out there so it is hard to tell which the "real" one is.
103028	The bus will just stop with little to no warning leaving people stranded on campus.
103035	I downloaded the app a year ago, or so and it didn't show anything more than the website. That info is nice, but it doesn't seem worth having an app for that. An app with all of that info plus like a map with moving dots where the buses are--that would be awesome!
103171	The BT app on iphone often will not fetch data and is thus frustratingly useless.
103186	Don't have a smart phone or a device that could run that.
103203	The app takes a very long time to load, and the information is not usually correct.
103241	Not accurate.
103255	The app usually doesn't load in a timely manner.
103299	App does not work on any of my platforms.
103349	Its better to have an app that tracks the location of the bus to see if it is ahead of schedule or behind schedule.
103451	The app frequently crashes, and even in the event of major weather the individual route schedules still show the busses running.
103476	The app doesn't run well, and doesn't give notifications about changes as far as I know.
103479	I have not found an app that gives me real-time info about BT and the apps I have used are normally incorrect.
103565	Wrong info.
103574	Your app is horrible-from design to functionality.
103691	It does not seem to work for my phone and gives me inaccurate information.
103694	I don't think the app has alerts
103696	The bus arrival times are not accurate. When looking to travel somewhere the app says there are no upcoming rides.
103796	The app just links the BT website.
103863	The app did not have up to date data on when the bus would be there.
104025	More accurate timing for each stop. More route and time information about reduced services.
104027	I don't feel it updates to alert for bad weather. Twitter seems the fastest way to find out about bus status.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
104045	The BT app doesn't work at all.... And I don't get picked up about once a week because of full busses it has made me late for class before.... In those situations when I don't get picked up and have to wait for another bus it quicker for me to walk to campus rather than wait for a second bus.
104078	The current BT app is not very helpful. Because of that, I rarely check it. If something changes with the buses, I know about it from facebook (friends/shares) or when a bus doesn't show up.
104092	Because the app, in general, is not very accurate or efficient. Needs to be redesigned to b more user friendly.
104137	They do not provide real time information. The app almost never displays the real time information accurately. The website is SLIGHTLY better. It usually says something like, "Buses are not taking usual routes. Don't trust this information." I can never find accurate information so I always ask friends. They usually know because so-and-so took the bus at ___ time.
104162	It always seems to be very vague about what routes are actually running or what the timing is; doesn't provide real-time changes to the schedule.
104196	The app never loads properly making it very useless.
104216	Not always up to date.
104227	App used to be unreliable. Haven't used the latest version. I use the website instead.
104280	The app is very unclear and hard to use.
104395	Is not always up to date.
104405	The app never seems to work.
104431	It doesn't work for android.
104450	It's slow. The few times I used it (before I uninstalled it), it wasn't very helpful for telling me whether or not, or when a bus was coming. Also, the names of the stops didn't always make sense, or I couldn't tell if they were in the order that the bus actually visits them. And I don't have the number of my stop memorized so unless I'm already out there, I don't know which one to look at. The times when I actually needed it, it would have something like "information may not be accurate because of delays and lots of people using the app". That's precisely when I actually need to use the app and it's not even useful at that time! I get better information from the static PDF of the schedule. If the bus if late, oh well, at least I know when to go out and then I can just wait and see. I'd rather be early to the bus stop than late and the only way to guarantee I'm not late is to go by the PDF times. I honestly don't trust the information on the app so I'd rather be early just in case.
104464	The only app that I am aware of is BT mobile and it is very hard to use and doesn't seem to update, even for storms.
104489	Your app is never really accurate with arrival and departure times, and for weather it doesn't always say if you're not running.
104509	The app doesn't work on my phone.
104536	App is slow to update information.
104632	There seems to be two apps; I have an iphone 4s and neither one of the apps work. They crash when I open them or the schedule doesn't load.
104712	Not reliable because it is slow to update or simply doesn't update. Google Maps updates their bus schedules far faster in the face of bad weather or emergencies.
104730	BT4U app often does not load bus schedule information at all, it just remains blank after opening. Have been using an alternate 3rd party app that does the same things that BT4U should do, just more reliably.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
104998	The app doesn't seem to be reliable with times or information.
105019	The BT app is very unreliable and glitch. It's easier to just use Google.
105038	App Crashes often.
105072	I do not see where it provides good alerts, especially in real time.
105118	The BT app doesn't work for Android. It doesn't show time.
105127	Last year the busses stopped suddenly during the snow storm with no warning. No one there had a way of getting back to campus from the Math Emporium. Had there been warning that the busses were going to stop we would've taken the last one.
105143	The BT4U android app is awful.
105148	It's just hard to get information easily.
105224	Sometimes doesn't seem to be accurate.
105227	The app is useless. I fight more with the app than I need to. It is never up-to-date. Is not user friendly, and has made me miss my bus more than a few times.
105301	Slow and often unreliable.
105317	The app crashes a lot, and doesn't actually provide real time info on when the buses will come. If a bus is delayed due to weather, you have no idea and are waiting in the cold.
105404	It crashes on my phone all the time.
105408	The bus times are not accurate and it is not clear when the buses start running every 45 minutes or when their routes change.
105422	The app is heavily unreliable.
105449	Often seems like it isn't accurate or up to date.
105490	The app never works on my iphone.
105493	Not clear.
105547	I am dissatisfied and have heard multiple people tell me there dissatisfaction with the app. It was inaccurate and not right and many people became frustrated with it and deleted the app.
105558	App is hard to use and doesn't always seem up to date with bad weather events and the exact implications of them.
105724	The app and the website are not at all user-friendly.
105752	The app doesn't work.
105774	The app often crashes and it is very unreliable. I deleted the app because it never worked.
105808	The app isn't efficient or straightforward. I end up checking the website on my phone.
105864	I have not used the app since the construction on UCB, because it does not work.
105893	It doesn't seem to be accurate at all. Especially the times.
105921	The app constantly crashes, very rarely provides up to date (If any) information about the nearby routes, and has never loaded the travel advisory statements when they appear.
105949	Stop emailing me.
105965	The current app is useless as the busses don't adhere to the scheduled times and it doesn't provide any real time information on bus location.
105974	The app is poorly optimized and rarely even works.
106076	Never heard of or used the app.
106172	It is never updated.
106215	The official BT app doesn't work, I use a third party app.
106227	Not accurate, lots of bugs, slow.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
106236	I don't think there was any update provided during the last snowstorm. (It's possible that I found out on the website so didn't have to check the app).
106238	There is not a good place on the app to find out if they are running or not.
106258	There is currently no BT app that provides(that I know of) real-time information about scheduling and route changes. If there were an app that provides this service(with push notifications) that would be very helpful.
106300	The App freezes every time it is opened rendering it completely useless.
106316	Doesn't post alerts quick enough.
106389	Application stops running.
106422	The app is terrible. It never has accurate information and always force closes when trying to use it. So I gave up and deleted it.
106478	It's always a hassle to find out if the bus is running, when, etc.
106680	There isn't an app that does this.
106689	The app has a lot of bugs, does not update properly and is not fully reliable.
106695	It doesn't work.
106698	App was not updated, information not correct.
106748	The app doesn't update occasionally, and it fails to show the latest updates.
106758	App is constantly wrong and crashes. Needs fixing.
106777	The app crashes and never is updated.
106823	The app isn't easy to use or doesn't always display correct times.
106948	All of the apps that are available with information on the buses in Blacksburg are very clunky, hard to use and not very user friendly.
106984	In the past when I tried using the app during non-full service (including bad weather) it did not seem to have accurate schedule information. I stopped trying to use it during non-full service periods, so it may have improved since without my knowledge.
107051	The times are not always correct and the app does not always work.
107113	The app is buggy... If I look up the current bus times for a particular route and do not make sure that I go back to the start page of the app and that it has finished querying for the latest data, it will not do the query again when I try to use the app later. The result is that I can use the app in the morning to check the bus times and check it later in the day to find that I'm either stuck with the old data or it simply leaves the list of next buses for all stops empty. Also, attempting to interact with the app while it's querying for the latest data causes the app to freeze. In both cases, the only solution is to go into my Application Manager and force stop the app. This brings the app to a "ground zero" that it seems to know how to handle better than the situations above. Adding alerts, schedule adjustments, or other information just adds more complexity to this problem since querying and displaying data takes the app so much time.
107131	I have found the app to be less than impressive.
107259	The app does not work.
107273	Sometimes the app has not been updated or I don't have signal in order to receive the updated information.
107274	I don't know how to work the app that would allow me to see this.
107322	The app is sometimes unreliable.
107331	I've tried a few apps and they, unfortunately, don't always work.
107388	Btapp is garbage. Constantly says no buses and doesn't even have the tcb route.
107424	Unplanned route detours not well marked.
107441	The BT app user interface is not easy to use, and does not provide correct information.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
107468	The app isn't reliable for timing at most stops.
107473	The app doesn't work very well sometimes, the website is more reliable.
107498	It does not seem to update properly or the information is wrong.
107537	The app never works. It crashes 90% of the times I open it and when it doesn't crash it doesn't let me click on anything. It's the worst app I've ever used.
107549	No push notification, at least on iphone.
107579	The app that I have does not seem to stay up to date in real time. I was using the BT app, but it was very unreliable, and now I use the VT Transit app, which is much better but could still use improvement. For example, during the last big snow storm, it said that the busses were still running, even though they were not.
107620	The accurate time doesn't show up on the app during these conditions.
107632	I do not have a smartphone so I have no app.
107695	All of the BT Apps I could find are no longer supported.
107698	I don't like going on the website to search for it. The app doesn't tell me. I'd like alerts.
107751	To my knowledge, this doesn't currently exist. If it did, I would make great use of the app.
107756	The BT4U app is not always up to date regarding delays and cancellations.
107758	The app crashes all the time, the website does as well, but is more reliable.
107777	The app is confusing.
107778	Not updated enough or just blanks spots that don't help.
107821	It is not updated in a reasonable time.
107846	Bad.
107858	The BT app does not work most of the time especially when I need it the most.
107876	App crashes all the time so I cannot use it.
107907	Bus never showed up and didn't give any indication that it wasn't coming.
107945	The app doesn't work. Ever. It's always a long shot and the info is only about an hour in advance. You can't plan your schedule with it.
107948	BT sucks.
107958	Not simple to get to and doesn't provide enough detail.
107960	It crashed a lot and is not accurate. Busses usually run late.
108011	No, the app is not reliable.
108072	The app hasn't work on my iphone after the ios updates.
108139	There is no reliable app with all the correct information on it.
108182	The app often has loading problems and the banners at the top for bad weather are easy to miss if you are in a rush.
108232	Not always up-to-date.
108281	App layout is disorienting, it is much easier to simply open the phone browser and use BT website.
108286	I have tried to use the app to find real time bus service, and it didn't work1.
108378	Half the time the bus doesn't show up at the scheduled time on the app.
108419	App is slow and clunky and did not update to reflect that buses were not running in anticipation of recent snow storm.
108460	The app is not very accurate, it give multiple arrival and departure times but only one of them accurate. It's not user friendly, the GUI is very basic, the information is organized and displayed in a confusing way, overall it is hard to use.
108490	Doesn't seem to work well.
108505	The app is slow when search for the route and time.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
108576	The app I have with BT information keeps crashing. I would like an official app. The one I have is student made.
108624	The app is glitchy and does not always properly load information.
108724	BT app does not always work. It is a problem when you need to take a bus and you do not know when it comes.
108779	Your app isn't completely on schedule. The buses never come on time, even when the weather isn't inclement. But as for the weather alerts, you're pretty good at that.
108820	The app keeps acting up.
108849	Because it is never accurate and way too difficult to use.
108869	The app is inefficient and does not load the route times (more often than not, and especially during an anomaly). Most of the time I use the website, which is slightly better. The app does not work.
108928	It doesn't load real time information half of the times I open it.
109025	The app never works. Too slow and information is frequently incorrect.
109028	The app does not give notifications on when the last bus is for the day, or when classes are cancelled. The app just says "bus not in service" when I click to the route and stop that I desire. I always go to the BT twitter account to get updates when we have bad weather conditions because it is the most reliable and provides the most information.
109042	This is not an informative app, but is a crushed app.
109061	The app rarely works.
109198	The app that I had did not give me updates on my route and I was left waiting for a bus for a long time during bad weather (granted this was two years ago).
109261	- slow updates; slow to load.
109269	App has a lot of issues. Sometimes doesn't even work.
109356	The app crashes a lot, so I don't find it trustworthy to use.
109360	The BT app rarely ever works connecting to the servers and giving me the information I want.
109369	The app is very cumbersome... Half of the time it doesn't load on my phone even when I have good Internet connection.
109492	The app does not work very well at all.
109510	The BT app is very outdated and doesn't work. I have found other apps that work better for BT information, but they don't have info about inclement weather.
109517	The information is not always accurate.
109529	In my experience, the app is not accurate compared to the website. I have found the app very difficult to use and actually deleted it from my phone and solely use the website for scheduling information. The app is not user friendly nor accurate.
109601	The buses are even more full than usual and trippers never come. The app has no way of telling you this.
109739	Delayed information.
109789	The app doesn't work sometimes.
109841	The app is very unreliable.
109888	The times are not always correct and the app does not always load.
109899	The app doesn't update enough and the times are never correct. Sometimes it will update while the bus is running and tell you the bus has more stops but then once I got off the bus it showed me that the bus was not running and I ended up having to walk back from 1st and Main to campus.
109953	The app is often slow and takes several relaunchees to finally make times for routes appear.
110105	The app has not worked very well and I end up having to use the website although even that is not real-time.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
110111	The BT app is crap most times. The times are not accurate or right.
110125	The app does not work consistently. Have multiple instances of freezing/locking up. Had to remove from device.
110140	In my experience the app seems to quit on me quite often, even in bad weather conditions and has slow active information.
110207	The app is not reliable. I have been stuck at a bus stop without information and was given incorrect information when I called the office.
110212	It's not always accurate.
110231	App often does not work properly and is hard to use.
110241	It is pretty terrible and not very reliable.
110254	This app doesn't work half of the time on a normal day, let alone during storms.
110285	Because the bus schedule is not always accurate. And not all stops are listed, like the progress street bus does not have squires on its stop list.
110320	It crashes constantly.
110488	It's never correct and sometimes the buses do not even show up.
110605	The app is unstable.
110614	The app does not appear to get updated as much as bt4u.org or the main BT website; it would be nice to get push notifications of the service changes that are posted on the main website.
110615	I used to have BT but it wasn't a good app.
110692	Relied on word of mouth.
110790	The app is often not updated in a timely manner and will often suggest routes that are much longer than needed.
110813	The app still sucks and doesn't give you routes more than an hour in the future. It also crashes and just doesn't show times....
110834	The information can be difficult to find or to get accurate arrival times for the bus.
110842	Often during a bad weather event there will be no schedule times and it is difficult to figure out when the bus may come.
110887	The BT app often crashes during these events or provides delayed information.
110908	The BT app doesn't work right and takes 20 minutes to load.
110985	App is difficult to use to just look up route times.
111006	Not easy to use.
111039	Information is not real time, or it takes too many steps to view specific changes.
111111	Buggy app -- sometimes fails to load and show routes.
111137	I don't know the stop codes to put in the app so I can never find my routes.
111181	E-mail would be nice. Doesn't work all the time.
111184	Sometimes when I check the BT app for times, sometimes it does not show times for the run that I am looking for even though I know there is a bus running at that time.
111267	The BT app for android cell phones is glitchy, freezes, and sometimes is just plain incorrect.
111380	The app in general just has a lot of problems./You need to close and restart it frequently, and it often restarts with only a black screen if you don't fully terminate the previous session.
111389	The app doesn't seem to work right, and I can't find any information about BT info during major bad weather events.
111393	If the buses are running on an alternate route the app I currently use (VT all-in-one) does not indicate the route change only arrival/departure times from specific locations. I am fairly new to the app though so maybe it has options I have not seen yet. Overall I am happy with the BT service and the app.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
111430	The app has relatively short projections for later arrival times.
111454	I never checked it nor did I receive emails about suspended service.
111501	The app is stupid.
111521	The app always freezes and never has the times when it's not frozen. It's useless.
111528	App did not tell me what was going on.
111536	The app does not work most of the time and especially at night the stop times are not correct.
111586	The app I currently have often doesn't display the correct times the bus will come (it won't show up or will show up late at the time posted). It never displays any changes on the app due to weather events.
111595	Seemed to not ever be updated.
111601	The app sucks.
111610	I do not own a smart phone.
111623	The app often times does not have timely updates or does not load.
111709	I'm usually dissatisfied when there is a detour because I do not know it is happening until it's happened.
111723	It is difficult to quickly access information. (The app always ALWAYS has technical issues crashing/freezing).
111793	BT app often not working and times very off.
111916	The app is difficult to use and crashes a lot.
111933	Inconvenient.
111990	Does not update (either in time or at all), is not accurate regarding regular route times.
112056	Times listed were not accurate.
112081	The BT app is slow and freezes on my phone (other apps do not). It does not seem to be updated frequently, and it is harder to navigate through than it could be.
112100	I don't think that the app is always accurate.
112103	I do not understand the app. It is very confusing to use.
112165	It doesn't work a lot of the time.
112189	There is no information provided within the app that states the closing of BT services.
112346	The app's never work and say no buses when there are.
112451	The app is unreliable and has clunky interface.
112464	I prefer the class BT4u website, the apps available are not as easy to use or understand.
112492	Loading seems to be an issue for the app. I like how on the ihokie app I can see the times for every stop at any time of the day. These don't update though with weekend or delays (at least I don't think). I don't care what the next three times are usually because I plan out my day. I'd like to see ALL the information if possible. Updating that info would be useful as well with inclement weather and delays.
112529	The App seems kind of outdated.
112652	I have had buses shut down as campus closed with no warning.
112654	The app is slow and doesn't always have correct information.
112700	The app doesn't update stop times very well.
112712	It's inaccurate and the times are off.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
112741	The app never works. And when it does it's really slow and unreliable. This is my first year off campus and I regretted not buying a parking pass within one week of riding the bus. Next year I will definitely be buying a parking pass. As an architecture student I am in the studio until late hours in the night. I find myself having to go back to my apartment after class get my car and then come back to campus to work on schoolwork because I have often been stranded on campus because the bus stopped running and I didn't get my car. Also this year I bought a pass for the gym on campus but the only classes I can go to start at 7 AM and I have no way of getting there other than walking. Buying the pass was a complete waste of money because I haven't been able to go to anything because the buses don't run during the time that I have class and parking it at that time is not allowed. I could not be more dissatisfied with the bus service. I have been late to class more times than I can count because 3 to 4 buses have passed on my bus stop without stopping because they already full. I will never be riding the bus again after this year.
112747	The information is not updated.
112827	Because sometimes the information is not real-time.
112837	Often, the app does not load on my phone. When it does, it typically freezes before I can find any useful information.
112884	The app often freezes and it is kind of hard to find the stop information and times. It would be good to have larger font or something indicating the next stop time, and the current locations of the buses, similar to the website's design.
112945	The app doesn't display data when you open it sometimes.
113003	The app isn't always reliable.
113008	The app doesn't work very well.
113030	The app rarely works properly.
113031	The app said that it's information was incorrect and to look at the by website instead of real time information.
113113	The app is extremely unreliable. I used it for a while, but many times the bus schedules do not appear, so I end up just going online to check. I deleted the app after trying to use it for about 6 months.
113133	Google Maps works significantly better.
113154	I said before, it doesn't really work. For me, the app fails to even open most of the time, and I have heard from others similar things or that the information is just not accurate.
113162	Just redirects you to the website which takes longer and more data, would be better if all information was housed within the application.
113163	Much of the time, the app is unreliable about real-time stops and it's often inconvenient for many students who are on a schedule.
113170	The app does not update in a timely manner when routes or times have changed.
113180	The buses aren't always on schedule and sometimes they pass without stopping.
113203	App malfunctions.
113252	The App is too complex... Can't get it to work easily.
113263	App never seems to work or load properly.
113273	The app is poorly coded and does not work at all in most time. For a polytechnic institute, we surely have the worst possible app. Also, Google maps is better at what you do than you guys.
113281	It is not as up-to-date as it could be. Usually it works well but with bad weather it simply states delays may make the app inaccurate.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
113296	The App regardless if an individual own an Android or an Iphone shuts, down, has incorrect times listed, fails to get in contact with a BT representative if issues occur. Honestly I have used an Uber app in several big cities and despite how much traffic and usage that app receives on a consistent basis it ALWAYS performs better than the BT app.
113302	The app is not very good at staying updated. Nor is it easy to use.
113328	Information is typically hard to find.
113355	Definitely not good, especially when the road floods out by the duckpond. I only get info from word of mouth in that situation.
113415	It's often not up to date.
113447	Not always up to date info on the app.
113457	The places the bus stops and times is never correct over the weekends. The live view of where the busses are doesn't work.
113506	The BT4U app almost never loads, whether I am connected to wifi or not. When it does load, it is confusing to use. It could really use a revamp.
113519	Usually the app warns that it will be inaccurate.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113569	Most apps don't provide info if the buses are shut down and provide regular schedule times.
113636	Its not accurate and up to date.
113648	Need a better app with the times. There r multiple apps that vary in times and it's frustrating.
113681	The app never works.
113735	It isn't always updated and the website glitches often.
113749	None of the Apps I can find for iphone ever really work. Maybe you should send out an email to Tech students with the name of a good app for us to use that is actually accurate.
113762	The app does not work.
113784	Up to the minute updates of busses not running or route changes.
113797	The app never really is updated or accurate.
113806	The app is always glitchy and the times are sometimes like 10 mins off.
113838	I don't know where to find the information and I don't get alerts.
113893	Mobile app does not work for ios.
114003	It doesn't always work, and when it does it only says to expect delays. It doesn't give specific times.
114007	App is slow.
114017	It did not update on time and is not reliable. The app crashes frequently (not just on my phone), and is not updated frequently enough. Honestly, it's a guessing game sometimes to figure out if the information on BT transit app is accurate or not.
114084	It is not that well updated. I maybe caught up in the middle of the road with bad internet and the app act slowly if there is change in regular schedule.
114129	The app that I see does not include any alerts or service changes/rerouting.
114148	App crashes often and isn't always accurate.
114171	It was difficult to find any useful information.
114203	It doesn't actually give you updated information on bus times, just the warning that buses will be late.
114234	The BT4U Android app isn't always up to date, and often doesn't even work.
114310	Every time I have used the apps the times have been off or the app won't even load. I went back to using the bt4uclassic.org website quickly after because it was way more reliable.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
114325	The current free app does not always have up to date information. Sometimes it will not show routes and times and so overall it is inconsistent and therefore not always helpful.
114329	The BT app does not work very well. It is not always updated correctly. Many times it won't load.
114403	Hard to get information in general from BT app.
114436	I never see any info on the app about bad weather. Half the time, the bt4u app does not work.
114464	It doesn't give real time updates.
114473	The app is awful. It has a lot of glitches and is not very reliable. It tells me the buses are not running when they are, or it tells me the bus will arrive by a certain time at a time stop location and the bus never shows up or shows up 30-60 minutes late.
114474	The BT app is inaccurate and difficult to use (has poor user interface). I instead use Google maps for real time information such as bus times.
114492	No apps are available that give real time information. Most of the apps also freeze and are not up to date.
114530	I find the app is not always up to date and hard to use. I don't use it anymore since I find it hard to use and not that up to date for regular service, so I don't trust it for emergencies.
114667	Because the times are rarely within a reasonable range between planned and actual.
114698	I have found the bus times to be inaccurate and it does not always launch correctly.
114702	The app is not as easy to use as the other methods.
114732	It is slow and or doesn't tend to work.
114749	App takes a while to update.
114769	The app is never accurate. It barely loads and crashes all the time. The busses always come 10 mins too early or too late according to the scheduled time.
114792	The app does not load half the time.
114797	It doesn't have information about emergency schedules.
114799	The app is kind of hard to understand and I find that it only works when I'm connected to wifi and not 3G. So if I take a trip to the store, it takes me a long time to load the BT website and bus schedule.
114858	G.
114913	The BT app is not very reliable and it fails 50% of the time. I use the website now on my phone to get route updates.
114937	It is never updated correctly and the bus does not run enough on the weekends.
114962	The app doesn't even open. It closes immediately when you open it.
114972	The BT app doesn't work most of the time, so it is ineffective at getting 'real-time information' out to the public.
114977	App doesn't load properly.
114981	The BT4U app never seems to work and is very glitchy.
115017	App is not up to date and not reliable.
115018	The app can be inaccurate and unhelpful as it doesn't match up with actual bus times many times.
115125	Never used the app because sometimes it doesn't work.
115137	Information has not always been updated and the app crashes a lot.
115188	The app is not an intuitive extension from the classic BT website which relied on the commuter to know their bus stop. I've found that trying to type in the "location" of where I want to go does not translate well and would prefer to just be able to enter my daily bus stop number as I did with the classic style website.
115193	The app doesn't work, period, ask everyone.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
115200	App has never been accurate or useful for bus schedules, so I stopped using it. It would be helpful if it could have popup alerts on your phone for bus route changes or weather cancellations.
115206	The app crashes a lot and many times does not load important route information.
115208	I don't think the app is particularly user friendly. If it was updated a bit I think it would be easier to access and understand.
115215	The app doesn't work, you can bring up the app on your phone but it won't have any information, and can't establish a connection, this happens regularly.
115294	The app is bad.
115461	My app for the BT doesn't always work properly. It has gotten better this semester but at the beginning of the year it was pretty bad and often said there was no information for the route.
115483	BT app always crashes, very unstable source for real-time information.
115531	Does not show up on BT app. Many times BT does app does not load well.
115543	The BT app is usually inaccurate, and sucks for the most part. I'd love to use it because it seems like the easiest option, but it has never worked for me.
115565	BT app doesn't work very well. It doesn't load the times right and it crashes.
115568	There have been occasions when I try to find the schedule for a route that I'm unfamiliar with and the app hasn't shown any times. So I begin walking from where I parked, only to see the bus go by a couple minutes later. I have also gotten off the bus too early due to no knowing where all my possible stops were. The app could be modified to help with that immensely.
115589	Your app doesn't do this.
115628	The app didn't send push notifications.
115670	I don't see where they do post when there is a major alert. It just shows the common times, not any changes.
115672	You get alerts that schedules have changed or will be running abnormally. But the bus schedules themselves don't get updated.
115866	Never know when it's updated.
115938	The VT Transit app, as far as I can tell, does not provide alerts and other real time information about the BT service.
115942	App is glitchy.
115943	The BT app crashes every time I open it, and it has very little information on it.
115965	It's not always accurate.
115971	Haven't even seen the app provide accurate route data. The VT club known as "Web and Mobile App Development" has produced a rather effective app on their own and already have it on the app market, so maybe try consulting them?
116054	I have not used it before. I didn't really know one existed, so I will download it now.
116064	Sometimes it is slow and does not give me accurate information in the time that I need it to.
116067	The app just doesn't work something Is wrong with the linking and routing, website is way more reliable.
116090	BT apps never have worked well for me. Often have the wrong bus schedules or doesn't show up at all.
116105	It is not always in real time.
116190	The app is hardly ever accurate.
116193	It is usually never on the time schedule as is stated on the app.
116246	App is pretty useless. You can only tell which bus to take from one location.
116258	Haven't used app since summer when toms creek was cancelled and tcb wasn't added.
116259	It is almost never accurate and the app frequently closes when I use it.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
116283	There were no updates for weather on mine.
116356	BT4U does not work at all! However, I heard about ihokie or something along that line, and peers say it works. I haven't tried it yet though.
116372	I have the app and it doesn't upload on time.
116416	The app is not user friendly at all, and almost impossible to use.
116460	Because the app does not state that buses are not running for the day it just says "no buses on this route are currently available".
116469	The app does not show connections that are in a few hours very well.
116490	I have always found issues with the BT app giving me false information or lacking what I need to know.
116511	The app often times crashes or will have incorrect information listed.
116516	All the information said was that it was running on a reduced service with no more information.
116550	The timings for the buses are often different than the actual times. Especially on the weekends, the buses come at different times than said on the app.
116590	Mostly because the app in general is terrible and hard to use. It's not intuitive and it's bulky.
116643	Because they make it so difficult to find out what I need to know because the app barely works.
116705	The schedule on the app doesn't load half the time.
116785	It didn't come up with any information, the app just comes up with white space. It never shows actual information.
116845	The app was not up to date during one snow day, and I had to rely on the VT website and social media to get information.
116871	Not many updates.
116876	I am dissatisfied because a grand majority of the time, the app is no functional.
116880	I check the app and no times even appear. It is not helpful at all most of the time.
116926	The app said the bus was still coming but never came.
116943	Usually the BT app breaks down so I turned to use Google maps to tell me where to go since it also tells me how to switch busses and where to walk.
116969	I have the BT app on an Android phone and it does not work at all, it never opens so I can never use it.
117052	App crashes often and struggles to update.
117090	Be careful with the number of notifications.
117095	App is not easy to use, closes, and does not update.
117132	The app is incredible difficult to manage and very inaccurate. Please update to make it easier to use and more on time.
117137	I cannot access the current app at all times, and when I can it does not always load properly. I wouldn't/don't rely on it for knowledge about service changes.
117158	Slow to update.
117163	BT app never works.
117170	I do not have my location services turned on so the app doesn't really work at all, and there's no other way around getting the information on there without turning the location services on.
117324	Never gotten an alert from app.
117339	There isn't a good official app out that works perfectly and is user friendly.
117405	The app is inconsistent and does not load at times when needed. I have tried being on wifi and using my own data package. I seem to not be the only student with this problem as I have talked to multiple people who struggle using the app. It performs as if it needs an update that I cannot get.
117440	Application often does not update to what is actually going on.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
117474	The old bt4u.org web app was so much easier, and cleaner to use. When I came back this school year, the new web app was not at all intuitive, it had a lot of bugs, took a LOT longer to load. Every time I am on the site it prompts "would you like to share your location" and when I click "yes" it'll keep asking me at every single screen. That is very annoying. Please go back to the less fancier, simple and easier to use web app that gave me exactly what I needed in a fast and easy way!
117504	The app never seems to give accurate times.
117614	It is not accurate.
117709	It's been a long time since I tried to ride the BT, especially during bad weather. As of that time (around two years ago) I got the sense that the general consensus was that the apps did not have enough useful information, or were wrong on when buses would actually arrive. It felt like it gave planned route information, as opposed to actual running times. It's been a while though.
117767	The BT4U app usually does not provide accurate times.
117771	I am not aware that the app does this, so I don't use it.
117790	Never received alerts from BT app or via email from BT.
117833	The app is really buggy and is rarely accurate.
118063	The app always crashes and is confusing.
118084	The BT app is horrible and not well organized at all. An alternative to the BT app has been made called the VT transit which is far superior.
118094	They do not keep it updated.
118128	The app takes forever to load. I had to uninstall it.
118164	Because it is not relevant and never works so no one ever downloads and actually looks at the app. It's too annoying to use.
118165	I don't think the app is user friendly, and the app does not always work. Also, the one time I needed to know about a detour it didn't even show all off the real time detour routes.
118167	All that I saw was that the times on the app would not be correct for the day, no info on when they would actually be coming.
118216	The app rarely works or is a few minutes behind the bus schedule.
118297	I never hear about it. It's not on the phone app when I need to know about it.
118339	Times listed for routes is inaccurate.
118371	App crashes frequently so I deleted it.
118494	App never works and is slow at updating stop info.
118514	Not good. Doesn't reflect real time events.
118657	The app does not work.
118660	Every time I tried to use the app, it would say things like "sorry, try again later" or "no routes present at this time" even on a normal school day.
118708	I have not had much issue with BT during bad weather because I don't go out during it.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118825	They wait too long to release the information before cancellations.
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118833	Can be unreliable.
118926	The app doesn't work.
118950	I did not receive an alert.
118988	There are no push alerts for a change in service for any reason.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
119125	BT app on my phone is slow to load so not currently my first choice for finding out information. I don't recall getting any alerts via the app in previous snow storms regarding BT service.
119166	It never tells you when the buses have stopped due to an accident or other. It's annoying because you can be waiting for 30 min, and the bus won't come.
119234	Isn't updated regularly.
119242	The app is extremely unreliable and I never know if I am getting up to date information.
119287	Does not have real time updates.
119294	I'm unsure.
119301	There is an app now that is very slow and inaccurate compared to the website.
119307	It seems like the BT app never provides accurate information. Earlier this week, on the Sunday night before classes were cancelled on Monday, I waited in the snow at the bus stop outside of Newman library for nearly 45 minutes with other students who were also expecting the UMS bus to come but it never did. Ultimately I had to pay to take an Uber to the Math Emporium because I had no other way of getting there otherwise in order to finish my graded work. The app consistently updated to say a bus should be coming at the same time the next hour but the bus never showed up. This is generally the case, it would seem, and waiting outside in extreme weather for a bus that never comes is very frustrating and a complete waste of time.
119332	It is very annoying to navigate especially if your phone dies.
119349	It doesn't provide information.
119356	Schedules are not detailed.
119383	The app constantly crashes and doesn't provide very accurate times.
119387	I have not found the BT app to be useful or accurate since the beginning of the school year when the bus routes changed.
119439	The app lags and doesn't provide accurate information I use Google maps instead
119444	The last time I used a BT app it did not function correctly. Was difficult to even get it to display that there were currently buses running even though there were.
119478	It crashes constantly and is not always accurate.
119480	It is not a reliable app and is difficult to use. I usually use the site through my mobile device.
119545	Sometimes the BT app will not load.
119572	The app never works. There is so much construction this year all the routes have been reworked- however that has not been relayed to the app.
119733	It is horrendous.
119759	Not accurate or fast enough information.
119842	I no longer have the BT app because it often crashes or is not up to date.
119958	The app is terrible to use.
119969	Doesn't do a good job of alerting you to buses that aren't running or when buses are no longer in service.
120012	I think that the university should email any alteration of the BT schedule to everyone.
120041	When I have used a BT app, it didn't work and crashed a lot. Maybe there has been an update.
120082	The app sucks.
120086	Because the app is terrible and you have to know your stop name and route when you should just be able to say where you want to go and it tells you the fastest way (see Google maps).
120120	App not mentioned data in right way.
120145	The bus is never actually there when the app says it will be.
120194	The app is not properly functional and hence is not good source of updates.
120219	Glitchy app, impossible to use.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
120232	I don't always get updates.
120233	I have an iPhone and the only free apps are BT4U and ihokie. Both are not well updated.
120265	Does not update at all times.
120307	The BT app doesn't offer very great features right now like real time updates of all the buses.
120311	The app I have didn't say anything different about the service. It thought service was still available.
120315	I do not get such information at all from the app.
120340	I don't use it.
120394	Because the app doesn't provide any info.
120439	App sometimes don't work. I cannot find real-time information.
120510	The app doesn't work very well. It takes a long time loading and I can't find the times when the next bus is coming. The stops say to text a number and I do but never get a reply.
120560	I never hear anything about BT service during these events.
120590	The BT4U app on my Android phone doesn't list any routes whatsoever. Plus the app by itself is non-intuitive to use. I'd not be dissatisfied if the app worked in the first place.
120600	I have used BT app and was very disappointed when I did not get proper information that I usually get on BT mobile website. It would be great help if the BT app has a live bus tracker and gives latest timing information as provided by BT mobile website.
120629	Because your app is the worst.
120631	App doesn't work all the time.
120657	VT Alerts seems to be the only way to find out information during inclement weather.
120734	I've never gotten any kind of weather alerts from the BT app.
120812	App is never really accurate and is confusing.
120821	The app is sometimes not correct or up to date.
120845	The BT app doesn't do this at all.
120849	It is inaccurate and has many glitches.
120901	The busses are never on time according to the app.
120963	Don't really use the app, so I can't comment.
121060	I don't know of a cohesive application that provides correct real-time data about bus schedules and routes. I always refer to the website. I tried using one a couple years ago and it was consistently wrong even though it supposedly pulled its data directly from the BT website.
121061	The BT app barely functions and it doesn't give any real time information that I've ever seen.
121065	The app glitches a lot!
121066	Often lack of relevant updates, incorrect information.
121070	Actual pop-up alerts on my phone would be helpful. The alerts are also not very informative. Some of the time the app just states that buses will start running "at some time" on a certain day, and isn't updated when service actually resumes. I've waited thinking that since they started a day they would start on time, when they didn't.
121082	It isn't accurate.
121143	The app doesn't provide updates. After the last snow storm the app still told me that the busses were running.
121156	It never works for anything. I was stuck in a freak snowstorm and of course it didn't work.
121171	It currently is too slow to load and takes too much time to navigate to try and find the bus route you need and the information is not always accurate.
121187	Is there a BT app?

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
121191	The app doesn't work as well as it should. The amount of time used to load it can be VERY frustrating. Personally, providing an app that just shows the routes of the buses and fitting them with gaps locators would be an incredibly simple fix.
121208	App does not readily update, for example this morning (3/30) the buses of HWA were delayed a solid ten minutes and I had no idea because the app said they were still running on time.
121294	The BT app is not reliable in that it does not regularly have updated information with the bus location in addition to the route schedules that may be changed.
121310	The BT apps as far as I've seen only provides mostly theoretical times the bus will be there, even if the bus route has stopped. There was a few times where an actual bus was properly being tracked by the app though.
121354	BT App is a very clunky app. Hard to find important up-to-date info.
121358	The app doesn't always work. It freezes up a lot and makes me very frustrated. Also, I've had it display incorrect information. So I deleted it a long time ago and just use Google maps.
121373	The old app works but it doesn't have the new routes on it. The new app is really slow and crashes all the time. It doesn't really work so I can't rely on it for anything.
121412	The last time I used the app the day after a snowstorm it was off by over 30 minutes in predicting the next bus.
121459	The app does not provide specific information that I need/want, such as where buses currently are.
121481	BT should try its best to still operate in a bad weather event. There should be no time in which classes or activities are in session, but BT is not operating/is behind schedule.
121545	The BT app has never worked on my phone (Nexus five). It always crashes, if it opens at all. I have uninstalled and installed it several times.
121548	It's not easy to read and navigate through.
121776	The app is very slow, clunky and unstable (crashes a LOT). The route planning is extremely difficult to use and not at all flexible.
121807	I have never seen it work properly during such events. It doesn't give real time information or updates.
121889	The BT app is often glitchy and does not provide accurate and up to date information. The format is not very easy to navigate.
121942	My app doesn't state when service is suspended due to weather conditions.
121974	I have not been able to get accurate information from the app.
122038	Apps do not work well.
122069	The BT app that I have doesn't load and rarely gives out updated information.
122079	It is not really reliable overall so I tend not to look at it.
122152	My app used to crash.
122178	There was no information for several hours during the last snow storm.
122218	The app never works.. So most people just try to use Google maps, but even then it the buses don't show up at the correct times 75% of the time.
122292	I feel like the app just doesn't work that well. It crashes a few times before I can even get it open. Also, the live updates are great when they work, but I also would like to have the normal schedules and maps on the app.
122296	Often crashes.
122313	No exact time on delays.
122381	The BT app is bad and very hard to navigate.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
122396	Some detours are not listed or updated, sometime Burruss (an accessible campus stop for CRC) stop closes without prior notice. BT app is almost always useless even for regular bus service. The app needs to be updated very soon. Some bus timings are not even shown properly in app e.g. it doesn't have a TCB route. It's very difficult to work with the app.
122510	Doesn't say when the buses are actually going to be there and then they come less frequently and the bus is packed and several stops get skipped continuously.
122543	It did not provide anything except the message that service would be unreliable--therefore I had no idea when the buses would arrive.
122599	The app is not accurate and doesn't download properly on my phone. In other words it sucks. What is the point of having an app if it doesn't work half the time?
122628	Because this is the worst mobile app I have ever used. I don't realize how come people develop such a rubbish app. If I had the power, I would kick out the guy who developed this app. In most of the cases when I am in a hurry or there is bad weather, I use the app to see when the bus will come to the nearest stoppage and every time in this case, the app doesn't show any result. Also sometime during the weekends this app doesn't produce any result. For buses like CRC, MSN, and MSS it never shows correct time. For example, few weeks ago in a very cold and windy Friday morning I had to catch a meeting at 8.15 am. The app showed that the CRC bus would stop at Tennis Court (Stop ID 1125) at 7.57 am. I waited there till 8.03 am and they bus didn't show up. I started walking and then found that it was crossing me when I was near to the library. That means it came to that stop after the scheduled time. How come should I know that they bus will come late?? It is what you guys call "Real Time Information"??? It is just an example from one day. Actually it happened several times, so I am not considering that day as an accidental exception. I am completely dissatisfied with BT and its app. I wish I had a car, I would never ride BT and I feel like I am wasting my money each semester by paying transportation fees for this ridiculous service from BT.
122656	The app that I use for BT does not have accurate times and doesn't show all stops. Therefore, I am unaware when the bus I need will be at the stop near me.
122676	The app has a lot of problems and tends to either not hold a connection, have slowly updated information or won't even open.
122692	Does this exist?
122711	We cannot get alerts for the next day in advance on the BT website or app.
122747	This app is not updated with delays in a timely fashion on days with good weather. Why would I use it when there is bad weather?
122748	I didn't know it existed until recently.
122827	The app just isn't accurate. The buses are always a min late or early. The app should include live map in it not just time schedule!
122841	The app sucks. Doesn't even work 90% of the time. Needs to be remade.
122879	The app is not user friendly.
122929	The app rarely works and often crashes or cannot load any information. I ended up deleting the app.
122957	I never had an alert from BT app, however it does not show the estimate hours either.
123081	The times are not accurate.
123086	I do not get alerts about it so unless I go to look for it I won't know.
123138	Not up to date.
123156	I've never gotten a notification from my BT App that service is on or off for a bad day.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
123173	The BT app was so bad and had incorrect information on it so I deleted it off my phone. I use Google maps now it's more reliable.
123259	App does not load accurately or reliably.
123288	It doesn't.
123353	Not very accurate. Sometimes buses don't show at the given time. Proves cumbersome when it's cold outside. Lower frequency during weekends is also a problem that needs to be addressed.
123469	The app is bloated and unstable.
123514	I know nothing about it....it is not well publicized. When I buy my parking pass at VT, I should be given good information automatically regarding bus service routes and schedule.
123610	The app isn't that accurate anyway but I don't use the app. I used to use the info4BT text service and when that was deactivated, I stopped getting information. I get information from BT because I am an operator.
123657	Used it a year or two ago, when the app wasn't updated and it was extremely buggy. Sometimes it would say busses weren't running and also would exit out of the app. Because of this, I haven't downloaded it again yet.
123706	It doesn't update. It's not real time at all - just told me they weren't running and I saw buses go by outside my window.
123773	I never received those alerts.
123778	The BT4U app is extremely annoying and difficult to use, I only use it to figure out in which order a bus visits stops, I use transit app to find bus times and schedules.
123809	The App I have on Android doesn't work well.
123851	The app is difficult to use. When the schedule is normal, it's significantly easier just to use Google Navigate, so I don't keep the BT app on my phone. So when a bad weather event arises, I would either have to install it or check online.
123930	The BT app does not work well, there are some bugs and glitches. Most of the time it doesn't work on my phone. It is also hard to lookup addresses, for example surge is not listed on the known locations spot, so it is hard to identify the bus stop in front of surge.
123960	I have a nokia lumia, nothing works. Google Maps is all I can use and it is not always updated.
123996	The app is very ineffective, it glitches, and it is not accurate.
124001	The app does not work very well. It does not give the option (or at least that I can find) to know when the next bus arrives or the schedule. The app always wants to map your route for you. I just need specific information and don't need my route mapped, Blacksburg is not that big.
124156	The app that I have is not consistent. I end up using Google maps to find the information instead.
124245	The app doesn't work well on Android.
124321	Decisions need to be posted during bad weather or stated that a decision has not yet been made but in the processes.
124491	It doesn't provide alerts. I have to go into the app to see it. It should pop up.
124512	It could be my phone that's slow, but the app is unreliable and does not reflect current bus conditions like the website does.
124520	Short term problems aren't (weren't) posted, showed buses on route but no buses were running. This happened twice this semester during freezing rain/snow conditions. If I knew ahead of time that the bus wouldn't be running for another hour, I could have avoided standing outside at the stop with no cover.
124601	The app freezes up on mobile devices, and isn't up to date. I have to use a different, paid app to find buses in the area. It would be helpful if the thing I used the most was actually functional.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
124624	The app is, in general, pretty poorly built. Many features frequently work incorrectly, and I can't tell you how many times I've seen the app crash.
124660	The app simply doesn't work.
124727	The app is usually far from correct by a margin of 15 minutes or more during bad weather.
124747	Not frequent enough, doesn't tell us if there are delays or if trippers are sent out, and the app itself isn't very user friendly.
124756	Haven't used it.
124998	The app often does not work well (loading problems, etc.). The announcements redirect you to the website rather than displaying information in app.
125011	The app proves to be unreliable that the bus does not arrive on-time or even at all during its scheduled time.
125016	Instead of just saying whether or not the busses are running, it just doesn't show a list of times on the website.
125101	The app just needs bug fixes to stop crashing and get real-time bus information. In cases of emergency (when the buses aren't running), a giant banner on the top of the app would also be helpful.
125181	I used the app for few weeks, but it kept crashing on me. This is in spite of the fact that I have the latest smartphone with the latest software updates. I uninstalled it because it was unusable.
125184	It hasn't been that accurate for me in the past.
125206	After the construction started on Patrick Henry/UCB, several BT apps stopped working, and the ones that remained did not show the real-time location of the buses so they are off by usually 2-3 minutes, but upwards of 5-10 minutes. This makes it so one has to stand outside in bad weather for at least 5 minutes in advance to avoid missing the bus. Also, the official BT app does not work on Sunday for some reason. The official BT app also randomly fails to show certain times at which the bus does arrive, which I have noticed particularly with Progress Street and South Main street.
125221	The BT app is awful. More than half the time it won't load up any real-time information on buses. I've taken to just not using it and waiting. It's not worth my phone battery to check up on the buses with the app and website as it currently is.
125225	The app does not provide the correct times or it does not let anyone know about the detours that occur.
125229	Because the app rarely ever works.
125264	It was slow and did not provide accurate information.
125266	App can be glitchy.
125351	I don't have constant internet access on my phone, especially outside home or campus.
125377	This important information should be the first thing that should pop up when you open the app.
125415	Slow.
125418	The app crashes and doesn't work.
125492	BT app always crashes.
125493	It's never accurate with the timing of the bus. Most of the time it doesn't even show the time on the app.
125511	The app does not give accurate information and frequently doesn't work.
125540	Not very efficient or timely.
125554	The android app runs poorly.
125580	It never works. If it doesn't crash on opening, routes with times won't load or it will say that information isn't available. There are no push notification, or maybe they just don't work. Nothing about the app is good.

Q11a. Continued.

<u>Respondent#</u>	<u>Response</u>
125622	I am dissatisfied with BT app itself. It is very difficult to use, not friendly to users at ll. Actually, I come from China, such a app cannot exist for one month in China.
125648	The app doesn't work on my phone.
125661	I don't have a BT app, I use a TV All-in-One app but this app does not specifically say there is a bad weather alert. If it is bad weather and I try to load a bus stop it'll usually just say "this bus service is currently not running at that stop".
125693	It always shuts down or stops working I have 2 close the app and try again and sometimes it works and sometimes it doesn't I notice it mostly works at school but not so much when not on campus.
125748	I find out if BT is running by going to squires and waiting there for a bit. I know its closed if no buses show up.
125755	The app is very glitchy. Sometimes it displays no information for a route when I know the route is running, and sometimes it displays incorrect information (The bus won't arrive when it is supposed to). When it is working, it may say that a bus is taking an alternate route, but will not say where that route is...so I don't know if it will be useful to me.
125819	The app is not very good.
125841	About a quarter of the time I try to take the bus there seems to be some schedule change that has not been noted in the app, or route closure despite the app indicating the buses running on schedule. Multiple times this has left me out in the cold or rain.
125931	Because it always gives the wrong times, the buses will just never come so I wait 30-45 minutes.
125988	It is not updated quickly enough. I was told school was out at least an hour before knowing BT would not run.
126076	The current app does not work well in any situation. It is frequently wrong on buss times and does not allow you to search when a bus will be at a given spot.
126265	App is very poorly laid out and is confusing to use at times. Also, sometimes it crashes or just flat out doesn't work.
126281	The actual BT app isn't as reliable. I had to pay a dollar to get a better app. VT transit.
126359	BT app doesn't show alert.
126433	The BT app sometimes crushes and do not work.
126503	BT app is not easy-to-use and have bugs. + It's useful to have offline schedule in this app.
126505	BT app is not real time, just gives a schedule. I've missed important appointments while trying to follow the app.
126663	I do not use the app, it sucks for trying to find simple things like the next time the bus comes to a certain stop. Instead it makes you jump through hoops and do this whole plan a whole stupid route when all I want to know is the next time the bus comes.
126718	BT app does not offer the real-time information about each bus. Not only during a major bad weather event but also during break I could not know the specific schedule on BT app. And BT app always doesn't work on my phone.
126737	The app doesn't work well.
126741	The app is not always right.
126855	I can't really figure out the app or how it works, I just go online.
126880	The app is absolutely terrible, doesn't update correctly.
126881	The app has been very finicky for me. It will often have trouble updating and provide no information on bus locations and scheduled stops. Those are the simplest functions that the app should provide.

Q11b. Why are you dissatisfied with this BT information source during a major bad weather event: BT web.

<u>Respondent#</u>	<u>Response</u>
10019	The website is very unclear; it will post "regular schedule" on the front page, even on days when all service is canceled. You have to go dig into the News links to find out that there are no buses running.
10073	It is not very convenient. I would use an app but was told by a few people when I got here that the app wasn't very good so I never downloaded it.
10304	The BT website is sprawling and not great to read on a phone on the go.
10308	It does not update. I get more information from VT.
10317	Site wasn't up to date.
10331	It's not always up to date.
10366	The BT website has not worked well on my mobile device - which is where I am most likely to use the site.
10426	I've never been able to find the info I'm looking for on the website.
10510	I was waiting for a bus in a snow storm because the website said the buses were still running, but they had stopped, and I didn't know until a colleague called to tell me that she had seen all the buses on the Drillfield, so they couldn't be coming to get me.
10548	Difficult to find specific information.
10941	Doesn't seem like its updated very much to reflect changes. If changes are posted, it's not very descriptive.
10950	Doesn't seem up to date all the time.
11041	Primary issue is the stops in weather are very unpleasant and can approach unusable. Route information is confusing and the conditions at the bus stop are not reflected but are really limiting in bad weather.
11068	Accessibility when I need the info, usually do not have a device to contact the website, and when I do information is not evident.
11109	I am not sure of real time information delivered to staff.
11160	I haven't had much luck with the website on my phone.
11580	In bad storm, sometimes power outages prevents access to Internet!
11591	I don't use your services.
11749	Routes not correct.
12172	Not clear or current and no alternatives given.
12219	The "updates" are from a year ago. I can't find basic maps and route info on the website anymore. I don't care about Sturbridge apartments. I just want to know does the bus stop on University Boulevard or not.
12423	The website is difficult to navigate in general and updates to it are not always timely.
12513	When I have checked there, I did not see any notifications, but did on the VT website.
12539	Hard to navigate.
12763	The website was very hard to navigate--all I wanted to know was what kind of schedule was operating, and it wasn't immediately clear.
13099	Don't frequent it.
13427	Notifications should be pushed to people's mobile devices (as much as I hate to say it). This is where technology is going.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
14175	Because you have two different websites and the information on them is usually inconsistent and the app is completely useless.
14383	I have a difficult time following the web site routes.
14532	The current app is not user friendly.
14611	Actually, I stopped riding the BT a few years ago because I couldn't find the correct bus on campus during construction and was late for some meetings. I would like to use the BT again, but haven't worked it back into my schedule. I needed to find information at the BT stop when I got there, and maybe you have already fixed this. (I don't have a smart phone.).
15069	The layout of the website is somewhat confusing and not user friendly.
15100	In my limited experience it is not updated. I typically just check Twitter during weather events because it has updates and tells me that BT4U will not be accurate.
15562	Not likely to quickly find what I need.
15676	Did not need.
15703	Just get the information at another source.
15709	Same as above.
15912	It never reflects changes in route frequency as a result of low staffing levels. Changing route at 3pm instead of after 6? Oh well, we can't be bothered to update anything.
15966	I can't tell so far as I know the immediate location of each bus in real time via an app.
16080	Some times it is hard to find information on commuter routes.
16186	The web site seems antiquated and hasn't been updated in years. It's not logically laid out and information is hard to find. I think it needs a refresh.
16215	I have found the information to be vague and out of date. I have had occasions where I checked the website, immediately headed to a bus stop, and found unexpected delays. Even when it mentions delays, it does so in a non-specific way.
16423	Because one day last year when a snowstorm was approaching, the BT website gave inaccurate information about when the buses would stop running. The site said buses would run until 5 p.m. But buses around 3 p.m. Displayed signs saying "Last Run." That could cause someone to be stuck on campus.
16446	Typically, when I need information, I am waiting at a bus stop. It is tedious and inconvenient to load up the BT web site on my phone.
16946	N/a.
17144	It is not easy to find out what is the most direct route and the best time to go from one given place to another. One has to look at multiple schedules and maps to deduce the best route, and there is no way to find out at all what the best time is.
17246	Do not use BT therefore not likely to use BT resources It is a good idea for those on the routes and use the service.
17287	It was difficult to find out information regarding the BT Commuter Bus. When the university opens at 10:00 I thought the bus would run on a two-hour late schedule and then found that the bus ran at the regular time. There is only one bus so if we miss it we don't have a way to get to work or have to try and find a ride.
17333	Because I don't know how long I have to wait. And I don't know where the bus at.
17337	The information did not stand out on your website...I had to search for it...maybe have it flashing on/off or something to make the "emergency" notice stand out.
17404	Same as the reason above.
17427	It's not too bad, just not specific enough.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
17455	I don't have data plan and I don't typically check your website before going to the stop. At the stop there's no signage or info re: current status of the bus and I just have to wait foolishly there for a long time till they give up on the bus.
100012	Not always accurate.
100148	Because it doesn't give good information and it's hard to follow it.
100283	Not as easy to use.
100351	The website was down.
100372	The website is disorganized.
100383	Severe lack of information. It is true that the website will list what type of service the buses are running under, but those titles don't mean anything to anyone without proper explanation. Need to provide easily accessible information outlining the bus schedule(s) for each type of service.
100459	Not updated frequently.
100578	Hard to navigate the website on a cell phone.
100591	The BT web site is confusing to navigate through. Overall, BT is not efficient when it comes to relaying information thru technology.
100684	Website does not provide clear information as to whether or not all or some busses are in service, or whether they are running behind.
100717	It has never helped me on the 4 years I've been here.
100825	There isn't a lot of information obviously stated on the website.
100830	Did not have updated information, social media was better.
100844	The website does not always display well on my phone, which is my primary source for transportation information.
100896	When I first moved to Blacksburg, the BT website was very complicated and hard to use. Now it's a bit easier, but still can be confusing.
100902	I find it a little difficult to find information on the website. But overall it's not too bad.
101007	The times were off schedule and the buses were not at the stops when the website said they would be.
101008	I do not often use the website but it is usually wrong.
101076	Don't use.
101083	Don't look at it.
101116	It doesn't load.
101184	Do not want to log onto a website every time I need to check bus status.
101244	The website does not provide up to date information, is somewhat hard to navigate, and is not very compatible with my mobile device.
101318	When its pouring rain outside and I'm looking for a bus, I'm not going to click through the website to get info. Especially if I'm in a hurry.
101367	I've been stranded on campus with no way home when the busses decided to stop running in the middle of the day during a predicted snow event. Took me about an hour to walk home in the snow.
101495	Not really.
101508	The website is not updated frequently. In addition, usually I have to pull up the website while I'm standing at a bus stop, and the internet service is not as reliable outside on campus and at the corporate research center. I've had instances where the bus was delayed 30 minutes or more, and I stood outside in freezing temperatures for that length of time because the website as well as the call service (calling the number on the bus stop sign, and it tells you the next four times the bus on the route will be at your stop) did not indicate any delay.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
101554	The BT website is confusing and difficult to navigate. I'm not even sure if it's posted since I can't ever find it.
101588	It also doesn't work.
101606	During the last snowstorm, I couldn't find the information on the website very easily with all the other information.
101638	The website is very difficult to navigate and find the information about routes, even in normal weather.
101680	BT website seems to be very confusing and not easy to use.
101816	Usually not working.
101822	Confusing layout.
101899	I don't check it.
102191	I feel like these things never update fast enough or load.
102350	The website is somewhat confusing to use when looking for a route.
102397	The website still displays the bus schedule as if it was running even when it is not.
102446	It never seems to be updated fast enough.
102462	Somewhat hard to understand and navigate.
102500	I recall once being stuck on campus because the notice that busses would stop running was literally no more than 10 minutes. The website was slow to reflect current changes, e.g. It said buses would operate again at 2:30, check again at 2:35 and it still said they would operate at 2:30 but with no busses running.
102749	Too much of a hassle to go check, an app is easier.
102800	Same as above. It is also complicated and difficult to navigate quickly.
102829	Its inconvenient.
102858	Terrible design. Seldom useful.
102874	The site is hard to navigate, especially on a phone, and I can't trust that the information is accurate or up to date.
102959	Not up to date.
103186	The website is confusing in its layout, and often the BT4u site is not updated.
103203	The website is slow, takes a long time to load, and sometimes has wrong information.
103241	Not accurate.
103278	Wouldn't be my first go-to.
103293	Not always accurate.
103451	I've had issues navigating the site. I just think it needs updating. Sorry, I know that's not terribly helpful.
103565	Wrong info.
103574	By some miracle, your website is worse than your app, and most importantly, is not mobile-friendly.
103718	It is not always current and up to date on the website of app.
103796	I do not want to have to navigate the website and find the information I am looking for (when my bus is running, and how often).
103863	The BT website only said delays were possible during a snowy day and I waited 40 minutes with no buses showing up.
104025	More route and time information about reduced services.
104027	I don't feel it updates to alert for bad weather. Twitter seems the fastest way to find out about bus status.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
104067	Inaccurate times are displayed when there's snow on the ground.
104137	Same as above.
104162	It always seems to be very vague about what routes are actually running or what the timing is; doesn't provide real-time changes to the schedule.
104204	Hard to find.
104239	Not very easy to use.
104280	It is not very user friendly.
104395	Is not always up to date.
104464	I want something very specific that tells me bus times. This does not do that.
104489	Don't have time to really go look at the website every time.
104504	It is hard to navigate and determine the times for bus routes.
104536	Website is slow to update information--more useful to look on social media.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105020	It is not clearly stated on the main page when service has been suspended. When you come to the home page it should be stated in bold print services are currently cancelled. Not the tiny RSS feed at the bottom of the page.
105118	It's not very mobile friendly.
105227	The same goes for the website: the new site is useless. I fight more with it than I need to. It is not user-friendly, and has made me miss my bus more than a few times. It does not work well with Safari on ios.
105301	Slow, and the mobile version of the website is very unfriendly to navigate.
105317	The website just says there will be delays, but doesn't give any idea of what the delays are.
105422	The website is slow and often useless.
105449	Often seems to be updated late, such that I can't get real time information.
105490	The website is glitchy.
105493	Not clear.
105724	The app nor the website are at all user-friendly.
105729	Not always clear or accurate on rout information.
105752	I usually try to use the website on my phone, and it is very difficult and slow to use on a mobile device. Also, the timetables don't show all the stops.
105774	Sometimes the website isn't updated. Also the maps/routes/schedules for the different bus routes is very complicated. An easier to follow layout would be more helpful.
105808	Not very mobile-friendly.
105949	Stop emailing me.
105965	The website is unorganized.
106076	Isn't updated frequently.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
106141	Blacksburg transit appears to maintain multiple websites, and service alerts are not posted on all of the websites. The particular websites in question are http://www.blacksburg.gov/index.aspx?Page=791 (Blacksburg Website) and http://bt4u.org (BT4U website). During the last snow emergency in Blacksburg, service alerts were only posted to the Blacksburg website. The BT4U website showed no service alerts and that buses were running normally. Furthermore, BT4U provided scheduled bus arrival times during the snow emergency. The contradicting information provided by these websites maintained by BT caused me significant confusion during the recent bad weather events in Blacksburg.
106172	I don't use it.
106212	I could not get information about route and time changes and I didn't know how.
106227	Need a better app.
106230	Difficult to use.
106238	I couldn't find anything about weather on it.
106427	The web site is a little hard to navigate.
106433	Hard to use on a cell phone.
106478	The text to bt4u is the easiest way to get information and half the time it doesn't work. Also the website route info is usually wrong.
106593	It should be stated much more clearly what the changes are.
106695	It does not show up on mobile phones well.
106698	Information inaccurate.
106748	I usually browse the BT website over my phone browser, and I find the new website to be a little clumsy to use.
106758	Need more real time info.
106764	It is usually inaccurate.
106823	The posted times as PDF don't always match up.
106840	Its very slow to load and now it's more difficult to navigate.
107104	The website is poorly designed and not updated enough.
107113	The website is useless to me since attempting to get live bus data through bt4u.org often doesn't work. That is, even after setting the "to" and "from" fields and clicking next, there is no reaction on the website. Additionally, there's no option to plan a route (e.g. Wanting to be somewhere tomorrow by 5pm), nor are there any timetables of when the bus reaches time stops other than where it time checks to help plan. This makes the website generally useless regardless of the situation, however, it's much more frustrating during bad weather events since new/current information is much more important during these times.
107274	Can sometimes not be that specific.
107331	Sometimes hard to find the information I need on the website.
107441	Slow to update compared to twitter.
107468	Your website is outdated and not updated with enough frequency.
107549	It's not always up to date.
107579	The website was updated kind of late.
107620	The website usually crashes and it never know when the buses are running.
107632	I cannot just pull out my computer at a bus stop.
107640	It was not simple and easy to use if I remember correctly.
107751	I find websites to be fairly confusing, in that they often don't present information in the most clear way.
107756	Same as above.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
107837	I don't find the information that I need.
107846	Bad.
107945	Every I try to use it it's down.
107948	Sucks.
107958	Not simple maneuver and doesn't provide enough detail.
108139	It is hard to find the correct information for the routes I want to know about.
108182	The BT web site takes a while to load, if it loads at all. And once it is loaded the layout is confusing, and it is not that accessible on mobile devices.
108378	Half the time the bus doesn't show up at the scheduled time on the app.
108419	Website made NO mention of canceled bus service in anticipation of recent snow storm. Only determined buses were not running when checking facebook!
108424	No information available until the moment something happens. Result: stranded at VT with no way to get back to my apartment.
108487	I just don't frequently use it. Also not the best website.
108495	Neutral (I don't use it).
108624	Even the website does not properly load information and in general is very slow.
108724	The web site is not really clear, it is hard to find information.
108804	It is hard to see the alert. Last week I couldn't see any so I went to the bus stop for like 15mins.
108849	I never know what the bus schedule is.
108970	I would like to just use the app but the app doesn't work. The Web site isn't ever updated when I look.
109109	Am driver.
109261	Slow updates.
109278	Couldn't find the information.
109293	Information was either not accurate or very difficult to find.
109369	Hard to use on phone.
109510	The website is better than the app, but still not very helpful.
109517	The information is not always accurate.
109637	Once I resort to going to the BT website... I'm pretty desperate. It would be nicer if the university just emailed us when the BT wasn't running.
109899	It is hard to find the information.
110111	Very convoluted, not easy enough to read.
110212	It's seldom accurate.
110241	It is pretty terrible and not very reliable.
110507	People use social media nowadays.
110602	The website doesn't seem to keep up with schedules when routes change during breaks, etc. There will be an update on the front page but the route schedules get pretty messy.
110605	It isn't mobile friendly.
110813	It takes long to get information. There should be a way to access your favorite route right from the beginning.
110842	Often during a bad weather event there will be no schedule times and it is difficult to figure out when the bus may come.
110865	The website is difficult to get to and difficult to understand.
110887	The BT website is difficult to navigate in the mobile version.
110908	Not convenient.
110985	Difficult to translate delays to real time.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
111111	Buggy website -- sometimes fails to load and show routes.
111181	Not updated.
111243	I won't go to the website.
111459	I didn't know there was a BT website.
111586	Sometimes doesn't display route changes.
111595	Seemed to not ever be updated.
111614	I don't use it.
111709	I'm usually dissatisfied when there is a detour because I do not know it is happening until it's happened.
111793	Times very off.
111933	Not updated quick enough.
112038	It's sometimes not immediately clear when I visit the home page. A stop in service should be the most visible thing on the home page when one is occurring. Or at least it should be pretty obvious on first glance.
112056	Times listed were not accurate.
112100	The site crashes a lot and I can't always see what's happening with the buses.
112103	The web site is definitely easier than the app, but both are very confusing.
112166	It's large enough on the page, the information is hard to find.
112236	CS students know about click through, it's the number of actions a user needs to take to find the info they require. Your web site is ridiculous and confusing in this regard.
112480	I checked bt4u.org on a day when it was snowing and it showed me that the buses were running fine. I went out, walked to the bus stop and waited under the snow for half an hour during which the bus did not show up.
112492	It's difficult to use. Again, I just want the bus stops with the time. Everything else in my opinion should be extremely secondary.
112712	It 's confusing for looking at the Patrick Henry times. A little difficult to navigate.
112747	Not always updated, sometimes not working.
112884	It isn't something I would check regularly.
112921	It will not let you know if the busses are running late or early because the times only say to the 5 minutes. I would have to rely on live maps.
112945	Bus schedule is vague confusing.
113003	The website isn't always reliable and has information split between multiple places.
113030	The website is infrequently updated accurately.
113056	The announcements about service are not always specific or timely.
113109	It's not specific or updated often enough.
113119	To time consuming.
113133	Schedules posted aren't mobile device friendly.
113162	Notification of event and dates are fine, but routes could be more clear and laid out better so we could understand.
113163	Its complicated to use.
113170	The website is hard to navigate when on your phone.
113180	The buses aren't always on schedule and sometimes they pass without stopping.
113190	Scheduling and snow routes are strangely hard to find in general on the website. Maybe it's just me, but it seems like the organization of the website isn't intuitive in general and leads to a lot of dead ends. Pretty annoying to use. The "BT for you" phone service with bus stop codes and departure times are excellent. Kudos to whoever designed/implemented that!

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
113203	Never updated.
113263	Not easy to use.
113273	N/A.
113296	Whoever is in charge of the website waits an incredibly long time to post an update. Also in regards to which routes are actually open it is INCREDIBLY confusing. I.
113328	Hard to find information on website.
113344	There isn't enough information posted in my opinion.
113355	Not usable or clear on website what is actually happening.
113381	Not always accurate or up to date.
113415	Not up to date.
113457	The website doesn't specify which stops are in operation that day.
113519	Sometimes the website doesn't load, and it is difficult to navigate on a phone.
113543	It is updated too late.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113636	Its not accurate and up to date.
113698	The page isn't easy to use. It could be changed to be more user friendly. It is difficult to find things and I always have to go in and out of too many pages to get to where I want.
113749	It's confusing to read; and I usually look it up on my phone and it isn't very mobile friendly.
113762	The website is sort of a jumbled mess.
113784	I wouldn't check a website, it's not really quick enough.
113806	It isn't reliable.
113838	I don't get any alerts and the website is a little chaotic.
113874	There have been several times where the website does not load or gives incorrect times for the bus schedule.
113893	Mobile site often crashes and does not always provide real time information.
114003	It doesn't give specific times either.
114017	It is not detailed enough and the routes that are running do not have displayed arrival times let alone accurate timing.
114129	The website is not at all user-friendly and is difficult to use to plan a route.
114171	It was difficult to find any useful information.
114205	The beginning of the fall, there were many changes and it often was not updated immediately.
114270	I wasn't able to find any information the day BT stopped its service.
114313	Sometimes it can be difficult to locate the information I am looking for and that is relevant to the routes I use.
114352	Sometimes, it takes a while for the site to be updated.
114403	Website isn't always easy to use.
114464	It's confusing to navigate and find out what routes are available.
114473	The website is even worse to use. I hate this website. I tried multiple times to find a bus route to a location and it does not work, doesn't show me anything. It is useless. Worst website I have ever used.
114492	Website can be confusing.
114601	There was a route detour and the website did not say anything about it.
114667	Because the times are rarely within a reasonable range between planned and actual. Additionally, the routes sometimes fail to load.
114797	Its inconvenient and somewhat difficult to navigate but definitely the most efficient of all the options.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
114799	I don't really understand the bus schedule and what route it's supposed to take when there's bad weather, so I just don't ride the bus because I don't know when it's coming.
114858	Why.
114937	It should be on social media or something we all know about.
114972	The BT web site is hard to use in regards to finding specific stops and schedules.
115017	It is not easy to navigate.
115023	Sometimes the mobile site doesn't load information.
115131	I don't want to browse on a computer every time before taking a bus.
115137	Site is very difficult to navigate.
115208	In the past it just hasn't been very user friendly or easy to access the information I need.
115215	Same issue as above.
115294	There wasn't clarity.
115299	Wi-Fi is not always available and the site is not always accurate.
115533	When I've checked it doesn't seem to be updated.
115670	You have to refresh the page and accept your location on every page. It is very annoying. You should accept your location once, but it also does not do a good job in explaining the new routes when there is bad weather.
115672	You get alerts that schedules have changed or will be running abnormally. But the bus schedules themselves don't get updated.
115822	Service schedules between morning to noon not updated. The source still provides every 20 minutes schedules instead of every 15 minutes schedules. Makes me miss buses.
115866	Very difficult to figure it out.
115971	The website is disorganized and hard to use from a phone.
116105	Sometimes the website is not accurate.
116135	The times are often wrong.
116150	Don't Use.
116193	It is usually never on the time schedule as it is stated on the app.
116246	Not very easy to find information.
116261	I am not going to check the BT website regularly.
116416	The website does not update regularly, and does not provide me with the information that I need.
116469	Very strange website, hard to navigate.
116490	Not well laid out and confusing.
116516	All the information said was that it was running on a reduced service with no more information.
116643	Similar reason to the app, the web site is just way too confusing to find out what you need.
116889	Would like to know asap rather than waiting till day of service....schools post night before.
116943	I wish school would close before busses stopped running.
117132	The website is incredible difficult to manage and very inaccurate. Please update to make it easier to use and more on time.
117158	Slow.
117170	The website is harder to maneuver when looking for information like that on the day of!
117323	The BT transit website is difficult to navigate. It is hard to find the exact information you are looking for, such as routes, changes, delays, etc. Without maneuvering through all the useless information and other things to click on that provide no merit.
117440	Web site is often not updated.
117487	It was not updated.
117504	The web site never seems to be accurate, I use Google instead.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
117614	Hard to navigate to.
117630	Not easy to use. Takes too long.
117709	It's been a long time since I tried to ride the BT, especially during bad weather. As of that time (around two years ago) I got the sense that the general consensus was that the website did not have enough useful information, or was off on when buses would actually arrive. It felt like it gave planned route information, as opposed to actual running times. It's been a while though.
117716	Very confusing to navigate to find out info.
117767	The website did not provide as much information such as the Twitter page.
117771	Sometimes there is a delay in the info being put up, or it is not immediately visible.
117976	There have been two occasions where it has started snowing and a bus didn't come for well over 30 minutes and there was no update on the web site about the status of service in light of the storm. I know one occasion the bus just ended up being late, but the second time is unexplained and I ended up walking to campus.
118063	It doesn't explicitly say the changes of bus usage when there is a major weather hazard which could produce a change.
118157	The app barely ever even works. Or is right.
118164	Hard to navigate.
118167	Website didn't give information about when the buses would actually be coming, just that they were delayed and off schedule.
118216	The site tends to be down whenever there is bad weather because so many people are trying to use it.
118293	You can only download the map/schedules. I wish they would just be displayed on the website with the option to download. It would also be nice if the maps were interactive and you could see when the next few buses would get to any particular stop.
118297	It's not easy to access the website when you're always on the go.
118321	I have experienced technical difficulties on the BT website in the past (not being able to search my route, etc.).
118339	Route schedules aren't clear.
118647	The update sometimes is not fast enough so I wasn't sure what routes were available.
118657	The website does not work. The trip planner does not load, so I often Uber places because idk which bus to take.
118660	It feels like the schedules get really confusing. You should make it more obvious on the website (i.e. Bigger, bolder letters and located on the home page) that there are new schedules and you should have a direct link to the schedules/routes/etc.
118693	It is difficult to navigate and always loads slowly.
118754	Once last year I checked before leaving to see if the buses were running after it had snowed and the website didn't say the buses weren't running. I ended up waiting at the bus stop and had to call in to check if it was running.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118833	Not always updated.
118926	It is hard to navigate.
119067	It is slow, crashes, and not streamlined.
119166	It never seems to say the buses are stopped due to weather.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
119242	The website is slow and not mobile friendly.
119294	Not effective.
119307	It seems to be as useless as the app.
119332	I don't always have my laptop with me.
119349	It doesn't provide information.
119651	Hard to tell which stops were still being stopped at and how often.
119719	I didn't even know there was a website.
119728	There was no information sent out during the snow storm.
119733	It is hard to navigate and use.
119759	Inaccurate.
119842	Difficult to navigate.
119944	Because they announce it in the last minute!!! In fact, with the recent advancements in weather forecasting, it is easily possible to predict what will happen in a particular day and BT can as well announce changes properly.
119957	Have a hard time navigating website sometimes also daily schedule does not show at times/website goes down a lot.
119958	It is difficult to navigate on a mobile phone. Still better than the app though.
120012	Don't think to check it.
120021	It can be hard to find the right link to the right page for information.
120086	Same as above except change the word app to website.
120120	Bt4u classic is better than new bt4u.org.
120130	Sometimes difficult to find if specific to a single busline.
120145	The live map is often off.
120177	Website is not user friendly.
120218	We get an email from VT that the school is closing but it would be helpful to know the window in which buses are running (i.e. final buses) since grad classes often ignore weather closures.
120219	Not user friendly.
120265	Does not update at all times.
120307	The website is a little difficult to navigate. Also, the bt4uclassic is a lot better than the updated site.
120315	The information is not updated in detail all the time. Also, I am not online 24/7 and don't check BT website all the time, so I don't get such information all the time.
120560	I don't always have access to a computer.
120631	Takes time.
120657	Nuisance to access the website.
120661	It can be unclear sometimes.
120734	It is very hard to navigate on a mobile device and, as such, alerts can rarely be seen.
120813	I found the BT website a little difficult to navigate regarding updated information about when the buses would be running normally again after the last two snow events. I could not find this information.
120841	Sometimes it would not work or it would not provide information far enough in advance.
120845	The web site was designed in the 90s.
121060	Information is either not posted or hard to find. Mostly in reference to weird 1-day holidays (like Labor Day or Veteran's Day) and sporting events. Links to changed schedules on the main page of the BT website would be helpful.
121143	The website is not easy to navigate. Nor is it pleasant to look it.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
121156	It's just hard to use. And it wasn't updated with if buses were coming or not!
121161	No updated in a current/live right-now manner (i.e. when a bunch of buses came by the mcbyrde stop and said "not in service", couldn't find out why/didn't mention ANY out of service buses on either the website or app).
121171	Again slow to load and takes too long to figure out where the bus is. The design of the site is very odd and hard to follow.
121191	The weather issue was understandable.
121208	Wish it was easier to access real time schedules since the app is so slow. Need for information other than the timetable of when a bus is supposed to show up.
121294	The new website is terrible to use on a smartphone. I rely heavily on the bt classic website for updates and real time location of buses.
121358	The only thing I use on the BT website is the live map on my phone and that doesn't work well either. Please make the app function smoothly and integrate the live map as well.
121373	It is impractical to pull up on your phone.
121459	It is not very clear messaging.
121481	Same as above.
121545	The BT website never seems to have the information for which I am looking. Also, it does not work well for mobile phones. I cannot plan a route with my phone, for instance. I am not going to pull out my laptop when I'm sitting at the bus stop.
121567	Web user experience is not as good as app.
121577	Website was not updated to reflect route delays/closure.
121847	I do not clearly understand the various bus routes' stop times.
121942	The website often isn't updated before social media is, and that isn't as reliable of a source.
121974	The maps and schedules are hard to find, and the schedules are difficult to understand - particularly with late night routes.
122152	I don't like the website.
122178	There was no information for several hours during the last snow storm.
122191	The live map says that buses aren't running even though the website says that they are. So it's impossible to track the times during bad weather.
122234	Does not update in a timely fashion.
122376	I'm not.
122381	The BT website is bad and very hard to navigate.
122395	It's not helpful to go to I'd rather have a functional app.
122396	It takes time to log into the website and find what you need. I prefer the classic bt4u site but the other one is not user friendly.
122543	It did not provide anything except the message that service would be unreliable--therefore I had no idea when the buses would arrive.
122599	The website, again, doesn't download right and most of the time is not right.
122618	The site is difficult to discern which routes are regular, which are detours, and which are special changes even on the best of days, so specifically for a bad weather event, I would be paranoid trusting only what I managed to find on the website. I'm constantly confused about whether I should be looking at http://bt4u.org/versus http://www.blacksburg.gov/index.aspx?Page=791 .
122711	We cannot get alerts for the next day in advance on the BT website or app.
122747	The newest bus schedule was not updated in a timely fashion. I recall looking in early February at the schedule that was released in October and realizing that it was not the actual current schedule.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
122812	The site is very slow to be updated. The site should be updated just as quickly as the drivers are. The riders need a way to know, and that is mostly through the website.
122827	There are times when Buses miss their schedule but the bus stop says the bus is still going to be there. One time TCB Converted to HDG and the live map website showed the same bus for both the routes. But TCB never came had to wait an hour in the storm.
123081	Do not use.
123353	Not always accurate. Slow to load.
123426	Because I have to go there to check it.
123469	Near impossible to navigate on a mobile device.
123514	Where is the website, how do I know that you have one?
123773	I never received those alerts.
123809	It was helpful for storm events.
123851	I generally have to check this for myself. The website is kept updated, but if I'm in class, I may not notice the weather turning bad and realize I may need to make alternative plans for getting home. I have gotten stranded on campus before because the buses stopped running before classes were cancelled. Having a text or email alert might help with this.
123930	The classic page works well, I am satisfied with the old page. The new page is not always accurate, and has a complicated interface.
123944	It should be more clear, top of the page in LARGE font.
123960	Hard to find information.
123996	Its not accurate.
124491	Shouldn't have to use it.
124520	Short term alerts and delays aren't posted.
124737	Routes are not presented in a clear enough manner to figure out when the buses come. Maybe do an overhaul of route schedules so they are easier to read? Contact a professional designer.
124747	Not frequent enough, doesn't tell us if there are delays or if trippers are sent out, and the website itself isn't very user friendly.
125010	Difficult to find updated information/know how recent the information was updated.
125206	Sometimes it is difficult to load the website through several pages and then proceed to download the pdfs to get times or view news on the site. Generally I hear via word-of-mouth about major weather events, but I wouldn't expect to look on the website to find that out until I had already decided to go somewhere on the buses when the weather was bad.
125221	The BT website loads horribly on my cell phone, similar to the app.
125264	Did not update information on time during snow storms.
125266	It is very hard to find information about bus schedules on the website. I feel like I have to click a bunch of different links to find the bus schedule changes.
125580	Isn't reliable on mobile.
125661	Sometimes I think the BT site is a little bit difficult to navigate. I went once an evening while it was currently snowing to check the bus availability and didn't see something obvious that said they weren't.
125755	I consult the BT website when the app isn't working (which is frequently). It is more helpful, but still doesn't give me the details I need when I'm told a bus is taking an alternate route.
125819	It is also not very good.
125833	I don't use the website.

Q11b. Continued.

<u>Respondent#</u>	<u>Response</u>
125888	Not clear enough which routes are closed. Stood outside for two hours on Tuesday, thinking the busses were on full schedule, because the website said "Full Schedule 2/16" but after two hours, I clicked on the link, and found out Christiansburg's buses were cancelled. I was not happy.
125927	I do not think information was regularly updated.
125931	Because it's inaccurate.
125968	Couldn't find the information I needed easily and it was not clearly indicated where on the website it was.
125988	It worked fairly well, it was just not updated quick enough.
126076	The web site has become confusing and cluttered. The classic mobile version is the best form of the web site.
126880	I use that more than the app because the app sucks so much, even then it's not great.

Q11c. Why are you dissatisfied with this BT information source during a major bad weather event: E-mail...

<u>Respondent#</u>	<u>Response</u>
11109	I am not sure of real time information delivered to staff.
11591	I don't use your services.
11762	I would not like to bother someone with an email if I can get the info from a website.
12172	No one responds promptly.
12423	I have never received a response to various emails regarding the schedule and the website and application information.
13099	Use university website.
13427	This is nothing against BT. However, email has never been a "quick" means of requesting information...especially when everything is TIMED, such as bus routes. I have only emailed BT once or twice...once to no avail...and the other was responded to a couple hours later. But that's just email. I'm not saying I was necessarily expecting an immediate response.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation. .
14394	Sent text to number on sign, no response in two weeks.
15088	As I do not use most if not ever. My only use has been the airport bus.
15912	You would actually have to respond to emails for this to be worthwhile. And when you do respond, blaming customers for not knowing what you are doing doesn't help.
17246	Do not use BT therefore not likely to use BT resources It is a good idea for those on the routes and use the service.
17287	Have emailed before and not received a response.
17404	I tried to email the BT services a couple of times during unexpected schedule changes. One incident was the bus operation ended earlier than usual during a weekend, but there was no information shown up on the app or website, and I ended up walking home that evening during cold winter weather. I emailed the BT about providing more timely information about schedule and route change, but never got responses...
17427	Takes time.
100039	Never tried.
100107	No one uses it.
100148	That wouldn't help.

Q11c. Continued.

<u>Respondent#</u>	<u>Response</u>
100198	When I am out on the road waiting for a bus. I think email use for information about BT will be a very slow way to get information about the next bus.
100237	Don't use it.
100283	Not as easy to use.
100717	If I'm expecting the bus, why should I have to email BT to get updates? They should let me know...
100825	They don't really happen.
100896	I didn't know this was an option, but still not likely to use it since I probably won't get a fast enough response.
101008	Slow to respond.
101076	Don't use.
101184	I have never received any such email.
101209	I don't read my email.
101318	Takes too much time to email and wait for a response.
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.
101574	I never really use this source.
101588	They don't answer back.
101794	A more up-to date system needs to be used to give live responses without cluttering our inboxes.
101801	I don't prefer this type of communication.
101816	Didn't mean to click that i've never emailed.
101899	I don't use it.
102139	Seems like too much of a hassle for the BT office to reply to so many emails. I feel like it would take a long time to get a response.
102355	Too slow, better in real time.
102477	I don't like email.
102540	The emails and texts don't ever seem to get answered.
103143	It is slow and sometimes unreliable.
103293	Have waited long to get answer.
103299	Don't get the emails.
104063	Because right information is a lot of the time not posted on the website during a bad weather.
104204	Don't ever receive emails and not always early enough.
104239	No one replied me in the past.
104489	Again, that would take awhile.
104519	I tried previously and never received a response.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105422	Slow response time.
105490	Never get a response.
105747	Not fast enough response.
105927	I don't want to take time out of my day to ask about information that should be easily found and should be posted.
105949	You've emailed me every day please stop. I'm hoping if I take the survey the emails will stop.

Q11c. Continued.

<u>Respondent#</u>	<u>Response</u>
105965	Emails aren't returned during a storm when people aren't working.
106076	Wouldn't respond in time.
106172	Not a fast enough response.
106238	Do you send out emails?
106397	I feel like I'd get my answer faster by looking for an announcement online.
106427	At least a few times, they have not responded.
106695	It is not quick or efficient.
106846	Takes so long.
106932	Closures and late busses not communicated clearly.
107328	I never have to utilize it most of the time.
107632	I cannot just pull out my computer at a bus stop.
107751	I normally don't deal with email when such events like these occur because I don't have much faith in a high response rate.
107778	Emails take forever.
107846	Bad.
107948	Sucks.
108042	Emails normally take long to reply to and in a case of bad weather when you have to plan, waiting just isn't an option. Also, I see emailing BT to be necessary because the University releases a notice.
108495	Neutral.
108970	I tried emailing, and never got a response.
109261	Hard to get a quick response.
109396	I would find a better way to find out how to get the bus schedule.
110104	I don't check my email all too frequently, so this would not be the most convenient way of obtaining information and being informed.
110111	Who has the time?
110211	That takes time to email and wait for a response.
110389	I don't use that.
110507	I want immediate answers and I'm not sure how efficient it is for every person to be emailing for updates.
110697	Takes time.
110834	Never received a response when tried.
111459	Its too much work to email someone.
111501	Emails are not sent out in time.
111610	Email I feel takes too long.
111628	I'm not.
111735	Because I often don't receive the email on my smart phone until it's too late. The connectivity in the surrounding area is patchy, thus emails would need to be sent very early to be certain I received it.
111836	I don't get these emails.
111933	Black hole no one ever answers in time to make decisions.
112451	Often take a day or to get a reply.
112516	It is too slow.
112832	Email isn't the first choice for communication.
113003	This is not the easiest method to get the information.
113008	They don't email about bus delays.

Q11c. Continued.

<u>Respondent#</u>	<u>Response</u>
113119	Too time consuming.
113133	Never used.
113176	Takes too long for response.
113203	Don't need it.
113252	I get too many emails. I may not read it.
113296	I have gotten responses from BT hours later after my predicament of being trapped on campus with snow when I was misinformed that a bus was going to be available when it wasn't. I can also recount several times when I have requested read receipts and I can see when my e-mail was read and then whoever read my e-mail NEVER responded.
113355	Does not email back or text back quickly, need the info asap.
113457	The emails only say if busses are running or not.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113784	I get too many emails, I don't want any from BT.
113806	Not effective.
114084	I tried to use the email several timer with no success in any time. It always reply with wrong code or not in service!!
114107	Wrong response. Meant I don't know. Just wouldn't think to use it.
114129	This service is not advertised at all.
114473	I get 100 emails a day so it gets lots in my notifications and it doesn't really have any useful information.
114682	I didn't receive an email.
114792	I get enough e-mails as it is.
114797	Its inconvenient.
115017	Not fast in response.
115131	Not convenient!
115411	Often don't get reply on time.
116054	That seems like it would be a hassle.
116105	I have not emailed.
116150	Don't Use.
116194	Not dissatisfied - would just use other ways of getting information.
116197	I would rather call to ask questions/comments. You get a faster response.
116261	Don't know.
116396	You announce it very late.
116516	Not real-time answers.
116876	I am in the middle. I am neither satisfied nor dissatisfied.
116969	I have tried emailing BT to get information on the schedule before and it took 3 weeks to get a response (happened a year ago).
117090	Email me.
117158	Not useful.
117388	The response may not be immediate.
117996	I get enough emails during the day, I wouldn't check it frequently enough compared to an app or social media.
118110	I shouldn't have to ask about the outcome of a bad weather event, it should be posted immediately to all the users so it's faster and more convenient to look at.
118164	Ain't nobody got time for that.

Q11c. Continued.

<u>Respondent#</u>	<u>Response</u>
118240	I am the second bus stop and after the snow storm, THREEEE busses passed me that were full... They filled up at the very first stop.
118406	Every time I email BT, I always get the unable to connect to whatever thingy response, so I never get any helpful information out of it.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118926	They don't respond in a timely manner.
119242	The best emails are from Blacksburg alerts but you have to sign up for those and I just did that because I knew it was the only way.
119480	This method seems to take too long and I didn't know it was even an option.
120120	Updates need to be frequent.
120219	Not convenient.
120307	I've never received one of these.
120439	I don't know there is email service.
120511	I never check my email in time.
120560	Who has time for this/what is the response time.
120631	Fine.
120657	I would rather not have to email them.
120707	You guys never got back to me.
120812	Not real time.
120845	Too much work.
121096	Not real time. Takes time for a person to reply.
121143	Emails are not clear and infrequent.
121354	Don't use email.
121545	I have never gotten a timely response to my emails.
121548	I don't use the email.
121567	Email is too slow to get the information I want.
121573	Not timely enough.
121726	Not dissatisfied. I just wouldn't use it.
122140	Not something I ever think of doing.
122152	They should send an email not the other way around.
122193	It's just not a means I use. There wasn't a section to check "not applicable" so I selected dissatisfied.
122224	I would not want to rely on a fast enough response.
122381	BT doesn't email me.
122395	That's just not time efficient.
122599	Whose is really going to email to get information. In my experiences with email it always takes forever for a person to get back to you.
122711	Haven't tried contacting through email. I'm not sure if there is such an email ID.
122991	Email can often be too slow when people need to know just then.
123137	It seems really awkward and weird and maybe some people like doing that by I'd much rather just check your website.
123138	No reply at all to the questions.
123216	I never received one.

Q11c. Continued.

<u>Respondent#</u>	<u>Response</u>
123259	Why should I send an email? There should just be an email sent.
123325	Would not use.
124236	It is inconvenient.
124491	Takes too long for a response.
124747	Not frequent enough, doesn't tell us if there are delays or if trippers are sent out.
124756	Haven't used it.
124853	Seems unnecessary.
124909	It's not always specific and can be vague.
124964	Takes too long.
125181	I have never received a response.
125576	Because the text info@bt4u is unreliable at best. Greater than 50% of the time, I don't even receive a reply. It's not technically difficult to set up a system for these types of information that works, and it boggles my mind that your system is so terrible considering the raw amount of computer science talent and human resources available in Blacksburg. Frame it as a competition, recruit some CS majors to take it as a senior design project, and watch them blow your minds with what they can come up with. Note that this complaint is not strictly related to bad weather--it's all the time.
125824	I would not think to do that. Now I know!
125888	Too slow.
126083	By the time I realize the bus is running late, my schedule is thrown off.
126435	I have not tried it before.
126880	By the time I get a response I would miss the bus I needed.
126881	Don't think I've received any.

Q11d. Why are you dissatisfied with this BT information source during a major bad weather event: Calling BT

<u>Respondent#</u>	<u>Response</u>
10304	I have never received a response from a receptionist. I have used the automated system and it's usually fine when things are running, but there is never information as far as I know about delays. The automated system doesn't say anything when the routes are not running other than that they are closed.
10426	I've been placed on hold for long periods of time with no answers.
10592	Can't get anyone sometimes--.
10699	General information is provided, no specific.
11109	I am not sure of real time information delivered to staff.
11580	They are not always helpful. Talking to a bus driver in real time is sometime more helpful.
11591	I don't use your services.
11749	Don't want to.
11753	The receptionist did not provide accurate information.
11762	Why call when info is available on a website?
12499	My recollection is that the person did not know about the re-routing of the bus and could not answer correctly about where the stops would be.

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
12776	Often difficult to get a anything but an answering machine promising callback or no call back that day (BT Access 961-1803) or the offices are closed, yet it is during business hours and not a holiday BT Transit 961-1185) leaving BT Access customers stranded who have a scheduled trip. (This is less likely during major weather events, but still happens during inclement weather events.).
13099	What's the number?
13104	Not available most of the time.
13355	Can't find number easily, hard to get through.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14337	The receptionists sometimes have given me wrong information about routes and timing. Can't trust what they tell me anymore.
14571	Its difficult to get through to someone because a lot of people are calling.
15418	I have telephoned the receptionist, but I couldn't obtain information on a specific bus (e.g. When was it likely to arrive at my bus stop).
15912	You'd have to answer the phone for this to be worthwhile.
16809	I have used BT Transit when I was recuperating from shoulder surgery and took it back and forth to work from Christiansburg and around Blacksburg while at work. I had driven to work in the past so I had a lot of questions. Whenever I tried to get information on the phone I was left completely frustrated. Bus routes, times, etc. Were very difficult to get concrete information for.
16918	The desk is always on phone mail, you cannot get an answer.
17040	Poor service.
17246	Do not use BT therefore not likely to use BT resources It is a good idea for those on the routes and use the service.
17404	During bad weather event, the office was usually closed too, so where can we reach the receptionist? I think most effective communication is through BT app, which should be more timely in providing alert and updated information during bad weather event.
17455	I don't have data plan and I don't typically check your website before going to the stop. At the stop there's no signage or info re: current status of the bus and I just have to wait foolishly there for a long time till they give up on the bus. Calling is usually the last resort.
100039	Never tried.
100107	Never tried it.
100148	That wouldn't help.
100237	Don't use it.
100283	Too much work.
100717	They should let me know when something in their route is wrong, not the other way around.
100844	In the past when I have called on the phone, I have not always been able to speak to a human being. I value being able to speak with another person.
101076	Don't use.
101184	Inconvenient.
101227	We should be notified instead of having to call in.
101244	The few times I have done this I haven't been able to get a hold of anyone, and whenever I did they were never able to tell me the information I needed.
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
101574	I would be unlikely to take that much time to call someone.
101588	The people who answer the phone are rude and unhelpful.
101816	Never called.
101899	I don't use it.
102338	Sometimes the information given are not updated and the system gives wrong information.
102355	Inconvenience.
102370	No one answers.
102477	Too much time.
102829	Again, it's so inconvenient. I shouldn't be expected to have to make a phone call to figure out if the bus is running on time or not.
103143	Takes a very long time.
103293	Never done.
103299	I don't call.
104137	I have called before and people don't know anything! If my bus is late they just say, "It should be there." Or no one answers at all.
104204	Don't want to have to call.
104239	It is not possible without an us phone and I still have an European sim.
104450	The few times I've tried to call the number to see when the next bus was coming to my stop I never actually talked to a person and I had a hard time figuring out what number to even call. The sign needs to have the full number spelled out in (shock) numbers. I shouldn't have to spend 5 minutes trying to decipher what number to call from the bus stop sign. Then the information was a recording and I'd have to decipher the recording. I would rather talk to an actual person but there didn't seem to be a way to do that whenever I called.
104489	Never done it.
104519	Could not get a person or the information I needed.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105490	Never get a response.
105903	Too much time.
105927	I don't want to take time out of my day to ask about information that should be easily found and should be posted.
106076	Never done it, doesn't seem to be good if a lot of people called.
106172	The people are not nice.
106212	I didn't talk to anybody when I called.
106389	Delays in response.
106397	I don't like talking on the phone especially when there will probably be long wait times.
106453	It would be too much of a hassle. I wouldn't mind calling, but I just find accessing information through the internet or an app would be more convenient for students.
106565	Not something I think to do. Website/online is better.
106695	I do not receive an answer.
106846	Never pick up.
106932	Never tried.
107328	I never have to utilize it most of the time.
107579	I called the number one time and did not get an answer.

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
107632	I wasn't aware this existed.
107751	I would be happy to do this, assuming the weather wasn't so bad that someone wasn't at work/couldn't pick up the phone.
107846	Bad.
107948	Sucks.
108345	Doesn't work.
108495	Neutral.
108602	They've been kind whenever I called. I am not dissatisfied at all.
108626	It takes too long.
108888	Didn't pick up.
108970	I tried calling and no one picked up.
109261	Hard to get a hold of one.
109396	I don't need to call someone who will direct me to a website.
109582	Each person provided different information.
110104	Sometimes taking the time to make a phone call takes too much time to wait and get an answer.
110111	They help when they're available.
110207	I have been stuck at a bus stop without information and was given incorrect information when I called the office.
110241	They sometimes provide me with incorrect information.
110389	Seems unneeded.
110430	Individual was not knowledgeable about routes and seemed to be overwhelmed.
110507	I prefer to be able to look online incase I don't ask a receptionist everything I need to. It's easier to flip between information on a screen.
110697	Need number or look up number.
110834	Never received a response when tried.
111459	I don't have time to call a bunch of people.
111628	Too much effort. Could be easier.
111735	I just don't have time to call.
111836	I didn't know BT did this.
111933	Inconvenient.
112451	Was transferred multiple times and hung up on when I tried calling.
112516	I am not, but it is not likely I would use this method.
113008	They don't call students about weather.
113119	To time consuming.
113133	Never used.
113162	Often get the voicemail, receptionists often take a while to look up information.
113176	Often busy.
113203	Don't prefer phone calls.
113252	I am not sure it is that important to call and ask, unless of course I am very desperate.
113296	Out of the two times I have called BT each receptionist I spoke with truly needed to be trained on customer service skills. The individuals were rude, and seemed more than eager to rush me off the phone without fully answering my questions and concerns.
113355	Too much work, and don't have time. Information should be easily available.
113439	Too much work and takes too much time.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113784	I would never do this.

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
114017	They didn't even pick up when I called during normal business hours.
114129	I have called twice, and one time, no one answered. On another occasion, there was an answer, but the information that I was given did not help me solve my problem.
114601	The receptionist had no idea what was going on with any of the buses or the routes.
114682	Phone calls suck.
114792	It's inconvenient.
114797	Its inconvenient.
115131	Not convenient!
115215	Called and got voice mail several times.
115299	There's a long wait time and they don't always have accurate information.
116054	Also seems like a hassle.
116105	I have heard people call while on the bus and they cannot do much for you.
116150	Don't Use.
116194	Not dissatisfied - would just use other ways of getting information.
116261	Why should I call I know, it's your responsibility to let us know about the situation.
116265	It's more time consuming and I wouldn't be the only one calling so it'd be a longer wait time than just looking up the info online or via app.
116516	If it's bad weather I would assume the desk is closed.
116845	I once called to get information about how the BT route would be affected by snow since their app, website, and social media showed everything to be on schedule. Instead, I just stayed at home because of the inclement weather and because I couldn't get any current information about the altered BT route.
116868	I wouldn't want to call to find out information. I want it to be more easily accessible.
116876	I have tried calling before, but I never receive a person whom I may speak with.
117003	I don't call.
117090	I am not calling you.
117388	I may not be in a location I can talk.
117530	There was no receptionist to talk to, it's all automated. So if the information has not been updated, it is not a reliable source.
117753	I ride the Hethwood bus route and I use the stop near Smyths Landing. On several occasions, I have waited for over a half an hour for a bus, because numerous full buses flew past the stop. It is not fair to those who use this stop to have to wait out in the cold (less than 5 degrees) for over a half an hour. I called BT to provide my feedback and they told me to walk to the stop across the street. This stop is not safe to be standing at. Every morning/day there is construction going on directly adjacent to this stop. Large construction vehicles are in the vicinity of this stop and it is not safe to be standing there. Not to mention, the bus stop sign is practically bent and laying on the ground. If I was standing there, I would not feel safe and a bus driver might confuse me for a construction worker and not stop. Also, walking across the street does not solve the full bus issue, it just pushes the issue to the next stop. The other solution offered to me by BT was to start my commute earlier. I should be able to start my commute at the time I want to and be able to rely on BT to get me where I need to go on time.
117790	Sometimes phone is not picked up. And the buses are just delayed , so the person is not aware of it.
117996	Too much hassle.
118110	I shouldn't have to ask about the outcome of a bad weather event, it should be posted immediately to all the users so it's faster and more convenient to look at.

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
118164	They tell you incorrect information.
118493	Please provide app access for windows phone too in addition to Android and apple.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118926	I have never had someone answer the phone.
118989	Many times don't get through or don't get accurate information.
119242	People don't do this and this shouldn't be necessary.
119480	Again, it seems faster to look it up on my phone through the Internet.
119579	I don't like talking to people.
120120	Calling process should be removed.
120219	Not convenient.
120439	I don't know there is calling service.
120511	There is no reason to talk to a receptionist.
120538	Because talking to people makes me sad.
120560	Who would call a receptionist.
120631	Not available all the time.
120657	Never seen anyone do that.
120707	It's time consuming.
120845	Too much work.
121156	With it not being during business hours, it took a long time to get through.
121354	Don't Call.
121548	I don't call the office.
121567	Calling is not as efficient as app.
121573	Don't feel like calling when there are other options.
121726	Not dissatisfied. I just wouldn't use it.
122140	Prefer not to deal with the hassle of calling someone.
122152	I wouldn't call.
122193	It's just not a means I use. There wasn't a section to check "not applicable" so I selected dissatisfied.
122395	Not time efficient.
122711	Don't have contact details.
122792	No one ever answers!! I've called the number on the sign numerous times and it never helps me!!
122991	People are unlikely to call for information, so I wouldn't rely on it.
123137	I called once last semester and the person that answered was rather rude and he seemed like he didn't want to help me.
123138	No one picks up the phone after office hours.
123258	It's confusing.
123325	Not convenient.
124491	No one does that anymore.
124549	I don't like how on BT website, current day's bus service is separate from service calendar. I would click on "view service calendar" and it would say "Full Service" on a day, when I would really need to click on current day's service to see any detours/emergency routes. I feel that people who don't regularly use BT might not realize this difference. I had to learn the hard way (missed busses).

Q11d. Continued.

<u>Respondent#</u>	<u>Response</u>
124747	The phone system isn't that easy to use.
124756	Haven't used it.
124853	Unnecessary.
124964	Don't want to talk. Power could be out.
125264	Takes too long.
125277	As service is not always available.
125283	They don't provide the correct time when I ask when the bus will arrive.
125419	Most of the time with bad weather it is either a last minute confusion type situation so there is often a busy signal and it isn't very time effective, if there is a detour we will want to know like a day in advance so we have time to decide when to leave to get the bus, like how much time it will add to the route to get to campus or to get to apartments off campus.
125730	I tried calling/texting BT to see when a bus was arriving once. The system didn't work.
125824	I haven't seen the need to do this in the past. I use an app or Twitter to check if the BT is operating.
126204	It is inconvenient.
126534	Too complicated.
126880	Wouldn't waste my time.

Q11e. Why are you dissatisfied with this BT information source during a major bad weather event: Television/radio?

<u>Respondent#</u>	<u>Response</u>
10048	There is rarely information via TV or Radio about BT.
10317	My specific route info wasn't included.
10542	I have never seen information on the TV or heard about it on the radio regarding the BT during inclement weather.
10699	Not watching TV or listening radio.
10889	Lag in preliminary information.
11039	No always listed with other closings when scrolls across the top of newscast.
11068	I do not hear or see any information during the times I am getting info from these sources.
11109	I am not sure of real time information delivered to staff.
11362	I'm not aware of any television or radio broadcasting of BT information, at all... Is it on a certain TV channel, or a certain time? Or is it part of the scrolling school closing information that appears on the major channels?
11506	Have not seen it posted.
11591	I don't use your services.
11646	I don't remember hearing much of anything about Blacksburg Transit during my listening/viewing times.
11937	Not fast enough.
12136	Don't see updates on alls stations.
12172	Don't see it or hear it.
12750	I do not ever remember hearing anything about the BT on TV or radio.
12873	Not reliable especially if you have no power.
13099	Might miss it.

Q11e. Continued.

<u>Respondent#</u>	<u>Response</u>
13155	I just don't catch it on TV and if bad weather, I don't have radio on. I usually try to walk to work. If cold or snow, I will wait at the bus stop and call the number to find out when the bus is scheduled to be at that stop. Not too savvy yet with apps.
13355	No idea where to find it.
13401	Whether or not BT is running during a weather emergency is something that never seems to be mentioned on TV or radio. Then again, since I don't use the service (because it doesn't extend to my neighborhood), maybe it's mentioned but I simply haven't noticed.
13433	To my knowledge there isn't a radio/TV station that gives BT updates during inclement weather in a timely manner.
13561	Haven't seen any information via these means of communication @ BT.
13827	Because I have not seen any BT related updates there.
13928	Personally: I don't have cable and don't often turn on the radio.
14066	I have to catch broadcast or miss announcement.
14082	I don't remember ever seeing a notification on TV.
14099	Can't recall seeing and/or hearing any updates on television and/or radio.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14301	I have to be watching at the exact time the information is being displayed on TV or being aired on radio.
14444	Very infrequent information.
14504	Most television and radio stations do not provide adequate detailed info about BT bus service in general.
14703	I am somewhat dissatisfied with this because I have never seen or heard BT alerts on TV or radio (though I listed to WUVT often). It seems like TV and radio would be an important place for this type of information, and thus I'm dissatisfied that I've never seen it.
14789	I do not always have access to these items while I am on campus.
15069	I don't use this.
15252	During recent storms, did not see any info about BT on TV channels (all other events seemed to be listed).
15415	Haven't seen this information on television.
15912	Do you even send local media this info?
16812	I have never actually seen any updates on local news about whether BT was running. I assume that when Virginia Tech is closed, the buses are not running.
16918	I have never heard an announcement about BT service on TV or radio.
17040	Notices are not timely enough.
17067	Don't listen for that purpose.
17206	I have not seen or heard any BT information during a major bad weather event.
17246	Do not use BT therefore not likely to use BT resources It is a good idea for those on the routes and use the service.
100039	Don't watch television.
100107	Don't use it.
100148	Don't have either.
100198	I hardly watch TV or listen to a radio.
100237	Don't use it.
100283	Ain't got no TV.

Q11e. Continued.

<u>Respondent#</u>	<u>Response</u>
100372	The display bar on the news does not show BT enough times to know what the schedule is.
100662	N/A I don't use it.
100684	Television or Radio does not provide updates.
100717	I don't have a car (radio purposes) and I don't watch TV.
100894	Never heard or saw any announcements on TV or radio.
101008	Little utility.
101076	Don't use.
101184	Inconvenient if in a hurry.
101227	In college not many people watch TV or listen to the radio.
101318	Don have access to either.
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.
101574	I never hear about BT information on radio or TV.
101588	Not informative.
101645	I don't have cable and only listen to the radio in the car.
101899	I don't hear anything about it of TV or radio.
102139	Not every person living in a dorm has a TV or radio.
102355	Don't know where to look.
102477	I don't watch television.
103293	Never heard info on TV or radio.
103299	I don't use cable.
103615	Never seen the info available.
104031	I don't have cable and I don't listen to the radio so this option is not good for me.
104102	I don't see or hear any instances of information about bus routes on TV or radio.
104204	Don't have a TV.
104239	Do not have them.
104288	Because I don't have a TV.
104489	Never seen it on TV.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105195	The information was not timely.
105747	Don't have TV and radio is only in my car which if I'm taking the bus I don't have access to.
105903	Too much time.
105927	I don't have either in my dorm.
106076	Wouldn't see the info in time.
106172	I don't have a TV and can't use the radio if the weather is bad and can't use my car.
106241	I don't listen to the radio that often and how would I know the bus schedule from watching TV?
106397	I don't have a TV or radio.
106453	No cable, no radio access.
106565	I don't watch TV and only listen to the radio when I'm in my car.
106695	It's not efficient.
106777	Have to wait for broadcasts to come on; if somewhere without service can't get info.
106846	It's never on the news.
106932	Barely watch TV.

Q11e. Continued.

<u>Respondent#</u>	<u>Response</u>
107244	Not broadcasted frequently on the news stations as public schools are for closures.
107328	I never have to utilize it most of the time.
107632	I have neither.
107751	I personally don't use either.
107846	Bad.
108042	You can't rely on everyone have TV service, I know many students, including myself, who don't have cable in their apartments. Also, some people only listen to the radio in their car.
108256	I do not have a television or radio.
108495	Neutral.
108970	I don't watch either.
109261	Slow to realize the event circumstances.
109554	Never got any info from them.
110111	I don't have cable so it's useless.
110254	I don't have cable.
110615	I've never seen info while watching TV during a snow storm.
110697	Don't listen to or watch often.
111217	I don't use it to get by info.
111459	I don't have a TV or radio.
111610	I don't see television/radio working out for a company such as BT.
111628	Don't watch TV or use radio often.
111735	I rarely hear/see it.
111836	I don't have access to a TV or radio in my apartment.
111933	Never watch or listen.
112206	I don't watch TV.
112516	It is too slow.
112822	I don't watch TV or listen to radio much.
113008	No such thing is used.
113053	I currently live on campus, and have no TV or radio, so this system would not help me at all. In the future I plan to live off campus and will likely have TV and/or radio, but I imagine finding the proper station may be more cumbersome than using an app would be.
113108	I don't watch TV much and haven't heard any kind of announcements on the radio about bus service.
113119	To time consuming.
113133	Never used. Don't watch TV or listen to the radio.
113176	Rarely up to date.
113252	I would probably not have access to either.
113296	A lot of college students don't have Cable especially with the up rise in consumption of electronic entertainment and lack of funds in order to pay for such services. So one would expect that the radio stations would inform students several times an hour with updated information....unfortunately that is not the case.
113355	This info is never on TV or radio.
113439	Not convenient.
113543	I have never heard anything about BT on either.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113784	I don't watch TV and only listen to radio in my car so obviously I wouldn't be taking the bus that day if I was already in my car.

Q11e. Continued.

<u>Respondent#</u>	<u>Response</u>
114129	I'm not sure this even exists.
114682	I don't radio.
114792	It's inconvenient.
114797	Its inconvenient.
114858	M.
115131	Not convenient!
115691	Have not heard any updates. These things could be announced on WUVT, which I listen to all the time.
115697	I don't know where to look to get the information I need.
115959	Usually displays VT cancellation, but not always BT service levels.
116105	Do not use television or radio.
116150	Don't Use.
116261	I don't have TV and not a regular listener of radio.
116516	I don't have cable or a radio.
116868	I don't watch TV or listen to the radio.
116876	I never utilize the television or radio.
117090	I don't watch television often, though the radio might work.
117499	I don't use it.
117653	I don't watch TV often.
117712	I don't see television or radio.
117996	I don't have either of these.
118110	I don't have a TV or radio at my convenience to check the situation of BT.
118309	Do not always have access to television or radio.
118492	I personally rarely or even never use either.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119242	I am not going to turn on the TV and try to watch through commercials for 20 minutes to see if MAYBE there is a change I listen to a variety of radio stations every day, including WVTF (VT's public radio) in the mornings and I have NEVER heard a BT announcement on it.
119444	There is no station that will give me the information quickly enough. I do not have time to sit and wait for information to come on TV or radio.
119480	I do not use either TV nor radio.
119579	I don't watch TV that often at school nor do I listen to the radio.
119733	Idk what channels to look at.
120012	Don't listen or watch for it.
120120	Don't have TV so not possible to check that.
120219	Not always available.
120538	Not as accessible as social media/friends.
120657	Didn't know BT info was available this way.
120845	Too much work.
121096	I'm not viewing a TV when standing at a bus stop.
121187	I have never seen BT information on the TV.
121354	Don't rely on TV/Radio for that info.
121545	I don't own either a TV or a radio.

Q11e. Continued.

<u>Respondent#</u>	<u>Response</u>
121567	Hardly watch TV or listen to the radio.
121573	Don't use local TV or radio often.
121726	Not dissatisfied. I just wouldn't use it.
121823	The radio says little to nothing about the busses.
122140	Don't use these sources.
122152	I've watched local news and never heard anything about BT.
122193	It's just not a means I use. There wasn't a section to check "not applicable" so I selected dissatisfied.
122395	I don't have access to those regularly.
122711	Do not have cable.
122991	Too slow; not everyone has a TV, especially in dorms.
123138	We cannot access to radio or TV when walking in bad weather.
123212	I do not have cable. I do not check the radio first in an emergency.
123325	Not convenient.
123643	Local radio station (NPR) doesn't always provide information.
123892	Barely use TV or radio.
124491	Often on campus, not listening to radio or TV.
124747	I never hear anything on the radio about it.
124751	Hard to access.
124756	Don't own either.
124853	Don't use either one.
124964	Don't own either.
125266	I have never heard or seen anything about the bus schedules on TV or radio. If you are actually using these media then you're using them poorly.
125824	I haven't seen the need to do this in the past. I use an app or Twitter to check if the BT is operating.
125888	Don't use TV.
126435	I do not have a television.
126652	Don't watch TV/listen to radio often enough to use it.
126880	Have never gotten information from the TV or seen it there.
126930	I have not seen or heard any announcements made over the radio or television.

Q11f. Why are you dissatisfied with this BT information source during a major bad weather event: Social Media?

<u>Respondent#</u>	<u>Response</u>
10950	Seems pretty good, but have missed a ride because of a new schedule/route a few times.
11109	I am not sure of real time information delivered to staff.
11303	I am not a social media user.
11591	I don't use your services.
11762	Do not use.
12172	Don't use it.
12394	Not enough updates (frequency and depth of information).
12423	In general looking to social media as a answer to customer service problems is an area of last resort. I do not wish to use a recreational website to get accurate information about my transit schedule.

Q11f. Continued.

<u>Respondent#</u>	<u>Response</u>
12805	Early warning to snow removal crews that their running. Stay off Campus until crews can clear roads, Sidewalks and Steps for Students, Staff.
13650	It is not a reliable source. It is very hit or miss. And the information is not always accurate. I liked the little bit about how snow would be removed from bus stops. That would have been nice, yesterday. Didn't happen, of course. And the receptionist is limited by what the BT system can provide. The website is not a reliable source either. I know you guys try, but it's just a big mess. The technology doesn't work very well. The maps are not reliable or accurate. Just yesterday I looked online for my route for the next 3 stop times. I was there at the middle one. The bus stopped, let people off, and told us so sorry, it went out of service at that time. So, yeah...great...the stop was on the website, but it failed to include that it wasn't a *real* stop, it was just dropping off people because that bus went out of service at that stop. So we had to stand in the cold yesterday for 10 more minutes for another bus. See? The website told us incorrectly and that is SO normal. And, fyi, this was before 6 pm. Do you not realize how many people are still leaving campus between 5:30 and 6:30? Why on earth do the busses go out of service then? And of course, I couldn't get to where I needed to get. The university mall/city blvd buses only pick up from a limited area on campus. Very inconvenient. Horrible routes, horrible schedules, technology that is illogical, gives partial/incorrect information, or just plain doesn't freakin' work. Abbreviations on some parts of the websites with no key, routes written out in others, so how do you connect the abbreviations to the route names? ALL of this is magnified during a bad weather event. ALL of it.
14099	Can't recall seeing any information on social media.
14326	Did not see posts on Twitter and Facebook. Don't even know if BT has accounts.
14789	I did not see any postings from this source while I was on campus, during the last two snow events that affected campus.
15912	I guess you're too embarrassed at your poor level of service to ask the town to post when you change route frequency because of low staffing.
17206	Do not really use social media for this.
100039	Not tried.
100148	Not helpful.
100198	Social media is a very slow way of getting information.
100208	It is not frequently updates.
100237	Don't use it.
100283	Not as easy as app.
100459	Not updated frequently which sucks when I'm in a rush or the weather is horrible.
100549	I don't really rely on social media for news updates.
100586	I have not seen it on social media.
100684	Social media is subpar, should provide link to website and additional information.
100717	So if I don't check facebook too bad for me? It does not sound fair at all.
100894	Not very timely.
100896	There usually is just one post/tweet/etc about the event going on. I can almost guarantee I'll miss seeing that one post, which doesn't really stand out.
100968	It needs to be updated more than just once/day.
101008	Little utility.
101076	Sometimes helpful but can't get full route information.
101184	Inconvenient if in a hurry.
101376	Not updated often enough.

Q11f. Continued.

<u>Respondent#</u>	<u>Response</u>
101588	Not informative.
101680	I have not seen a notification about any changes on social media.
101760	I see nothing from social media so it's not being helpful at the moment.
102089	I don't find it an efficient way of communication.
102397	Social media services are not bad, it is just frustrating that I have to ask if a bus is running or not instead of the website displaying when a bus is or is not running.
102658	I don't really see many updates, but that may just be me accidentally skipping over it.
102858	Hate social media.
103293	Never seen anything on social media.
103299	Don't follow.
103479	I usually don't see any social media posts pertaining to BT especially during bad weather.
103565	Wrong info.
104078	I don't even know where to find them on social media to use it.
104204	Haven't seen a page for it.
104216	Not always up to date.
104749	I don't get this information.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105072	I do not see much about it on social media.
105318	Used Twitter during the snow storm and it was not updated quickly or responsive (though I don't know how many other people were tweeting).
105747	Don't have Twitter which is what is updated most by BT.
106076	Wouldn't see it in time.
106172	I've never seen anything about it on social media.
106212	I couldn't get any information.
106316	Doesn't post alerts quick enough.
106453	Some people may not use social media, or may not be using it for the purpose. I would be fine with it.
106695	It is not efficient.
106789	I haven't actually noticed any announcements on social media regarding bad weather events.
106912	Twitter handle is not maintained during complete service period.
107104	Not the most reliable.
107328	I never have to utilize it most of the time.
107632	I cannot just pull out my computer at a bus stop.
107741	I haven't seen anything on there, and that would be one of the most effective ways to reach students.
107751	I find that social media for businesses often isn't kept up-to-date.
107846	Bad.
108042	It's not reliable that everyone will see it. Not everyone uses social media.
108139	I haven't seen a lot of good social media coverage for BT.
108182	I didn't even know that BT had social media accounts for this.
108256	I do not follow BT on social media.
108495	Neutral.
108626	Not effective.

Q11f. Continued.

<u>Respondent#</u>	<u>Response</u>
108970	I don't want to look on social media for this.
109293	Not enough information.
109529	I don't see any information from BT or know where to find this information on social media.
110111	Who wants to rely on social media?
110241	There is not much on social media I see about this.
110254	Don't always have access to social media.
110615	I don't know if I follow BT on social media.
110813	Idk that BT has a social media account.
110846	I have no clue where to look on social media for BT info.
110908	I see nothing about BT.
111501	Tweets were not sent out in time during the last snow.
111735	No time to check social media.
111836	I didn't know that BT was on social media.
111919	I did not see any information except from the school feed.
111933	Expand platforms.
112516	It is too slow.
113008	Do not see them on social media.
113119	To time consuming.
113133	Never used.
113162	Not always accurate/current.
113203	Does it exist?
113252	Too much information on my social media. Never pay attention to what is there.
113296	Not everyone has social media and there are several students with Photoshop skills who make fake images and statements in regards to BT not running or school being closed so BT if you are depending on social media to be a reliable outlet for you to communicate with your customers think again.
113355	There is almost 0 social media presence.
113415	Not updated enough.
113439	I wouldn't use social media to find BT information.
113543	This is probably the quickest way to find information on the service. Typically updated before the website but still not quickly enough. When buses are held in place, students deserve to know. Last year there wasn't a single announcement to be found when the buses stopped for a couple hours only for freak snow. I had to call the company to ask why a bus hadn't shown up in 40 minutes on a class day. Buses temporarily stopped should be announced the same as bus service cancelled.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113636	Its not accurate and up to date.
113734	Social media does not really give enough information.
113784	Didn't know BT had social media. Twitter updates would be great.
113797	I don't know of any fast updating system you all have.
114003	No specific times. It says to check out the website.
114107	Wrong response. Meant I don't know. Would not use social media for that purpose.
114129	The updates and information given through social media do not include some major information that needs to get out to the public and is not always timely.
114171	Not all information is clear or accurate and sometime the information I need does not seem to be available.
114436	You don't post much on social media.

Q11f. Continued.

<u>Respondent#</u>	<u>Response</u>
114464	They are late posting (past 7:30am) for when I need to plan how to get to work.
114769	I never see any updates.
114792	It's inconvenient.
114797	Its nonexistent.
114981	I'd love to have real-time updates on the facebook page.
115131	Not convenient!
115411	I don't watch TV nor listen radio.
116105	Do not follow on social media.
116193	It is sometimes up to date with the correct information.
116246	I don't use social media very often so when I see information this way it's probably too late.
116396	You announce it very late.
116516	I don't utilize social media.
116625	The alerts did not go out in a timely manner. I didn't know if I had to plan on finding my own way to campus or if the buses would be running since they put out the information so late.
116876	Social media is not quite effective for BT information because it should be more of an alert system rather than a social thing.
116926	Don't really see them.
117003	I don't follow them on social media.
117712	I may not active on social media.
118164	Doesn't really have a large presence.
118657	More frequent, informative posts would be more helpful. I usually have to search for information all over the web.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119166	Same as above.
119234	Isn't updated regularly.
119242	Not enough posts/updates.
119294	Haven't used.
119383	The BT Twitter was not updated very well or much during the last storm.
119480	I do not follow Blacksburg Transit on social media.
119579	I would prefer to get immediate info.
119733	Hard to find, not clear.
119944	Because they announce it in the last minute!!! In fact, with the recent advancements in weather forecasting, it is easily possible to predict what will happen in a particular day and BT can as well announce changes properly.
120219	Not clear.
120481	I don't get much BT information.
120657	BT is somewhat good on social media.
120845	Updates aren't always timely.
121086	I only use bus during bad weather.
121111	Just no hearing anything.
121143	What social media? Just using twitter is not social media presence.
121156	You could do more on your social media. Get an intern.
121187	I have never seen BT information on social media.

Q11f. Continued.

<u>Respondent#</u>	<u>Response</u>
121354	No information other than through word of mouth from friends.
121412	It told me there would be delays but nothing else useful.
121545	I only have two social media accounts and I avoid them during the week, so I only get weekly updates from them.
121567	I don't check social media frequently.
121573	Not easy enough to find.
121726	Not dissatisfied. I just wouldn't use it.
121889	Social media requires use of data while off campus.
122079	I don't see enough about BT on social media, Facebook. Virginia tech should "share" posts to increase understanding.
122152	Never seen BT social media.
122234	Found out through VT that the buses were not running before it was posted on the Facebook page.
122293	It does not seem to be always up to date.
122313	I have not seen social media for BT.
122381	BT doesn't have a social media presence.
122395	I don't think to check Facebook I would check the app.
122711	No particular reliable source.
122812	No one uses this, it never gets shared.
123137	I had absolutely no idea BT even had any social media.
123809	I didn't see any official BT social media page, most of it was social media that could be considered from a friend/word of mouth so it was not most accurate and I couldn't be 100% sure it was correct.
124236	No, like twitter fine with me.
124321	You have to search hard for the info.
124747	Not frequent enough, doesn't tell us if there are delays or if trippers are sent out. Nothing is real time.
124756	Don't follow BT on social media.
125197	I don't know whom/what to follow. What are the official sources?
125266	On social media I only get snippets of information on bus schedule changes and it is hard to find the full information.
125351	Info appeared on my newsfeed after the change in schedule had already happened and I had found out on the BT website.
125888	Not prominent enough on social media.
126333	I don't think this kind of information should bother me on Social media. I prefer an alert send by message or email.
126435	I do not have such kind of source.
126652	Didn't know BT had social media sites.

Q11g. Why are you dissatisfied with this BT information source during a major bad weather event: Friends or word of mouth?

<u>Respondent#</u>	<u>Response</u>
10187	Info after the fact.
10426	Friends have just as hard a time finding info as I do.
10524	Most of us in the CRC (Innovation Dr.) Don't see the BT as an option because the rides are so infrequent.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
10679	No one ever knows what is going on.
10811	They rely on the same sources I do.
10941	Not a very good way to get information.
11041	Nobody knows much except their own specifically used routes, the rest is a black hole.
11068	Most are not riding the bus.
11109	I am not sure of real time information delivered to staff.
11303	It may or may not be correct information.
11591	I don't use your services.
11762	Unreliable.
11937	Not reliable.
12172	Do ride same route.
12221	They aren't always right.
12479	There is often not sufficient reliable information.
12873	Friends may not have all the correct information. Although it is usually how I find out BT information.
13075	I live in Newport - BT is irrelevant to me.
13197	Friends are somewhat helpful, but they are not as reliable as the website itself.
13427	Word of mouth only spreads as fast as they would have it.
14082	I should not have to depend on friends.
14099	No friends or co-workers mention anything about BT.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14434	They didn't know anything.
15059	They usually have bad information about what is and isn't running during a major event.
15069	I haven't heard positive feedback from others.
15391	Information is often unreliable.
16047	People are unreliable and don't have correct information all the time!
16242	Not a reliable source most of the time.
16321	Do not regularly talk with other riders.
16777	Never really speak with others on the schedule, generally look for the online announcement.
16990	Finding out from a friend about a change in bus schedule or service is unpredictable at best.
17040	Reliable Information is scarce.
17206	Length of time it takes to go by word of mouth.
17333	Sometime, it cannot be trusted.
100039	Most of them have their own trucks.
100107	Cant rely on them.
100148	Don't have friends.
100155	Often, my friends are not aware and are not trustworthy sources of information. Things get loosely translated via word of mouth.
100208	No one knows anything because they haven't been told.
100283	Not always reliable.
100372	My friends don't normally ride the bus.
100549	They may give you incorrect information.
100717	Word of mouth fro.
100759	They got info severely wrong.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
100857	People are always confused, not BT's fault.
101007	Everyone was saying different information and nobody knew the real bus schedule.
101008	My friends also rely on the same sources I do for getting information about BT and they all have the same problems with the website and the app.
101076	Not discussed.
101184	Inconsistent and unreliable.
101227	Why should our friends be responsible to tell us.
101318	If I don't know about the buses, chances are neither do my friends.
101554	Friends/word of mouth are not aware either so they are not helpful.
101588	I shouldn't have to depend on word of mouth to know what the bus is doing, especially since I PAY FOR THE BUS WITH MY FEES. IT IS NOT FREE. The bus is also not just for undergrads. When the undergrads leave, it's impossible to get anywhere, which I've complained to my friends about, but we don't call each other to ask whether the bus is running BECAUSE WE DON'T WORK FOR THE BUS. THE BUS SHOULD WORK FOR US.
101606	Most of my friends drive or walk to VT, so they wouldn't know.
101680	Often the information passed along is wrong.
101794	No one knew what was going on so everyone was confused.
102089	Most people don't have an idea as to whether or not BT is running during bad weather. I just check the website a bunch.
102153	How reliable is word of mouth during a snowstorm?
102410	I don't have friends.
102500	People are notoriously unreliable.
103018	People have problems getting the information and then they cannot share it through word of mouth.
103035	Friends confidently say things about which they know nothing.
103293	Not unsatisfied.
103299	They don't give reliable information for my route.
103476	It can take a while for news to spread.
103863	They know nothing.
104078	Most of the time, they are as clueless as I am.
104102	They're not reliable.
104137	My friends have trouble finding the info too. It's very hard to trust what people say and I have stood in the cold more than once.
104162	It can be very hard to get accurate information regarding whether the buses are actually running or not.
104204	None of my friends use it this year.
104216	Not always reliable.
104239	Maybe it is because of my net.
104288	A lot of times I will hear buses are running on normal schedules from friends when it is not.
104405	Sometimes they aren't sure what is going on either.
104464	That seems to be the only thing I can trust, but they often have just as hard a time as I do getting info.
104504	Differing sources give differing opinions.
104583	There doesn't seem to be consistency or accurate information with this information source.
104749	Again, I usually won't get this information until too late and I'd rather get it firsthand.
104769	Inconsistent service.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105038	They are never very accurate.
105356	Usually my friends don't know how the bus is affected by the weather.
105404	They never know for sure.
105449	Its simply not reliable, but often seems to work the best for getting actual information.
105747	Not always reliable.
105752	Nobody ever really knows what's going on.
105927	They are reliable.
106172	No one ever knows.
106227	Need a better app.
106453	It may be unreliable. I would like to receive news from the source.
106455	I don't have any friends.
106478	No one knows.
106640	Friends don't always have the correct information.
106695	They do not know either.
106881	It's not reliable.
107274	Sometimes they can be wrong.
107390	I don't feel like I should have to gain information from my friends about weather-related bus schedule changes.
107468	Information is inaccurate.
107581	They wouldn't know what was going on more than I would.
107588	Almost no one I know at work (non-students) use BT. I'm usually the best informed about what BT is doing among those I know. I've been living here longer than the other grad students in my program, so they don't know more than I do either.
107632	They don't know either.
107751	This would work fine for me.
107846	Bad.
107945	It's not that reliable. The routes change and people don't always know what's going on.
108256	My friends have no clue what is going on.
108304	One of my friends has a BT app and thought buses were running when they weren't because no one updated the app. I find people unreliable and would rather check for myself.
108490	No one actually has a good idea of when BT buses arrive, especially UCB or UMS, since they alternate routes so often. (Even during a trip on a UCB bus, the driver would change the bus's label to UMS without warning).
108495	Neutral.
108657	It isn't reliable.
108670	Friends or word of mouth information is based on the type of information sources they have being it websites, apps or from someone. Therefore sometimes it might have some error or is not updating. For example on March 10, 2016 at 8:30 pm the bus delayed when I wanted to ride it from Gabble shopping center bus stop and back to VT Squires, so when I asked the people close to me they told me what the apps in their phones was tell them which is exactly the same as I checked on BT website saying the bus will in Blacksburg bus stop at 8:35 pm. So the apps and the website were not updating. Then we checked on the BT routing where we spotted the bus movement. Therefore friends or word of mouth depends on the sources of the information they have.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
108849	No one knows what the schedules are because the app and timetable list a time, but the bus is almost never there at those times except for the places where it stops and waits like Burruss.
108970	It isn't reliable.
109042	This is not a reliable source.
109293	People had different information, much was inaccurate.
109396	Because I can find the information elsewhere.
109529	I don't feel my friends or other students are that informed during such an emergency.
109637	Because they sometimes won't have correct information.
110125	Not consistent or reliable.
110211	They don't always know the times.
110212	All my friends suck.
110241	I do not hear too much from others or they are unsure if their information is accurate.
110507	Friends and word of mouth are often unreliable and usually my friends are the ones asking me for updates.
110534	Misinformed friends :).
110548	Most of my friends don't use the BT system so they don't know the status during a bad weather event.
110602	I don't want to wait for my friends to hear about rider issues before I hear about them. I plan ahead.
110834	Word of mouth isn't reliable.
110908	Nobody knows what's going on with BT.
111266	I thought my friends would tell me more; but, maybe they don't know or they don't know that I don't know.
111595	Not reliable sources.
111610	Some friends are wrong.
111628	Rumors can be false.
111709	I'm usually dissatisfied when there is a detour because I do not know it is happening until it's happened.
111735	It's too late by the time I see friends etc.
111836	This is usually the way I get my info about BT but it's not always accurate.
112038	People are unreliable and never 100% "up to date". Not a problem for BT to solve really.
112166	Not very reliable.
112206	I don't have friends.
112423	Most of my friends don't know the schedule (but I'm usually the one that gets asked, and because of the methods I checked off for being satisfied with I am knowledgeable enough to usually answer).
112516	This could be a practical way but unlikely as long as I have a phone on hand.
112654	My friends might not actually know.
112832	Not reliable.
112907	Friends are not exactly reliable or up to date on their info.
113008	Don't really find out till after the fact.
113058	Didn't hear anything about it.
113104	Not reliable.
113108	Unreliable/conflicting answers.
113119	Unreliable.
113133	Don't have any friends.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
113190	Unless someone is taking the same route (kinda unlikely) they generally won't have the info needed.
113252	Don't have too many friends here to tell me.
113296	Word of mouth is slow, and a company shouldn't rely on gossip among students to relay information that they themselves should be in charge of spreading.
113457	No one can track the busses because they are rather varied.
113543	Friends are never a good source of service information during bad weather.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113636	They can be wrong depending on what source they used.
113726	Because I shouldn't have to hear that information through a second source. BT transit should better inform students themselves.
113749	No one I talk to seems to know what is going on either because the apps they have don't work either.
113784	No one ever 100% knows what's going on.
113797	Not everyone knows the truth.
114003	Not always reliable.
114107	Wrong response. Meant I don't know. Word of mouth is unreliable.
114171	Not all information is clear or accurate.
114270	Unreliable.
114325	Not everyone actually knows things and if they can't get good info they can't be helpful.
114327	I don't have many friends that ride the bus, so they don't know.
114436	No info is spread.
114464	People never know what's going on with BT because it is disorganized.
114624	When I ask around, often people aren't sure.
114749	Friends might have wrong information.
114769	No one ever knows.
114797	Not reliable.
114995	Not reliable because not everyone knows.
115023	My friends are just not informed because the bus schedule information on the mobile site is not user friendly.
115131	Not accurate.
115137	The people I normally get this kind of information are not a reliable resource because they are just speculating, since they can't find the information easily either.
115188	This shouldn't be a method to rely on.
115487	Many friends do not use BT.
115527	Not always clear information.
115589	I don't trust word of mouth when it comes to this sort of thing, I'd rather hear it directly from BT.
115697	Most of my friends have a parking pass.
115967	People don't really talk about it or if they do, often ate inaccurate.
116064	Sometimes friends can tell you one thing and the truth could be another.
116067	Cause no one talks about that.
116105	Most of the time this is accurate but I would like to be able to figure out the bus schedule on my own.
116197	A lot of my friend don't drive so they may not know how dangerous roads will be.
116246	Word of mouth is often unreliable.
116261	I am an introvert.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
116369	Not effective enough.
116377	Not reliable as everyone's information originated from different timepoints.
116516	Most friends don't use the bus sys.
116809	If they don't know, how can they tell me?
116876	Word of mouth is never as effective as pure planning.
116969	Usually if I don't know the answer my friends haven't found it either.
117003	My friends don't take the BT enough to know info about it during bad weather.
117137	Word does not spread quickly regarding bus service, and often it is inaccurate.
117170	People never really have their stories straight, AND I'm the only one of my friends that actively rides the bus/has ever ridden it.
117526	Because most of the time, my friends won't know so I will have to look on the app or website for myself.
117614	Some bus routes will close and others remain open.
117712	It is a chance.
118110	My friends wouldn't know before I do.
118118	I try to avoid using BT/traveling in general because I've heard stories about busses being stuck in bad weather. The 7-9 folks I asked knew as little as I did about MSS route changes one Dec during the Blacksburg Christmas parade.
118128	Not always reliable.
118165	It doesn't seem like word of mouth is always accurate.
118167	Hard to get info.
118174	Could be false.
118297	Sometimes I don't believe them or they're wrong.
118492	Somewhat unreliable source of information.
118660	Well, because my friends don't have any idea what's going on either.
118693	People are not reliable.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118833	Don't know any more than me.
118989	People don't always know what they are talking about.
119166	Well, they are the ones I get info from, but not even they are reliable.
119242	Because no one else knows what's going on so the information is always wrong.
119294	Haven't used.
119307	My friends are equally confused with the inaccuracy of the bus system so asking them serves absolutely no purpose as, especially when the app isn't working, they have no way of knowing when the buses plan on showing up or even if the buses are running either.
119332	This is often inaccurate.
119383	It's unreliable.
119397	Most people don't know correct information.
119398	I don't have any friends.
119512	I don't have enough personal connections for this to be a good way of obtaining information about anything.
119563	No one knows where to look, everyone hates the app which would be the best way to reach students.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
119579	It doesn't seem very efficient.
119728	They don't know the right times, so they give wrong information.
119759	No one knows.
119830	Because they don't always know.
119958	Unreliable source.
120232	Not accurate flow of information.
120315	The moment I get such information from my friend, he/she may have been waiting in the snow for hours. You should really figure out a way to inform people waiting at stops any delay or canceled buses.
120481	Many of my friends drive and those who ride the bus tend to be just as clueless as me.
120920	People are generally misinformed about route and schedule changes.
120965	Friends don't know.
121060	No one ever really knows what's going on with the bus schedule.
121070	It's just difficult to actually get accurate information from word-of-mouth communication in general. Most of the time this misinformation indirectly comes from the app, though. Someone will say that the app states something, we'll go out for the bus and it will never come.
121111	Just no hearing anything.
121143	My friends sometimes don't have the correct information either.
121171	Friends don't necessarily know for sure. Can be unreliable.
121187	I'm not really dissatisfied, it's just not BT's job to get information to my friends so they can get it to me.
121354	Learn after-the-fact about information updates.
121481	Same as above.
121511	The app is not good so that I seldom to open it to check whether there is bad weather warning or not.
121548	Not everyone knows.
121567	Is not always reliable.
121573	Not reliable enough.
121889	Although friends and word of mouth can be helpful for spreading information, other people do not always provide the most accurate information, and it's difficult to plan my day around what other people think they know about the bus schedule. When I am in a rush, I cannot spend the time to contact friends about the bus schedule.
122132	My friends usually rarely know if the BT buses are running or not, and what time they stop running on the day bad weather occurs.
122152	My friends don't use BT.
122395	They won't know.
122543	Weren't always accurate.
122599	If you don't know what is happening what makes you think that your friends are going to know. If the app sucks and the website sucks, where are they supposed to get their accurate information from o actually tell you what is happening. It's kind of stupid. Although, my friends have been more reliable than the website and app. That's sad.
122991	Friends are unlikely to know everything about BT.
123081	Not always right.
123137	No one talks about it.
123198	That's not always reliable.
123265	Unreliable.

Q11g. Continued.

<u>Respondent#</u>	<u>Response</u>
123561	People don't know enough about what to expect during a bad weather storm plus you don't see many people in person!
123657	Not very reliable sometimes.
123706	Friends aren't always reliable they are just guessing what the buses are probably doing.
123809	They are not 100% accurate.
123851	This is how I tend to find out, but unless I'm around the few friends of mine that ride the bus, I may not receive notice.
123890	It isn't reliable to ask friends or go by word of mouth because many people don't know. An app would be the best way to communicate this information, but from my experience with apps, they can be buggy and shut down on me before I can find info.
124001	We ride different routes so this is not helpful.
124036	They are unsure of what is going on and not always right.
124234	Because I don't use the other sources and no one seems to have a clear answer.
124236	No, I got the information through email or checking BT website or twitter.
124321	Everyone is normally confused.
124747	Friends have the wrong information because no one knows what's going on.
124751	Unreliable.
124756	Don't use it.
124937	No one knows what's going on and assumes the busses have shut down.
124964	Unreliable.
125184	None of my friends know what is going on either.
125206	Not always reliable, but often works.
125225	Sometimes it is not accurate.
125266	Same as social media.
125351	My friends give up on BT quickly, they assume you're not going to run each time it snows or rains.
125416	Hard to rely on them.
125428	Because friends are often wrong and give conflicting information.
125888	No friends in Christiansburg ride the buses I do.
126083	By the time I realize the bus is running late, my schedule is thrown off.
126204	I couldn't get the information immediately.
126265	Word of mouth is a bit unreliable.
126281	Some people actually know stuff and others don't. I don't want to miss class by listening to someone who heard the wrong information.
126652	Not always reliable, can make mistakes.
126880	I shouldn't have to rely on them to hear about it.

Q11h. Why are you dissatisfied with this BT information source during a major bad weather event: Face to face at a staffed desk?

<u>Respondent#</u>	<u>Response</u>
10275	I don't have time to drive to meet someone to ask a question.
10699	Not a going to staffed desk in bad weather.
11109	I am not sure of real time information delivered to staff.
11303	I can't believe it would be easily accessible.
11591	I don't use your services.

Q11h. Continued.

<u>Respondent#</u>	<u>Response</u>
11762	Cannot get there is bad weather.
12172	What front desk?
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
15069	I don't use this.
17040	No access.
17206	If weather is bad I am not going to be out going to a staffed ask for info.
100039	Never went to BT office.
100107	Too much of an effort.
100148	Wouldn't help.
100237	Don't use it.
100283	Too much work.
100662	Never used it.
100717	They won't listen to you.
101008	I don't know where one is.
101017	I don't use the staffed desk.
101076	Not used.
101184	Inconvenient if in a hurry.
101318	Where would I even find a live person at a desk to answer my questions?
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.
101574	I would be unlikely to talk to someone in person during a bad storm.
101899	I don't use it.
102355	Don't know where to find.
102410	Don't really want to meet with someone.
103299	Don't know where the desk is.
103615	How the heck would I get there??
103909	I don't know where the office is.
104031	I'm not normally around campus so speaking to someone in person isn't possible.
104204	Didn't know there was one.
104239	Not useful.
104288	Because if the weather is bad, how am I supposed to reach them?
104428	It's hard to get to a staffed desk if there's horrible weather.
104468	I'd have to walk to a building in the cold.
104489	Don't have time to do this.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105747	Too far.
105927	I'm not going anywhere if there is an emergency especially weather related.
106076	No staffed desk.
106172	I can't get there if weather is bad.
106397	If there is bad weather I will not want to venture out in the bad weather to get to a staffed desk.
106453	Again, same with talking on the phone, except this one might be even more of a hassle.

Q11h. Continued.

<u>Respondent#</u>	<u>Response</u>
106932	This isn't available.
107328	I never have to utilize it most of the time.
107431	Because I'm under the impression that the staff desk is at the BT transit office; however if it's bad weather etc how am I going to make it there?
107632	Where is this?
107751	If the weather is that bad, I probably couldn't get to the staff desk, though I prefer talking to someone in-person.
107846	Bad.
108256	My phone call was not answered.
108495	Neutral.
108626	How am I suppose to get there to talk to someone face to face about the busses if The weather is so bad the busses aren't running?
108970	How would I get there.
110104	It takes too much time to go visit someone in an office to learn more about BT information.
110111	No one has time for this.
110507	How do I get to a desk if there's bad weather??????
110615	I'll never do that.
110697	Need to get there.
111628	I have to go somewhere else to get the info.
111735	No time.
111836	I've never visited.
111933	It would work if the desk were right where I am.
112206	It's not convenient.
112516	It is too slow and too far away.
112822	I didn't even know this existed.
112832	Staffed desk only helps if you were at the desk.
113008	Don't know where the office is.
113053	My opinion on this option greatly hinges on the location of the staffed desk. If it was close to wherever I would be at the time of the event, I would take this option over almost any other. If it is not in walking distance, it may not come in very handy during inclement weather.
113058	Not accessible.
113119	To time consuming.
113133	Never used. Would require me to travel to an office somewhere. Online resources would work better.
113203	Don't feel this is necessary.
113252	I don't think I will be going to your office in a bad weather situation.
113296	If there is snow, a tornado, or any weather event that could lead to car wrecks or potential injury who is going to make their way to the BT office???
113439	Don't have time for this.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113636	Its not accurate and up to date.
113784	I don't even know where those are.
114107	Meant I don't know. Would not use this method.
114682	Where would this happen.
114792	It's inconvenient.
114797	Its inconvenient/nonexistent.

Q11h. Continued.

<u>Respondent#</u>	<u>Response</u>
115131	Not convenient!
116054	What staffed desk?
116105	Have not gone to desk.
116150	Don't Use.
116194	Not dissatisfied - would just use other ways of getting information.
116261	Don't know.
116265	That means I have to go to another place before going where I want and that doesn't make sense to me.
116516	If it's bad weather I cannot get to a desk.
116868	I have no way of getting to an office.
116876	I, nor do I know anyone, would ever travel to a staffer desk simply to ask a question that will most likely be answered by other means.
117090	If there is bad weather I will not come to a staffed desk.
117388	I will have to go to a office.
117499	I don't use it.
117712	No need for that.
117790	Not there at all. But, I do not require it or prefer it.
117996	I would have to go somewhere to get to said desk.
118110	If it is bad weather conditions then I wouldn't be likely to travel to an office to talk to a faculty member.
118164	? Where is that even.
118492	A little bit too tedious.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119242	The BT is a TRANSPORTATION service. If I have to GO somewhere to get information during an emergency event, that doesn't make any sense.
119480	I do not know where the desk/office is.
119579	It seems a bit out of the way.
120120	How we can reach the BT office in Snow?
120538	Don't like talking to people.
120657	I've never seen a staffed desk.
120845	Where's this desk at?
121096	Nobody goes to a staffed desk or even knows where one is. Further, you would have to go there whereas a phone app is always with me.
121354	Don't do this for information currently.
121511	Same to above.
121548	I don't know where the desk is.
121567	Don't have time to talk face to face.
121573	Not timely enough.
121726	Not dissatisfied. I just wouldn't use it.
122140	Wouldn't go to a desk during a storm.
122152	If it's a snowstorm I can't go to a staffed desk.
122193	It's just not a means I use. There wasn't a section to check "not applicable" so I selected dissatisfied.

Q11h. Continued.

<u>Respondent#</u>	<u>Response</u>
122395	I'm not going to go into the office to get info I would call first or check the app if it actually worked.
122711	Where can we go for that?
122991	People wouldn't go to the desk for a quick piece of information.
123081	Do not use.
123138	Don't know where office is.
123857	Never utilized.
124236	Not really realistic.
124249	I would never use it.
124491	Never been to BT office.
124747	I don't even know where the front desk is.
124756	Haven't used it.
124853	Hard to get to staffed desk.
124964	If the weather is bad, I'm not going to walk all the way to a desk...
125206	I think it's obvious, but this is certainly not an option since if BT isn't running you cannot take it to find out if it's not running. Also it is terribly inefficient and nobody would have time to do it.
125266	How am I supposed to get to the desk if I can't figure out if the busses are running to there or not? This option doesn't even make sense.
125824	I haven't seen the need to do this in the past. I use an app or Twitter to check if the BT is operating.
125888	No staffed desk near me.
126204	I couldn't get the information immediately.
126435	I even cannot go to the campus, so I cannot know information face to face at a staffed desk.
126880	When am I ever going in for a face to face to ask when the bus will get there. I would need to take the bus to get there...

Q11i. Why are you dissatisfied with this BT information source during a major bad weather event: Electronic signage with real-time information?

<u>Respondent#</u>	<u>Response</u>
10048	Where are these fabulous signs? All I have seen is a small sign at the main entrance to the University Mall that gives a little info, but nothing that informative.
10317	Viewing a sign at the site (bus stop, for example) means having to go out in the bad weather!
10510	I was waiting for a bus in a snow storm because the schedule said the buses were still running, but they had stopped, and I didn't know until a colleague called to tell me that she had seen all the buses on the Drillfield, so they couldn't be coming to get me.
10811	Aside from signage on the buses, I've never seen electronic signage with BT info. The signs on buses are too sparse, and of course they don't provide on the driver's side of the bus I would be handy on placed like the upstairs Squires lobby, where it can be read from the sidewalk.
10822	Where would I find electronic signage.
11109	I am not sure of real time information delivered to staff.
11591	I don't use your services.
11762	Again, would have to be on the road during bad weather.
11937	Not available away from campus.
12172	What signage?
13433	I haven't seen electronic signage with such information.

Q11i. Continued.

<u>Respondent#</u>	<u>Response</u>
13472	I'm not sure where these signs are. I can't picture where this signage would be or be helpful.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14611	Actually, I stopped riding the BT a few years ago because I couldn't find the correct bus on campus during construction and was late for some meetings. I would like to use the BT again, but haven't worked it back into my schedule.
15069	I don't see these.
15187	To my knowledge there is no electronic signage available at bus stops to know when buses are coming.
15415	Haven't seen electronic signage.
15587	Not enough signage.
17040	No enough signs.
17206	If weather is bad, I will not be out where I will see electronic signage or in rooms where there are electronic signage.
17455	There is no such a thing now. Would be great to have it.
100107	I've never seen one.
100208	Its always off.
100237	Don't use it.
100372	No electronic signage exists yet.
100662	I'm not too familiar with electric signage but it looks cool and seems to be effective enough.
100684	There is no electronic signage with real-time information.
100717	This would be perfect.
101008	These do not even work in good weather on a normal day.
101076	Not seen much.
101184	Inconvenient if in a hurry.
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.
101606	I haven't seen any electronic signage as a source of information. It would be nice if at the bus stops there were signs that had this information.
101700	There is no signage for Main Street South students to use, during bad weather. Mostly I get an email saying the school is closed, and that means that buses don't run for student safety.
101861	It should be easily found and viewed, which it is not.
101986	If this exists generally, I don't know about it.
102410	I really don't see a lot of signage.
103035	Maybe "dissatisfied" is too harsh. I don't think I've ever seen anything on that signage other than the date and time.
103113	Compared to having electric signage At Rutgers University, this "signage" does not exist currently at bus stops on campus.
103615	Never seen it.
104031	I would just need to know where to find the sign at plus I've never used it before.
104204	Don't want to use that.
104239	They are not present!
104288	Because it's hard to access that from my apartment.
104393	I would like to be able to use this on a mobile device.
104489	Never seen this.

Q11i. Continued.

<u>Respondent#</u>	<u>Response</u>
104504	Not very common on campus.
104632	I have seen these at some stops and they do not turn on or seem to be out of service.
104749	I have to hear this through people which I never know if it is reliable.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105234	Not sure where I see the signs. It would be helpful if there are more around or I know where to find them.
105724	The app nor the website is not at all user-friendly.
105808	I don't know where this "signage" is.
105965	Where are the electronic signage? I'm assuming the only way to see them is to be out in the major storm.
106076	No electronic signs.
106172	I don't even know what this is.
106230	Not enough information.
106397	I don't know what electric signage with real time information is.
106453	Actually, this is very good. I just feel that an app would be best.
106777	Signs don't exist; when they existed at the Emporium they were always behind on timing and misrepresentative.
106932	It's not currently available.
107328	Never seen one.
107460	There isn't anything that shows where the buses are.
107632	It doesn't exist.
107751	This would only apply to those who were near to the sign and could see it.
107778	It's not always clear.
107837	I don't find the information that I need.
107846	Bad.
108256	I do not even know where these signs are.
108495	Neutral.
108849	I can never figure out how to use this.
108970	Where would u see that.
109061	I've never seen any, thus how successful can it be.
109109	What do u mean?
109529	I have not personally witnessed these signs, thus I would not have any knowledge of information on such signs. It would be quite a bit of being in the right place at the right time.
109739	There is no sign or if there is, it's not in an easy to access location.
110104	I'm not sure what this entails.
110111	The signs tell me nothing.
110211	I don't know what that is.
110697	This would be good.
110726	It does not seem to be as accurate to the truth as it should be.
110749	It doesn't exist.
110790	The app sent out a notification late.
110834	Difficult to get accurate updates.

Q11i. Continued.

<u>Respondent#</u>	<u>Response</u>
110847	Actually I'm always dissatisfied with this, because I've never gotten it to work on my phone. We are talking about GPS signals from the busses going to BT4U and then to my phone? I've seen "live maps" on the app, which are anything but...
110887	The information in that case is passed to the riders too late to be able to make an informed decision.
110908	There are no electronic signs. I wish there were at the stops.
111610	I don't trust those things. Every time I glance at one, it's typically wrong.
111836	Not really sure what this is.
111933	Too little too late.
112038	There really aren't many "signage" sources for BT stops. I haven't seen them anywhere on campus.
112206	What is that.
112346	The app`s never work and say no buses when there are.
112516	This is a very practical method.
113008	No such thing exists.
113119	To time consuming.
113133	Never used.
113176	Where are they?
113203	I don't know what this is.
113252	If there is bad weather, I am not sure that I will be close enough to such signage to read it.
113263	Never accurate or up to date.
113296	It is simply terrible.
113439	Not sure what this is.
113447	Slow reaction time.
113457	It doesn't work.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113636	Its not accurate and up to date.
113784	Where are the signs?
113893	There is a lack of available signage.
114107	Meant I don't know. Don't believe signage is in Christiansburg.
114464	Its never real time.
114492	There is no electronic signage.
114792	Often it doesn't work.
114797	Its inconvenient/nonexistent.
115411	The signage are not everywhere thus you are unlikely to see one.
115487	These are not very seen especially when there is bad weather event. More signs would be better.
115527	Not always clear information.
115583	The twitter feed is nice but to check it for updates is a little inconvenient since it is not the first thing I think of to check for weather updates.
115691	Those signs are only useful if there are lots of them, or in key locations (like the one on 460 east). I have yet to see one for BT transit.
115959	Have not seen any electronic signage.
116054	I've never seen any electronic signage around campus with regard to BT service.
116105	Not always in real time.
116265	What if I don't have wifi or data? I'd want to know before I leave the area and know it will be there at the time.
116516	In bad weather I most likely won't make it to where the signage is.

Q11i. Continued.

<u>Respondent#</u>	<u>Response</u>
117499	I don't use it.
117614	Lack of.
117712	I don't know.
117790	It sometimes does not show up.
118164	Doesn't exist.
118165	It sometimes isn't always easy to see the signs.
118406	Not available.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119242	Where does this exist? This would be great, but it doesn't exist anywhere.
119294	Haven't used.
119332	They seem to be few and far between.
119349	It doesn't provide information.
119480	The signs can be unreliable and are often not changed to the correct info.
119617	There is no electronic signage that I am aware of. Signs with real time departures and weather warning should be installed at the hubs and major transfer bus stops.
120120	Data not clearly mentioned.
120219	Sometimes glitches.
120657	I am not dissatisfied.
120845	This doesn't exist.
120920	It lacks detail that would help plan alternate methods to reach a destination.
121060	I'm answering this as if it was in reference to the ipads at some bus stops: This is once again in regards to multiple occasions when the website hasn't been updated with altered schedules which renders the ipads at the stops essentially useless. It gives access to the website and to schedules, but if it's not updated for weather or holidays or games, what use is it?
121111	Have not seen the signs.
121548	I don't use it.
121573	Not as accessible.
121726	Not dissatisfied. I just wouldn't use it.
121776	There is not a single bus top where I have seen "electronic signage". It's only inside the buses. Why is this option even in the "satisfied/dissatisfied" question?
122152	I've never seen it be used.
122193	It's just not a means I use. There wasn't a section to check "not applicable" so I selected dissatisfied.
122381	Does this exist?
122395	Maybe this would work idk.
122812	It is not real time, or if it is I don't know where it is available.
123138	Haven't seen one.
123212	I would not be out driving to see it. An accurate website and competent receptionists are the best way for people to get info in a weather emergency.
123258	I don't use it.
123325	Not convenient.
123426	Where is this signage? I don't know where to look for it.
123561	Have no seen electronic signage with up to date real time. This would be very helpful though.

Q11i. Continued.

<u>Respondent#</u>	<u>Response</u>
124249	I have no idea what this is.
124321	The time when the HWD routes combined after 1pm was poorly displayed at all the stops and was not advertised well.
124737	Signage, whether electronic or paper, seems to be a major issue for BT. A lot of "route learning" happens at the stops while waiting for the bus. This no longer happens because there are no signs.
124747	I don't see any electronic signs, unless it's on the bus. If it's on the bus, it's hard to see what route it is if it's even 25 feet away, and there needs to be a sign on all sides of the bus.
124756	I have no idea what that is.
124853	Don't know where the signs are.
125266	There are signs? If you have them I've never even seen them.
125888	What electronic signage??
125988	I have not seen this in use.
126265	Some of the electronic signage on the buses themselves are broken, and it's really frustrating. I've sat in the cold for an hour waiting for the TCB bus, but the electronic sign was broken and the bus driver made a small handmade sign that was barely visible from 20 feet away. He then put that sign in the bottom corner of the window where nobody ever looks. Please get your sign game together BT. At least the ones on the bus.
126435	I do not have electronic signage.
126652	Not entirely sure what this is.
126880	Not many around.
126881	Never seen them.
126904	I have never seen it.

Q11j. Why are you dissatisfied with this BT information source during a major bad weather event: University website?

<u>Respondent#</u>	<u>Response</u>
10187	When VT is closed I don't need BT.
10317	Needed more up-to-date and more specific info.
10426	I can't find the info on the VT website.
10510	I was waiting for a bus in a snow storm because the website said the buses were still running, but they had stopped, and I didn't know until a colleague called to tell me that she had seen all the buses on the Drillfield, so they couldn't be coming to get me.
10548	Cannot find information.
10811	The VT website (in its latest incarnation as well as its last one) wastes most screen space on pretty photos and self-promotion, forcing readers to hunt for the real news. If there is a weather (or other) emergency, I want it in banner headlines across the top of the homepage, even if that means elbowing aside some heartwarming photo of Tech doing good in some other part of the world.
10941	Not route specific.
10971	I never see any information about BT on the VT website.
11039	Usually included with other information and indicated with an underline. Instead of a press release format, have a link to an inclement weather/information page with buttons or a bar for each area. As example, see college information at https://www.registrar.vt.edu/undergraduate/checksheets/college/index.html .
11041	The website is not browsable in any easy way and doesn't highlight BT service support at all.
11109	I am not sure of real time information delivered to staff.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
11591	I don't use your services.
11710	The VT website had a link to the BT website. That website didn't tell me what I wanted to know.
12172	Not posted.
12219	Is it there?
12443	Get information from Blacksburg Alert.
12693	Confuses university employees...just because the BT is down does not mean university offices are closed.
12763	See above.
13104	Minimal information, and not timely.
13155	It was only one time that I really remember disappointment. It was a snow storm last year and the buses tried to keep running and shutdown rather quickly and left some students having to walk home real far. In the last year, the University seems kinder about closing ahead of time in inclement weather and that helps with worry about riding the bus during bad weather.
13178	It wasn't posted where I thought it should have been so when I checked the university web site the announcement rotated off and I did not see it. I came to work when there was a 2 hour delayed opening. It was posted in the rotating images. Not a good place.
13355	No idea where to find it.
13427	All public transportation sites are rather confusing to me...not just the BT's site. I feel like it would be much easier to figure things out if we could see a map of Blacksburg on the main page, with routes outlined in different colors. I just find that it's difficult to be at point A for the first time and trying to get to point B. I would like to be able to get onto the website at any time and figure out which busses have routes on the road I'm specifically on. Visual aids are everything too, hence the colors and maps.
13827	Again, have not seen any information there.
13828	I don't notice BT on the Virginia Tech website. They feel like separate entities to me (BT feels more like a Blacksburg entity, at least on the web).
13836	I am not very well acquainted with the communication efforts and did not know how to better convey that.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14326	Not obvious on homepage.
14441	It's hard to find info about BT weather-related changes on the University website. It should be more prominent.
14444	Difficult to find.
14629	There is not really any obvious information there without searching for it.
14703	I am somewhat dissatisfied with this because I have never actually seen BT alerts on the VT website, other than information on snow routes and my knowledge from being a VT student in the past that the BT usually has detours when snow routes are in effect. It seems like the VT website would be an important place for this type of information, and thus I'm dissatisfied that I've never seen it.
14789	I did not see any postings from this source while I was on campus, during the last two snow events that affected campus.
15069	I don't use this.
15252	Was there any mention about the BT on the VT webpage? Didn't see anything.
15415	Rather restricted information given on the University website.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
15562	Not likely to quickly find what I need.
15587	Not timely.
16012	I rarely use this source to find out if BT is running, unless the university is closed and I assume that is the case.
16080	It isn't very clear on the website about commuter options. I think information focuses on in-town bus routes.
16508	The new service level descriptions are confusing and the description on the site was technically correct but not totally informative.
16586	Not sure how or when to get information.
16918	They do not put on the home page that BT is closing down.
17040	The VT website is not maintained with timely information: too little, too late.
17144	Insufficient information, unless the route is just closed.
17333	Usually, university website says very brief info about BT. I don't see the point.
17427	Not in real time.
17455	Who check university website for bus info? It's not like the university runs the bus service.
100148	Wouldn't help.
100237	Don't use it.
100283	Too much work.
100372	The website doesn't have a dedicated section for BT.
100383	General lack of information, consistent with typical Blacksburg Transit operating procedures, which seems to be providing as little information as possible.
100662	I'm not dissatisfied.
100684	University website only provides a delay or shutdown, no information on adjusted routes.
100717	No one ever checks the VT site.
100830	Same as above.
100896	I wish there was a designated column or something on VT's homepage for BT information. If ~2/3 of VT's student and f/s population use BT, then there should be live info regarding a major transportation mean on our University's webpage.
101008	Doesn't post listings.
101076	Not used.
101184	Inconvenient if in a hurry.
101318	When its pouring rain outside and I'm looking for a bus, I'm not going to click through the website to get info. Especially if I'm in a hurry.
101483	I am more satisfied with electronic updates through an app or the university website. I didn't know that BT had a website, and I would probably not call or talk face to face with a BT worker about these updates.
101588	Not informative or intuitive, hard to navigate when you're not by a computer.
101751	It never alerts us about the BT.
102153	More of an announcement than real time update.
102204	I didn't see anywhere on the main home page on the university website about if the buses were running or not. I can find information about classes on the home page of the university website, so I think I should be able to at least know if the buses are running or not on that same page.
102355	Don't know where to find info on website.
102397	The university website does not display information about the bus service.
102834	Less up to date than social media or BT website, university websites in general are less useful for time sensitive information.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
103299	Not updated.
103479	That I know of, not many students go to the University website to look up to see if the buses are running.
103615	Never seen this info.
103751	Recently when they had a delay, cancelling classes that started before 9:30, the VT website was not updated to reflect that closing. I did not know whether BT was running or not, because if the University homepage was my only source, I wouldn't have known there was a closure.
103863	The University said nothing.
103909	I don't usually think to go to this site for this information.
104027	I don't feel it updates to alert for bad weather. Twitter seems the fastest way to find out about bus status.
104216	Hard to find.
104239	I need to check it, no one send me email to alert me.
104288	Because it's hard to find BT info on the website.
104393	I can't remember ever seeing them post about BT specifically, or at least in a noticeable location.
104489	Sometimes they take a while to post that you aren't running.
104504	Haven't been able to find much on the university website regarding BT Transit.
104632	I did not realize that this website had this information; there seems to be several websites that have info pertaining BT transit but when I first started riding on the bus it took a long time to find the bt4u website which seems to be the best method of getting info.
104749	Same thing as above.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105234	It would be great if the University also post about changes and where to look for the most updated version of the changes.
105312	I don't remember ever seeing bus information on the university website in the event of bad weather. I would always just check the app.
105724	Didn't know it existed.
105747	Shouldn't have to look up vt.edu to get bus info.
105965	It isn't easy to find the BT info on the VT website.
106076	Wouldn't even look here.
106172	I don't see info about BT there.
106212	Information was hard to find.
106230	Doesn't say much.
106453	This is good as well. Same reason as Electronic Signage.
106593	I could not find this info on the VT site at all.
106680	Info on BT can be difficult to find.
107104	Not enough updates.
107274	I don't think it displays how buses are affected.
107328	I never have to utilize it most of the time.
107632	I can't just pull out my computer at a bus stop.
107741	That would be really effective and I don't think it's very easy yet.
107751	I worry it won't be updated in a timely manner.
107837	I don't find the information that I need.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
107846	Bad.
107865	Timeliness.
107958	Not simple to get to and doesn't provide enough detail.
108042	Because the VT website sucks and is hard to navigate.
108182	Did not know there was a University website that would share this information, I just assume that if classes are closed so are the bus routes.
108256	I didn't think to check there.
108495	Neutral.
108970	Have an app.
109061	I've never seen it there when I check.
109109	What is? How do?
109637	The website is not very user friendly.
110091	The university website doesn't seem to update quickly. Also, if I'm leaving class it's inconvenient to check the website to make sure the busses are still running.
110104	I will be graduating soon, so this wouldn't apply to me, but I will still be in the area. Also, I don't ever normally check the Virginia Tech website.
110211	I have used the BT website, but not the university one.
110455	The University Website does not usually mention the bus system during bad weather.
110865	The schedule on the website is confusing.
110887	Its updates are often out of date.
110908	Never see anything on it.
111266	I found myself digging for this information. It would be nice to have a page where I know to go to.
111459	It is unreliable.
111836	University website isn't a site that I regularly visit.
111933	Self explanatory.
112081	I never know when the University website will be updated. BT needs to post more regularly, even if the information about the bad weather event has not changed.
112464	The university does not mention bus route changes due to major bad weather events until it is too late.
112516	It is too slow and difficult to navigate.
112700	It's hard to find the bus schedule online.
112822	Didn't know there was some easily accessible information online.
113008	Don't check the website for bus info.
113108	They don't really mention it.
113119	To time consuming.
113133	Never used.
113176	It's always buried at the middle or bottom of a post. It should be easier to locate and/or more noticeable.
113203	I prefer a website.
113252	I have fears it may not be as accurate.
113296	I could go to sleep at 3 AM under the assumption that school is closed and public transportation isn't acceptable and then wake up at 6 AM and read a completely different story. Once you all have closed despite whatever miracle may have occurred in a couple of hours it should be a final decision and not one that is able to flip back and forth within short notice.
113328	Like others information hard to find.
113439	That's not the first place I would look anyway.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
113543	I find minimal information on bus service here.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113749	I can't ever find the right info on their either.
113784	Too much to go through.
113806	Hard to find.
114003	It says to check the transit website for schedule and no specific times are given on the BT website.
114129	Not easy to find.
114436	They do not have info about this topic.
114464	The university does not post enough updates about anything.
114624	It's not usually posted on VT's website. The cancellations seem to be independent.
114792	There is too much information on the university website already and is hard to navigate.
114797	Its inconvenient/nonexistent.
115131	Not convenient!
115206	The app crashes a lot and many times does not load important route information.
115387	It's not updated enough. I find out after I'm already waiting. It doesn't give me the time to make other arrangements.
115531	Did not find any BT information on the VT website. Had to look at the town of Blackburg/BT website specifically.
115533	I just haven't found updates like I feel should be there.
115691	Its difficult to navigate to useful information.
115866	Never know when it's updated.
115959	Don't know where to look on the university website.
116064	The university website usually gives good information but I prefer getting an email or call to alert me of bad weather rather than searching for answers.
116067	Cause if I want to know what's going on with the buses I'm going to check BT website not the school website.
116105	Most of the time very accurate depending on what is going on at the school.
116150	Don't Use.
116246	University website doesn't provide any information about BT.
116261	I won't see college website regularly.
116328	It's just not my go to because they usually direct you to the BT site.
116516	Overload of information.
116645	I did not see any information about BT Transit on the University web site.
116969	If all routes shut down the website works fine, but changes to my route would not be posted.
117530	Last Spring, there were inconsistencies with what was posted on the University website and what was actually happening. Very frustrating. We were told the buses were still running, when in fact they were not.
117614	Delay of info.
117716	Not easy to find on site.
117790	Not uploaded immediately. And we as a student need to personally go to website and see it. Otherwise, we will not come to know.
117996	I might use this, but the others are more likely.
118063	It gives no information about bus usage.
118128	It is not emailed to me nor do I have awareness of the exact link. Have to Google it and find out.
118165	It seems like information is never readily available on the university website.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
118406	The university website does not give me the information that I seek relating to the bus system. It is a lot easier to find it through Google.
118660	Same as the BT website.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118989	Never updated/I don't regularly go on.
119180	I am not alerted when the busses shut down during a school closure.
119234	Updates too late.
119242	Does not get updated enough.
119294	Haven't used.
119349	It doesn't provide information.
119356	Not detailed.
119444	During an event that would lead to high traffic to a university website, it is quite a common occurrence that the website will crash or wifi will be too slow to be reliable or useful.
119480	I do not check this as often as I should.
119563	I never even knew you could check the university website.
119733	It's not really apparent on the website.
119759	Rarely check the website.
119944	Because they announce it in the last minute!!! In fact, with the recent advancements in weather forecasting, it is easily possible to predict what will happen in a particular day and BT can as well announce changes properly.
119958	I have never seen BT information on a university website.
120012	They don't make the information as obvious as they should.
120021	It is hard to find the information.
120120	Data not clearly mentioned.
120177	Hard to find bus information.
120194	It is not clear where to find BT related updates on the university website.
120218	Apps or websites are easier.
120219	Glitches.
120232	I couldn't find the location for update.
120247	The university website takes a long time to update its news on bad weather events. I can information faster from the transit website, email, or word of mouth.
120481	More difficult to have to look it up.
120511	I never go on the University's website.
120845	Updates are very slow to be posted.
120965	Sometimes seems delayed.
121187	The university website doesn't have much information about bus routes.
121294	I do not see any information regarding bus changes or route changes on the website. The information that I receive from the university about BT is through email.
121354	Very difficult to find it fast.
121573	Harder to find.
122152	When I've gone on the university website I didn't see anything about BT.
122293	I just don't think to use it.
122381	Website info is unclear to me.

Q11j. Continued.

<u>Respondent#</u>	<u>Response</u>
122395	That doesn't get updated enough.
123081	Do not use.
123138	Haven't seen one.
123156	I don't know where to look for BT Transit info.
123212	Not everybody that uses the bus goes to tech. It would not be the first place I would look. It is important to also have the information on the website-but as a duplicate.
123265	Hard to find information about BT.
123311	It wasn't very helpful and the updates were very late.
123426	I have to go there to find out, and not everyone would think to check there.
123514	Do not know where to get information about bust routes or schedules.
123809	It was OK for storm information.
123857	Don't get alerts.
123930	There is a information overload when you look at the bus schedules on the website.
124747	Not frequent enough, doesn't tell us if there are delays or if trippers are sent out.
124756	Not dissatisfied.
124853	Hard to find info.
124964	Not direct enough.
125181	I am usually looking details. The university website just has the alert.
125197	I haven't ever seen the VT webpage display information about the BT routes during inclement weather.
125206	I don't generally go to the university website, but I have gotten alerts from the university over email, but they send so many emails that it can sometimes be very difficult to get all the information.
125225	Not always up to date.
125266	Same as BT website.
125416	Does not give any related information.
125419	I would rather use the BT website just because on VT's website there is often a lot more information on the front page and can be hard to find, on the BT app it says it in a red banner on the home page Also BT's website needs to be redone real bad because it is not very organized and the app could be easier to use and prettier with more reliable times because often times there weren't any times for busses so I had to guess when the bus would be there (and was mostly wrong) , I have OCD so also take that into consideration with all my answers.
125428	Isn't frequently updated.
125648	I haven't seen the website used.
125888	Not prominent enough on website. Don't know where to look.
126505	I've never really seen up to date information on BT on the Tech website.
126880	Don't really see it posted on there that much although it is a good idea.
126904	I have a hard time finding information about BT.

Q11k. Why are you dissatisfied with this BT information source during a major bad weather event: Collegiate Times newspaper?

<u>Respondent#</u>	<u>Response</u>
10137	Collegiate Times isn't always reliable.
10187	No access to paper before event.
10527	Newspaper lag time is too slow for any weather-related event.

Q11k. Continued.

<u>Respondent#</u>	<u>Response</u>
10822	I don't read the CT.
11109	I am not sure of real time information delivered to staff.
11303	I don't read it.
11591	I don't use your services.
11749	Too slow.
11762	It is only once a week. Could not possibly be timely.
12172	Don't look there.
12873	I don't always remember to pick up a paper and it's not always current information.
13472	It doesn't come out often enough to be of use in an emergency.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14460	I don't read the paper on campus.
14789	I did not see any postings from this source while I was on campus, during the last two snow events that affected campus.
15069	I don't use this.
15912	They publish to infrequently now to give meaningful attention to the BT.
16321	Do not read frequently.
16918	I do not have access to the CT. And you need more immediate information than a newspaper can give.
17067	Don't use for info on weather.
17134	I did see it.
17206	Do not have ready access to the CT.
17455	When things are in print, they are not news but olds.
100107	The info would be too late..
100198	I hardly read any news paper.
100237	Don't use it.
100283	Don't get it.
100372	I don't read the newspaper regularly.
100662	Never use it.
100717	I can't remember the first time I ever read a college newspaper.
100982	I don't ever use it mostly. Plus it can be hard to find.
101008	Posts listings after they are relevant.
101076	Not read.
101184	Inconvenient if in a hurry.
101227	It is not something I read every day.
101318	Does anyone actually read that?
101357	It is not convenient for me to use, I did not understand that you mean dissatisfied rather than not likely to use.
101574	I don't read the newspaper and it wouldn't offer alerts quickly enough.
101645	A newspaper isn't reliable during a major weather situation - it would be info from the previous day? Isn't this a stupid question?
102044	It doesn't always have the BT info if it's not a new edition that day.
102355	Doesn't seem live time.
102410	Don't read it.
102477	I don't read the newspaper.

Q11k. Continued.

<u>Respondent#</u>	<u>Response</u>
102540	Does the CT even offer this information?
102667	Too many questions in this survey.
102834	Reports after the fact, less up to date than BT website or social media.
103095	Never seen anything.
103293	Never used.
103299	Too late.
103615	How am I to check the newspaper during major bad weather.
103863	Cannot give current status.
104031	I feel like this couldn't give me the information I need right when I need it.
104239	I do not receive it.
104288	I don't have easy access to a newspaper at my apartment.
104468	I don't read it.
104489	Because if a storm is happening in the middle of the day and you stop running they can't put it in the news paper for that day.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105118	The school newspaper doesn't get printed/updated very quickly.
105143	I don't often see the college newspaper unless it is sitting on a table or shelf somewhere and I happen to have time to read it.
105724	Did not know it existed.
105747	Not up to date every minute.
105808	Why would I go outside to get the CT in bad weather.
105903	Too much time.
105927	I don't read it.
106076	Way too late, don't read.
106172	No one reads the newspaper.
106397	I don't receive or read the college newspaper.
106453	I don't know.
106550	Because it's not updated enough.
106565	No one reads the CT.
106695	It is not efficient.
106777	The newspaper comes out too far in advance to know sudden changes.
107328	I never have to utilize it most of the time.
107632	It comes out twice a week, retroactively.
107751	I don't read the college newspaper.
107846	Bad.
108042	I'd have to go to campus to get the newspaper and by then, my need for a bus is gone.
108256	I didn't know we had a college newspaper.
108495	Neutral.
108779	I don't read the college newspaper, and I didn't even know it existed.
108937	I do not read it and I don't think many people do.
108970	Don't read it.
109061	Where is it in there?
109396	I don't read the newspaper.

Q11k. Continued.

<u>Respondent#</u>	<u>Response</u>
109739	Slow to update.
109953	Newspaper only runs on Tuesday and Fridays.
110111	I don't read the newspaper.
110507	I never read the Collegiate Times to begin with and neither does anyone I know (unless they work for CT). People look to social media or official school sites for information regarding inconveniences during bad weather.
110605	The CT stinks in general.
110697	Don't read it.
111217	I don't read the ct much.
111459	CT gets updated twice a week. If anything major happens it won't be in there.
111610	I do not read the news paper.
111628	I don't read the newspaper.
111735	Not timely.
111836	Didn't know those info were on the CT.
111933	Kind of after the fact.
112516	Absolutely no way this can is readily available.
112573	I have never seen them report about it either way.
112832	This is too slow.
113008	Don't get the newspaper.
113053	I have never once read a newspaper put out by Tech, and I know of no such paper, or where to find it. So, much like the TV/radio option, this would not help me at all.
113133	Never used.
113203	I don't read the CT often enough for live updates about BT.
113252	I don't read newspapers quite as often.
113296	If there is a major bad weather event please explain to me who will have easy access to the college newspaper? And if it is a out of the blue incident I doubt anything could be printed in a fast manor that could reach all of the thousands of individuals that live in Blacksburg.
113439	I don't read it.
113543	Same as university website.
113547	There are so many 3rd parties that try to provide information that I'm not sure what to trust.
113784	Who reads that...
114107	Don't read college paper.
114464	They aren't easily accessible.
114682	No.
114792	I don't read the CT enough.
114797	Its inconvenient/nonexistent.
115131	Not convenient!
116054	Wouldn't know where to look.
116077	The CT is only published twice a week, therefore the information is not up to date or current enough.
116105	Don't read it.
116150	Don't Use.
116261	I won't check college news paper.
116265	I don't read it. So I wouldn't want to get it just to read the weather info.
116516	Would require that it was delivered to my apartment.

Q11k. Continued.

<u>Respondent#</u>	<u>Response</u>
116590	It's more convenient to go online or check Twitter than to go all the way to the CT box to pick up a paper. And the last time it snowed the CT hadn't been updated.
116889	Paper doesn't print every day.
116969	I feel like it's an inefficient way to get information from BT. I will see closings from CT but not until after I've seen it in other ways.
117090	No. You cannot get that printed in time...
117499	I don't use it.
117653	I don't read college newspaper.
117712	I may not get that when required.
117790	Never read it.. And I think it is obsolete these days.
117798	The CT only comes out twice a week and is unlikely to have this information.
117996	I don't read the CT.
118110	Don't read the newspaper.
118117	It doesn't give me information in a timely manner. By the time I get the paper it's too late for my needs.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119242	The CT posts stuff about the VT? What?
119294	Haven't used.
119356	Don't read it.
119480	I do not regularly read a college newspaper.
119579	I don't really read newspapers.
120012	Don't read it at all.
120120	Snow time college newspaper don't reach.
120538	I don't get the newspaper.
120657	Never used this for the BT.
120845	This is a pointless method of communication for BT.
121354	Don't use CT.
121548	I don't read the paper.
121573	Don't read it.
121726	Not dissatisfied. I just wouldn't use it.
122140	Don't receive it.
122152	I didn't know the newspaper had this information.
122395	Really just no.
122991	Too slow.
123137	I don't want to go out and get a paper when we are having bad weather.
123138	Not handy.
123258	I don't use it.
124236	Don't have one.
124249	It wouldn't give me the news fast enough, it's not something I read on a regular basis.
124747	No one reads them unless they're really bored and trying to kill time. I'm more likely to pick up a copy of the black sheep before I pick up CT.
124751	Can't update real-time.
124756	Don't read it.

Q11k. Continued.

<u>Respondent#</u>	<u>Response</u>
124853	Hard to find info.
124964	Don't read the newspaper.
125266	Bus information is needed immediately- the newspaper isn't going to help me figure out schedule changes.
125351	Info was out after the change in schedule had already happened.
125824	I haven't seen the need to do this in the past. I use an app or Twitter to check if the BT is operating.
125888	How would a weekly newspaper give me real time updates???
126204	I couldn't get the information immediately.
126333	Just because nobody actually read the College newspaper.
126435	I do not receive any newspaper.
126652	Slow on getting real-time information out.
126880	Don't read it and they're only printed periodically so this need to know information would be long past by the time the paper printed it.

Q13a. Why are you dissatisfied with this BT information source for regular route or schedule information: BT app?

<u>Respondent#</u>	<u>Response</u>
10015	See previous reply.
10093	Doesn't work, a paid app, waste of money.
10165	Haven't really used it-- but seems confusing to me. Especially on football game days.....
10275	Your current app is broken on android 6.
10366	The app often does not load the information I try to access. It can take multiple tries and a long time to get any information to load.
10419	Does not work properly.
10422	The app is hard to use and not intuitive.
10448	Has not been accurate when I've used it.
10549	I wasn't able to find the information I needed to figure out the schedule.
10825	I've had issues in the past with having to close/remove/reload the app just to check on different route times and information.
10985	It's not reliable. The information can't be trusted, and it usually doesn't work anyway.
11029	Again, it doesn't work half the time.
11044	Most recent version of the app is slow to load and has a poor design overall-it's like you hired me back in 1998 to use some bad HTML code to write the app for a Nokia 8210. Also-the app doesn't need to recreate what Google maps does. I don't need ride length. I need to know exactly where the bus is and exactly when it will hit the exact stop that I want to know about...
11143	I don't recall issues with app, only that it didn't seem to do much for me. Sorry I cannot be more specific.
11160	App doesn't seem to work for me when I need it. I had high hopes for the most recent app launch but my experience hasn't been good.
11303	I couldn't get it to work on my phone.
11710	App doesn't work.
11714	It doesn't work reliably.
11749	Your app is clunky and hard to maneuver. It is slow to load on campus - what's up with that?

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
11910	The App did not seem easy to navigate to view the schedules that I needed and I felt that the map point of references were not detailed enough.
11966	My student tells be the bus does not come at the scheduled times.
12216	The bus stop times on the app are not accurate, it will show that the bus is due at a certain time and you will be waiting past that time and the bus never shows. In my experience the app is more inaccurate with the stop times than accurate.
12219	I can't make it work.
12221	Isn't always accurate (rarely in my experience).
12265	App does not provide real-time data.
12388	See my prior comments.
12423	Information listed in app is often erroneous or out of date.
12605	I don't need another app.
13193	I don't understand how the app is really working..It locates me and I try to put in where I want to be and then it just appears to be a mess of non-possibilities and in the end I can't figure out how to get where I want to go. It needs to be MUCH Simpler and straight forward.
13197	For a while there the Hethwood B route was closed in the afternoon. I'm not sure how I was supposed to get word of that, but it was very annoying to wait there for the bus and for it to not come. I'd seen it run in the morning, so didn't guess that it would be closed in the afternoon. I finally looked it up on the website and got the information. But it seems like the app would have been an appropriate place to have gotten that information.
13433	I find the app to be unreliable, hard to use, and buggy.
13470	App is difficult to use and hard to understand. Couldn't get the info I wanted last time I tried to use it.
13472	Not really reliable. I have deleted it off of my phone because it didn't work for me.
13589	Not working.
13650	See earlier comments.
13678	Same comment as before - I don't feel it's good at providing notices about route changes currently. On a reduced service day, there was also no notice saying Progress route was closed. I waited at a stop for 15 minutes before double checking the routes only to find that Progress wasn't listed - that was how I figure out that route wasn't operating that week.
13776	The app only includes the schedule, not a real time estimate of when the next bus will arrive at my location,.
13902	Like I said before, the app sometimes doesn't work unless I restart it.
14337	App doesn't work for me (a year ago) so haven't gone on it since. Frustrating.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14470	It doesn't work!
14532	Not user friendly.
14550	Apps are inaccurate and unreliable.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
14774	Real time map function doesn't update often enough - frequently shows bus many stops away when it is approaching my stop. My stop (Eakin Street) is right in the middle between Fairfax and Squires time checks. It's extremely unpredictable when the bus will arrive. It frequently happens that I'm walking to my stop when the bus drives by and bus has driven by even when I'm right at the stop. Apparently I need to be in place, facing the bus. I have a bad ankle, and am not capable of running for the bus.
14845	I haven't used it in a while but the BT app was oddly organized. I found it hard to quickly get the information I need.
15032	Cannot understand app or how to use.
15100	The app is difficult to use and quickly get the information I want. I typically just use the BT4Uclassic.org real-time map because it tends to give me the best information (a semi-real-time estimate of when the bus is going to arrive) for what I need, which tends to be the same route every day.
15241	It doesn't work very often.
15709	The BT app often provides inaccurate information.
15819	Unreliable or crashes.
15873	Route planner routinely skips next bus arriving at a stop if it will come in next ~5 minutes. Shows bus arriving an hour later instead. App does not have real-time information about buses, like if the route is running late.
15966	Haven't used it lately to see what it does.
16080	I had to delete the app from my phone because it kept freezing.
16130	It didn't seem to reflect current conditions.
16186	Again, the app is very seldom correct. It has given incorrect times so often I no longer use it.
16253	See previous explanation.
16295	Often didn't work.
16341	Not as user-friendly or intuitive as most apps I've used for transit.
16913	I really do not think the timing of the bus is real time. I have been waiting at the bus stop 2 minutes before the time it says it will be there on the app- waiting 5-10 minutes, then called the BT and they said it passed at that time that was stated on the app...but I was there- the bus wasn't. This has happened 2x. Those times are not right.
16994	Same as last comment - would really like nexbus or some other form of real-time data.
17040	This survey is silly.
17215	BT App does not work well, 3rd-party apps are better.
17333	Because I don't know how long I have to wait. And I don't know where the bus at.
17427	Keeps freezing.
100030	App has not been updated to include changed routes due to construction on University City Boulevard.
100107	The apps lags and isn't accurate.
100146	The buses aren't on time!
100155	I think that the stop times should go further out (i.e. Viewers should be able to see more stop times at any given time) in order to help plan.
100203	I heard the app is very confusing and doesn't work well.
100208	It says the buses passed before they actually do, or the bus gets there early and leaves.
100261	The (Android) BT app is unreliable and slow; routes frequently show up as blank, and the interface is confusing. Furthermore, the "trip" planning guide usually just tells me to walk.
100279	I already told you.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
100383	The app is very poor quality. I deleted it from my phone because it almost never loaded, it frequently froze my phone, and often, the information in it was not accurate anyway.
100408	I think the website has more relevant info.
100418	My app never works.
100453	App isn't always up to date with real time information.
100459	Doesn't work, not reliable.
100473	Sometimes times don't show up.
100539	Because the times are never right.
100551	Unreliable.
100591	The app is too buggy! And it's been like that for years now, with no future update seemed to be planned in sight.
100604	Same reason as before.
100621	The app is buggy.
100679	Website sometimes does not produce correct information or does not work.
100684	App is not accurately updated, provides unreliable information.
100717	Because it has never once told me an actual time that works. I have to use Google maps which obviously isn't on point because they aren't BT. If machinery at construction sites can be precisely managed I don't see why it can't be for a reliable transportation company.
100844	The app is use is frequently incorrect. Just tonight, in fact, I almost missed a bus because the bus was running ahead of schedule but the app did not reflect that.
100882	It's a very poorly designed app and does not work most of the time.
100902	Same as previous answer.
101007	The app frequently crashes and when it does work, the times are never correct, the buses never come according to the schedule on the app.
101008	The app is not accurate, crashes frequently and is never able to list next bus times.
101027	Frequently does not load or update the stop departure times. Sometimes incorrect when they are available. Primarily use classic website instead since it is always correct.
101050	App was down for some time.
101083	Say wrong times, bus never shows up even after waiting for two of the alleged bus arrivals for an hour and a half (happened 3 times).
101119	More times than not (approx 8/10 times) neither the app nor the website loads the times the buses will be arriving at a particular bus stop.
101193	Doesn't work all the time, schedules times are wrong. I have waited for buses multiple times for 5-10 min after the scheduled pick up and the bus was not there.
101244	The app does not work far more frequently than it does work.
101290	The BT app is near-impossible to use. If you don't know what route you need already, it's totally useless. If you do know what route you need, the app is of very little help.
101300	The app is confusing, slow, and does not always work.
101318	Its a terrible app.
101552	The BT app does not load most of the time.
101574	I think the app needs major improvements. It's hard to use.
101588	Because the app is barely functional.
101597	Sometimes times would be false.
101600	The app doesn't work.
101606	Sometimes the information isn't right.
101612	The App needs a lot of changes, in general, to be friendly and easy-to-use.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
101615	App crashes too frequently and does not provide very accurate times for scheduled stops.
101631	More useful.
101661	The app is somewhat complicated.
101760	All the reasons listed previously. Google maps does a far better job than BT.
101763	No good working app. Previous apps don't update real time, or just crash and show nothing.
101881	The app never works.
101883	The app is extremely slow.
101899	It is glitchy and does not work. Frequently crashes. Is essentially a glorified Google maps. I don't get any real time information about the busses.
101906	I am dissatisfied with the BT app because when I put in my information and departure time, it gives me more times than needed; for example: if I am on the app at 8:32 PM, it has two other random times and no time for the 9 PM bus, which is the right bus. So there is confusion at times with the schedule and its accuracy/inaccuracy on the app. (I take the MSN bus).
101986	I don't much use the app because it is somewhat difficult to get the information I want in an efficient way. I use an alternate app, which unfortunately only gives times that the bus leaves time checks. Detailed schedules of approximately (not exactly) when the buses should arrive at each stop, each day, not just timechecks, would be a good benchmark.
102089	The BT app literally never works when I use it. It fails to show real-time info/time check information. It honestly needs to be reformatted and updated.
102139	It always freezes and crashes on my Android.
102143	Could not use sometimes.
102153	Never seems to work when most needed.
102161	It doesn't work always.
102191	I spent like 2 bucks on this app and it's so slow and messed up and it usually takes me faster to walk to the bus stop and just stand there and wait rather than use this dumb app.
102292	Because the app doesn't always display the bus time and the bus isn't always on time.
102295	About 50% of the time, the BT App will not load/show what times the bus is arriving at a certain stop.
102330	The app does not work on new Android platforms.
102338	App is not stable, does not upload info, sometimes does not update.
102350	Same reason as before, the app doesn't always load.
102370	Never accurate.
102396	There is more than one app in the Google Play store so I'm unsure which is the best one, and both the apps I've tried are slow or crash too much.
102462	Clunky to navigate. I would like to set a favorite route and be able to see that quickly. Or the bus stops I use and see what buses will be there and when.
102470	It crashes a lot.
102487	The app does not help at all with providing information about the bus schedule.
102559	The times aren't accurate.
102658	The app is HORRIBLE. It's not easy to access and always crashes in the middle of use. The busses never come at the time the app says it will because they will either show up much earlier or much later than the given time so you always have to guess and then you're sitting on the side of the road for 30 minutes.
102662	The BT app is usually incorrect when it comes to finding a bus when you need one. It is fine to find the general schedule of the different routes, but when I need to find a bus right away, it never seems to give me correct information in real time.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
102679	The app doesn't work all the time.
102711	The app is slow and not nearly versatile enough; it's easier just to use Google maps at this point, and I don't think they're tied into real-time information. Needs major improvements.
102749	It never updates or loads!! Constantly freezing.
102762	The BT app seems a little buggy and rarely runs smoothly on my phone.
102816	BT app is terrible.
102829	It. Does. Not. Work.
102834	BT4U is alright in general, next bus times are helpful, but sometimes it struggles to load times or puts my location as the wrong stop. App shows a lot of promise.
102858	It's a terrible app.
102869	The times do t March and it's hard to navigate and the app mostly isn't working.
102874	As already answered, the app doesn't load the times for buses or keep daily updates if the schedule is changed.
102884	Not always correct.
102965	Information is not real-time, the app doesn't always load.
103071	Constantly inaccurate, never reliable.
103095	App always crashes.
103153	The BT app is not reliable with up to date information whether I am on a cell signal or wifi. I have to constantly close and reset the app to get it to load current information and that doesn't always work. Very unreliable in its current form, I think it has communication issues.
103170	Half the time it does not show the route times.
103171	The BT app on Facebook often doesn't fetch data making it useless.
103186	Information is often not updated.
103241	Is never correct and never works.
103276	The app doesn't always update and is slow. I wish I could save a favorite stop.
103292	I haven't downloaded it recently, but last year it would crash often and was sometimes inaccessible. I prefer using the classic web version.
103293	Not always accurate.
103349	Its better to have an app that tracks the location of the bus to see if it is ahead of schedule or behind schedule.
103403	The app on Android didn't provide real-time info for HW-A last year when I used it.
103451	App frequently crashes. Does not reflect busses being late. It seems like the app just shows the schedule instead of live updates from the busses. For example, when a bus arrives 5 minutes late to a stop, the app still shows the bus arriving on time to each stop. It would be nice if the app could show live updates.
103565	Not on-schedule.
103574	See previous complaints.
103615	NEVER WORKS. Have to open multiple times EVERY TIME. Still use it daily.
103617	The bus times are never right.
103696	Same as previous.
103720	It fails to properly display the information somewhat frequently.
103751	The BT app is not accurate, which is surprising because I know the buses are being tracked in real-time.
103763	The app is terrible. I wouldn't know where to begin to suggest improvements. Its interface is terrible and it does not work. It would be nice to have a map of your route and show where the buses are in real time on the map.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
103909	It is unreliable.
104050	Crashes frequently. Doesn't update sometimes.
104078	The app is so awful. There was an app in the 2013-2014 school year that was updated when the buses approached each stop. It was the best because it estimated when the buses would arrive at your stop, and it showed when buses weren't running. The BT app doesn't do any of that. It basically acts as the webpage.
104092	App needs to be redesigned and improved to more accurate and user friendly.
104113	70% of the time it doesn't work. You open the app and it doesn't show times, it's just blank. It can be pretty useless when it comes to planning.
104132	I have attempted to use it and it doesn't work any better than using Google maps. It is slow, hard to understand, and has caused me to miss a bus on many occasions.
104134	The app did not work well.
104162	Doesn't seem to accurately reflect bus schedules posted.
104196	It doesn't work a lot of the times I try to connect to it.
104218	The app is glitchy for me and takes a long time to load information.
104225	It's not precise enough.
104280	The app is very hard to use and navigate. Routes are hard to find.
104319	The app doesn't actually ever work. It's constantly freezing or crashing, and never actually lists what time the next bus will arrive.
104321	Sometimes the route times haven't been accurate, and sometimes the app doesn't show times at all.
104393	The app crashes often and isn't very consistent.
104450	Basically the same as I wrote earlier.
104464	Previous reasons hold.
104468	It always never loads in time and is very hard to understand.
104509	App does not work on my phone.
104536	Times are usually wrong on the app.
104632	The app(s) crash and don't load the schedule properly when I try to use them on my iphone 4s.
104647	Doesn't actually work.
104667	It was not at all accurate, the bus I was hoping to catch arrived almost 30 mins later than it was listed.
104730	BT4U app often is non-functional. It often will freeze or not load rout information at all. When it does work I think it is great. Have been using a 3rd party app that does exactly the same thing just more reliably.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104795	I attempted to use it last semester and found it difficult to use and that it didn't have accurate arrival updates or live times for the buses I was riding. I understand that this is incredibly difficult to integrate, but live locators on the buses would be fantastic.
104855	Information is sometimes inaccurate.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
104931	It does not provide accurate times.
104970	Well, currently I use a pretty good app for BT service, but I'm pretty sure it's student run. It's called BT mobile. I just worry about this app (which works well) competing with the official BT app, (which the reviews say doesn't work well). I would just focus on making the BT mobile app better.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
104998	Unreliable times on the app.
105019	BT app is unreliable and is easier to use Google maps.
105118	The app doesn't not work for android, it does not show a time so I never know when I need to be at a bus stop. My friend, who is an exchange student has to mostly walk home (he lives off campus) because the app doesn't work so he doesn't know when the bus will come.
105148	It's not always accurate and I usually have to guess.
105227	See previous comments.
105281	It's not as easy as it use to be.
105317	The app does not have real time tracking of the bus, so you have no idea if the bus is late or running early and will be at the stops before a time check early. It also crashes all the time and leaves you with no idea when the buses are coming.
105394	It hardly ever works or has the information I need. And it always crashes.
105404	It doesn't work on my phone.
105443	Doesn't provide real-time info and often times inaccurate.
105449	The current app seems like it isn't up to date or providing accurate information. For schedule, the website is better.
105477	Some of the BT apps are unreliable in general.
105490	Never works on my iphone.
105591	It doesn't work most of the time.
105641	I try to find the route schedule, but I can never find it.
105666	Doesn't load next bus arrival time half the times I check.
105752	Same reasons I listed before: app doesn't work.
105774	It is unreliable and often the app crashes,.
105802	The app bugs out all the time! The function for choosing a time/moving forward or going backwards to find a time of a bus arrival/departure doesn't work. Also I don't want to have to download the route maps on my laptop to view a route. And the live map NEVER actually works. The app sucks just overall.
105808	The app isn't efficient.
105864	With the construction on ucb, the android application does not work.
105878	It's very inaccurate and doesn't work half the time.
105893	The times don't ever seem to be accurate. I use the classic version and it is great, but the new one doesn't have anything right and I don't know how to find the stop I want on it.
105921	App is not stable, constantly crashes, and rarely loads the nearby stop times.
105965	The current app is useless as the busses don't adhere to the scheduled times and it doesn't provide any real time information on bus location.
105974	The app is poorly optimized and rarely even works.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
106141	The BT4U Mobile app for ios (v1.6) is cumbersome to use, and many times it is unclear how I can lookup arrival times for bus stops I frequent. For example, consider the following use case: I am a rider who rides to Virginia Tech campus in the mornings. When I wake up, I want to check the arrival times at my local stop. Since I use my local stop frequently, I know the bus stop number. When I open the BT4U mobile app for ios, I am unable to search for bus stops using the bus stop number. Furthermore, the nearest bus stops automatically loaded by BT4U mobile do not show me the bus stop I'm interested in. Instead the single 'nearest bus stop' presented by BT4U mobile is a bus stop heading away from campus, and therefore does not provide me useful information. In order to locate the bus stop I'm interested in I have to tap through three menus: Home -> Routes and Schedules -> Choose my Bus Route -> Scroll through the stops to find my stop -> Tap my stop to get arrival times. Furthermore, the BT4U mobile app's insistence on accessing my location even when I'm not using the app raises significant privacy issues. How does BT store this information? How often does BT access my location? Why does BT need this information when I'm not using the app. Ideally, BT should only access my location information when I am using the app, and should have a clear description of their privacy policy that is accessible via the BT4U mobile app.
106212	App is confusing to use.
106230	The app is very confusing and does not always load the information you are looking for.
106238	I know of two apps: BT4U takes 10 minutes to load if it does at all and by transit doesn't have the correct schedule for foxridge.
106258	The app should be updated.
106300	The App freezes and does not work.
106389	Application gets stuck and cannot run more than one search.
106395	Doesn't always load, buggy, shuts down/freezes frequently.
106422	It's unreliable.
106459	Hard to use.
106601	The site isn't well made. It only tells you the next three times a bus will show up, instead of how often it shows up throughout the day.
106645	Inaccurate times, app works terribly.
106670	BT app not reliable, buggy.
106689	App is not very friendly.
106695	It is always wrong and the route times are never in order.
106738	Real time mapping of where busses are.
106758	Constantly wrong or off time. Doesn't let u know if a bus has broken down or is full.
106777	Never up to date.
106847	The app wasn't updated after some routes changed as TCB, and then I couldn't use it anymore because that route doesn't appear.
106932	It doesn't work. The app is unreliable, broken and out of date. (iphone).
106971	I was using the BT4U app that worked really well at the beginning of fall semester but then just stopped showing times for the Hethwood route between 9am and 9pm. My friends were experiencing similar problems and it wasn't helpful anymore so I deleted the app. I haven't tried adding it back since about October so I'm not sure how it's working now.
107043	It would freeze or take too long to load.
107104	Difficult to use and doesn't always have constant updates.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
107113	The app is buggy... If I look up the current bus times for a particular route and do not make sure that I go back to the start page of the app and that it has finished querying for the latest data, it will not do the query again when I try to use the app later. The result is that I can use the app in the morning to check the bus times and check it later in the day to find that I'm either stuck with the old data or it simply leaves the list of next buses for all stops empty. Also, attempting to interact with the app while it's querying for the latest data causes the app to freeze. In both cases, the only solution is to go into my Application Manager and force stop the app. This brings the app to a "ground zero" that it seems to know how to handle better than the situations above. Adding alerts, schedule adjustments, or other information just adds more complexity to this problem since querying and displaying data takes the app so much time.
107259	App does not work.
107274	Don't know how to work it.
107322	The app is unreliable sometimes and doesn't show route times.
107331	Same as before, the apps sometimes don't work for me.
107388	Once again the alp is garbage, never shows the correct time, doesn't have the tcb route and always says no info.
107424	The way that it currently navigates from live map to stop information is really annoying.
107441	The app is very hard to use quickly, Google maps is MUCH better.
107468	Same comments as before regarding weather.
107473	It doesn't always provide real time alerts and sometimes it just doesn't work.
107506	It is not always accurate - especially when a bus is going out of service. The app tells you the bus is coming, then the bus gets there and refuses to pick up passengers. So you have to wait around for another 30 minutes. Lots of bugs, crashes more than it works successfully in my experience. I used to ride the bus nearly daily and the app created more headaches than it alleviated.
107537	Like I said before, the app doesn't ever work. I've never met anyone who liked the app or even got it working.
107588	The app is a great idea but it is often inaccurate or not updated to reflect current conditions. Also, often the times don't load, depending on the wireless signal.
107614	It does not work sometimes.
107640	Sometimes, the app is wrong and the buses come a lot earlier or later.
107758	It never works, it freezes, crashes, does not always provide information.
107759	Not always certain it is the correct information or it's not detailed enough.
107821	Most times the app does not have up to date bus times.
107842	Times are often not listen or are significantly off schedule.
107846	Bad.
107858	The app is glitchy.
107874	App doesn't work.
107876	App crashes all the time so I cannot use it.
107937	It freezes and crashes or the app will say bus is on its way and it doesn't arrive on time or at all.
107945	It doesn't work and it's poorly planned. The app former have the necessary info about routes and times.
108072	Just answered.
108139	It is unreliable sometimes and it doesn't update very often.
108182	The app has trouble loading, often times it has been wrong up to 10 minutes. And I don't know how to set up the app to provide alerts as most of my attempts to save stops and routes have failed.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
108264	My app often won't be able to pick up my location and therefore the closest bus stops, and the route information does not load properly.
108281	BT website's Live Map, which shows the position and number of passengers on any bus, is more reliable useful than BT App information.
108337	Many of the stops I take frequently have full buses (sometimes 3 in a row) and as a result am late for class.
108340	Does not say when a bus will arrive at the place I want to be picked up to go somewhere.
108345	Doesn't work, hard to use.
108407	The app crashes very often and at times is inaccurate.
108460	The app is not very accurate, it give multiple arrival and departure times but only one of them accurate. It's not user friendly, the GUI is very basic, the information is organized and displayed in a confusing way, overall it is hard to use.
108487	Doesn't exist.
108490	See previous reasons.
108505	The app is slow.
108624	The android app crashes at least once per day for me even though I have a phone working in excellent condition. The routes and schedule load incredibly slowly and sometimes not at all.
108779	The schedule is off. The buses show up 20 minutes before or after the time they are supposed to arrive. That's frustrating.
108815	The timings for the bus are usually off and are not always displayed.
108820	The app doesn't always work.
108841	It feels like the information is inaccurate. Sometimes I will be at a bus stop and realize the bus already left even though the app said the bus would be there in a minute or two.
108849	The app is too hard to use and never accurate or up to date.
108869	The app does not work. Route times do not load, more often than not.
108886	The BT app often is blank and crashes.
108928	It does not load the information very often and it crashes.
108941	The app crashes often. Also the busses always come when they say they are. Often when I've tried to use BT the bus will skip a time and I have to wait an hour or find another stop.
108970	The app sucks and doesn't work often.
109025	Information on all is frequently incorrect.
109042	It is crushed all the time.
109061	The app doesn't work.
109062	The app can be buggy at times. Also, other information like when do the buses start running for tomorrow etc is not accessible.
109192	In August, the bus schedule was true to the actual times that the busses arrived, but they're never on schedule any more. I have to get to the bus stop 10 minutes early just to make sure I get on the bus in time.
109278	I want the app to update when a bus is running late with expected time or even just "late" rather than only showing the following scheduled bus.
109356	The app is slow and crashes quite a bit.
109360	The BT app rarely connects to the servers and gives me the information I want.
109369	Very cumbersome and it doesn't have good personalization.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
109435	Instead of looking though all the routes one by one. The app should easily allow users to add a starting location and a final destination and let the app find the best route(s) for the user. Also, the app should have a map of the where the buses are currently for each route. Simply by using a menu button and then scrolling though the routes, the user can see the route highlighted on the map with the direction the bus(es) are going and currently where the bus(es) are located.
109460	The app sometime does not have any bus times on it for a route. I can't tell if they didn't load or the bus is not running at that time. A big *not in service at this time* warning on the app would help a ton.
109473	Last time I tried it, it wasn't working properly and closed by itself without providing the required information.
109492	The app does not work.
109517	The times the bus is supposed to arrive are often inaccurate. I've been stuck at a bus stop for 30+ min waiting for the bus, when I arrived at the bus stop 5-10 minutes before the bus was suppose to get there. This has happened several times.
109529	The app is not reliable nor user-friendly and is very rarely accurate in scheduling. I have deleted the app from my phone because it was useless. I simply rely on the website.
109534	App doesn't load a lot of times and time checks not accurate.
109601	Buses too full.
109789	The app doesn't work sometimes.
109841	The app has been wrong, outdated, or just wouldn't show the routes on several occasions.
109888	Not reliable. Does not always load.
109898	The app is slow and not as helpful as I want it to be.
109953	App is slow and often crashes. Bus route information takes several minutes to load.
109973	The app is always inaccurate when I check the schedules and locations. I've missed the bus multiple times due to misinformation. Also, the app is hard to navigate.
110005	App doesn't always load and information isn't accurate. Cannot see tomorrow's morning bus arrival times to plan when to wake up and get to class on time.
110090	The app doesn't provide enough information.
110091	Can be inconsistent. It will say a bus is coming at a certain time and there's no bus. The text messaging system doesn't send a response back.
110104	The apps are all not very intuitive and don't work half the time.
110125	Same as previous. Lockup/freezing issues.
110160	Doesn't work consistently.
110167	It's not always correct.
110201	The app takes too long to load route information. I wish it could save some routes on the devices instead of trying to download the information every time.
110207	The app is not consistently accessible. I have trouble loading it at least three times a week. I have uninstalled and reinstalled the app - conversations with others indicate this is a common problem and not simply my phone.
110219	The apps I have used are often not accurate or do not work properly.
110241	It is terrible and not accurate.
110254	The app doesn't work most of the time or is inaccurate.
110303	There have been times where it was wrong and I was outside waiting for the bus for an hour and it never came.
110320	It crashes.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
110345	It doesn't work with dumb phones and phones without internet connection. Given that transit is predisposed to low income population, I think this should be taken into account. - Real time tracking is not precise. Additionally, buses are sometimes run.
110360	It crashes.
110430	The app is clunky and not intuitive. You should look at the Uber app for a better user interface.
110488	Never accurate and hard to navigate - it constantly says it cannot provide information so it's completely useless and sometimes the buses show up 15 minutes late anyways.
110605	App is unstable.
110607	The Android App is poorly designed and seemingly incompatible with certain Android phones.
110693	The app is very glitchy and crashes often/lags. I have an iphone 6.
110723	Isn't always up to date, the trip planning feature is broken.
110757	I used this app before and it never loaded and didn't tell me when the bus was coming or where it was or basically anything. I deleted the app because it was the most useless app I have ever used. Maybe it has changed since I have last used it, but honestly it was a terrible app...I just re-downloaded the app to look at it again and it does work better than I remember. I wish the app told me which bus stop I was closest to and gave me a map of where the buses go (not a list because I do not know every name of the bus stops or the certain number). I wish the app asked for a start location and an end location and told you the different options you can take to get there. I know that is a lot to ask for because that's a lot of programming but that would be the best app ever! I just want it to walk me through the steps of how to get to different apartment complexes because I don't know what buses go where. I use the Hokie Express everyday at least 4 times a day. I have committed the Hokie Express bus schedule to memory and then when it does not show up it's just confusing. I do not have a car and heavily rely on the bus. All of my friends live off campus and it is a head ache to come and get me (granted they are my friends and they will get me anyway but I just feel bad that I ask for rides all of the time). Also I think it should run from 1-5 on the weekends. I know a lot of people don't use the bus but some people do and I need the bus (I do get rides from friends in oak lane but I can't always get them). When it's nice outside I don't mind walking to campus but it's cold most of the year.
110790	Times for busses are often inaccurate and it takes forever to load anything.
110813	The app crashes and doesn't show routes. Sorry but it sucks.
110834	App can be hard to recover accurate information from in real time.
110865	The app is almost always defective.
110887	Alerts do not provide useful information.
110969	A lot of times it takes forever to load; sometimes it doesn't load at all (even when I have wifi).
110978	No real time updates. Sometimes erratic schedules without warnings.
110985	Difficult to use.
111006	Not easy to use.
111019	Not reliable in real time.
111032	App does not work in most cases, information is sometimes inaccurate. It is also difficult for those who do not know how to use the system.
111184	Again, sometimes times for the run do not show up even though there are buses running.
111190	When I try to use the BT app it either crashes or gives me a route where I have to get on and more than two buses when one bus can be taken to where I want to go. The BT app does not have accurate time schedules and should try to include when buses are full.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
111267	The BT app for android cell phones has problems. It glitches a lot, has wrong information sometimes regarding bus route times. And it freezes. Sometimes when I need it, it will not work at all.
111377	App doesn't update frequently.
111380	Same reason as before.
111389	It seems like the app is not very reliable, and often returns the message "this service is currently not available".
111483	I wish it was easier to figure out what bus went where.
111521	The app freezes and doesn't display times when it isn't frozen.
111539	About a week ago I got on the university mall shuttle to go to Kroger and the app did not tell me that the route would take an hour! I walked back to my dorm faster than the bus could even get back to me! Otherwise the app is a great tool to use!!
111586	Bus sometimes doesn't come at the time posted.
111610	Do not have smart phone.
111633	When I had a smart phone at the beginning of the semester in August, I couldn't get any responses to texting through the App or calling the number on the bus stop signs. My friends say it is working well now, but I have downgraded to a regular non-smart phone, so it doesn't matter to me now.
111683	Any of the BT apps I have seen on the Google Play stores run too slow or the interface is not very user friendly. Using the mobile classic BT website ends up being faster and more reliable.
111709	I'd rather have an email.
111723	App freezes/crashes thus it can be difficult to quickly get information from it on the go.
111736	BT app couldn't find my GPS location and it was difficult to determine when the next bus would arrive.
111793	Difficult to obtain correct directions due to app not recognizing locations.
111836	There are few BT apps but all of them are slow, crashes often and has terrible GUI that's confusing to get around.
111850	The app seems to never be working as well as the website. Also the bus times are rarely correct or even available to view.
111990	Does not update, does not have correct regular route info, crashes frequently, all features not available.
112047	Not detailed enough and hard to navigate.
112056	Times not accurate.
112061	The app doesn't work well. Also not user friendly.
112081	Like stated in my previous answer, the BT app is slow and freezes (note: none of my other apps are like this). Additionally, half of the time, the BT app does not work, meaning it does not display the times in which the bus should come by a specific stop. I recommend having a visual display of the route, especially for new riders, which is connected better to the arrival time information for the bus at each stop. Also, put GPS on each bus and have the app track the buses. Too many times, buses in the evening do not show up, and I wait for an hour at the stop...
112100	The app is not always accurate.
112103	Very confusing.
112346	The app's never work and say no buses when there are.
112399	The app does not have live bus tracker and does not pickup my location well. It also is very slow and does not provide information as clearly as Google maps.
112464	The BT4u classic website is better than the apps available.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
112467	The App sucks.
112489	The app never seems to work for me. It never gets my location correct and doesn't give me what I want. It's useless to me.
112512	Doesn't always work based on where I am.
112529	Sometimes it doesn't provide correct or hard to find/read information.
112578	Typically inaccurate.
112654	The arrival and departure times have been wrong numerous times and left me waiting out in the cold.
112700	The stop times aren't accurate.
112722	It doesn't load all the time, quite often actually, making it useless. It would also be helpful if the time would update for bus arrival if it is early or late.
112741	The app rarely works. And when it does it is super slow and usually inaccurate. Also the app does not tell you when the bus that's coming is full. I have stood out at my bus stop as three or four buses have passed by without stopping because they are already full. I can't count the number of times I've been late to class because the buses have been full. I cannot speak lowly enough about the Blacksburg transit service. This is my first year living off campus and I regretted not buying a parking pass within one week of riding the bus. As an architecture student I am in the studio late hours and I find myself having to ride the bus back to my apartment around 5 PM to get my car so that I can drive my car back because the buses are never running when I'm actually ready to leave campus. In addition, I bought a pass for the classes on campus at the gyms. The only classes I can go to start at 7 AM and since the buses don't start running until then there's no way that I could possibly get there without walking which would take me a good 40 minutes. I found myself stranded on campus and ended up having to stay the night on campus at my desk in studio because the buses were no longer running.
112802	Not user friendly.
112819	Because the BT app does not provide alerts or reliable time schedule. Many times I have gotten on the bus at Cassel Coliseum or the library and then the bus driver says it's their last run. Then I have to get off at burruss and wait another 30 minutes if not longer. I think that another bus should be waiting to pick up the riders that get off the bus on the last run at burruss.
112945	App does not display scheduling or displays incorrect scheduling.
112970	Doesn't work well; buggy.
113000	Hard to find and read.
113008	App doesn't really work.
113031	Repeated app crashed and black screen until system app manager terminates the app to then restart it. Happens nearly every time after opening the app once and then exiting the app. Latest app version on Android.
113109	Not updated and does not explain route times.
113113	The app is extremely unreliable. I used it for a while, but many times the bus schedules do not appear, so I end up just going online to check. I deleted the app after trying to use it for about 6 months.
113119	Slower and user friendly than Google maps.
113135	It often glitches or is not accurate. I have often missed the bus because of this, as sometimes I wait inside until the bus is supposed to arrive if the weather is bad.
113154	Please see other comments about this.
113162	App crashes constantly, information is not consistent with updates to routes/times, times are often not correct.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
113163	It is often unreliable.
113180	It's not always accurate.
113252	So far the app doesn't good job.
113273	Like I said, the app is piece of garbage.
113279	I have a smart phone but no internet service so I can't use the app.
113293	The app freezes every time I use it and there have been many times where the schedule doesn't even show up.
113296	It doesn't give accurate alerts. It crashes. Simply just read my last comments in regards to the app and s more than a clear picture in regards to my opinion about the service.
113334	Because the times of the busses are not accurate.
113344	There isn't a time specified for every bus stop.
113357	The times on the app are not accurate. I get more accurate times from Google maps about when the buses will show up.
113398	The BT app is poorly made and does not function properly. It doesn't show routes efficiently.
113457	The app is never accurate on times and bus stops.
113506	(same reasons as previously stated).
113519	Sometimes the app crashes or doesn't load.
113547	Doesn't work well; not always up to date; so many apps.
113577	I find the current BT app awkward and non-intuitive. The route planning feature has never worked properly for me - it consistently suggests routes that I know are slower than others I've taken, or does not suggest a route at all when I know that one is available. As a result, I prefer to use the pdf schedules posted on the BT website to plan my trips, though I would certainly use the app if it was improved.
113636	Not accurate and up to date.
113645	I have found the app to be somewhat glitch-y and to not always be updated on current situations. Occasionally a bus will be late, but the app will say it is on time.
113669	Doesn't have good information on HWA and HWB routes.
113735	The app never works.
113749	The apps I have never ever work. You should send us names of ones that actually work and are accurate.
113762	The app does not work.
113784	I only use the app to check bus times and it's wrong a lot of the time.
113797	Doesn't work last time I checked.
113837	It is usually out of date or buggy.
113874	The BT app hardly worked for me, so I deleted it from my iphone.
113913	It doesn't work well.
114012	Does not always work.
114017	The app does not accurately display real time information, the app has TONS of kinks in it; I have tried using it for 2 years and it has only worked twice. The app NEEDS the ability to accurately predict when the bus will be coming, and if it is full or not.
114171	The times are often incorrect.
114196	It doesn't work as of yet.
114203	The stops are confusingly named and unclear.
114246	The app does not always work correctly, sometimes it only shows the picture of a bus. Sometimes I don't have internet and it has no regular information that does not need internet to connect to.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
114270	Often times it is completely inaccurate. It even sometimes mixes up UCB with U-mall. Just overall does not match up with the timing and location of the buses accurately.
114310	Same as previous answer.
114313	The app frequently crashes and it is not easy to use.
114325	App is inconsistent as far as having real, up to date info.
114329	The app does not work very well.
114334	The application is not updated.
114338	Because I use the BT app and (especially at night, downtown) the times are horribly wrong. I understand the bus sometimes runs ahead but my friends and I were at the bus stop 5 minutes ahead of schedule and the bus apparently was 10-15 minutes early. We were using the BT app.
114367	The app doesn't provide what is needed and it isn't very accurate.
114379	Hard to use - won't update quickly and makes finding routes in real time hard.
114436	The app never works. It never had bus routes loaded, and cannot tell me what time the buses are coming. The bt4u app is pathetic and a waste.
114473	I hate the app. So unreliable. Has too many glitches.
114474	The BT app has a poor user interface, crashes frequently, and doesn't have accurate bus times. As previously stated, I use Google maps instead because the bus times are more accurate.
114492	There is no equivalent app that is real time and up to date.
114530	The app is hard to search, and not synced to the buses. I find it quicker to download the right pdf onto my phone than use the app. The interface is not intuitive. I want to be able to click on a stop and on a rout and pull up information.
114565	App crashes, unreliable updates, and inaccurate arrival time schedules which makes the app useless.
114610	It rarely has the times for the BT service posted. It doesn't give the bus times for certain buses.
114614	I've used it before and it's not always up to date.
114624	The app is terrible! It's slow and it crashes. The route planning tool did not work last I used it.
114667	Because the times are rarely within a reasonable range between planned and actual.
114682	It sucks and is wrong all the time.
114690	It isn't clear or very accurate. There was another app (I can't remember the name...) That used to be free that my friend has and it is SO much better. It's very clear about when the bus is coming and if it's delayed and give you minute by minute updates. It costs money now though.
114698	Again, the times are not always accurate. I just use googlemaps.
114702	The website is easier, bt4uclassic is by far the best method.
114732	Outdated not user friendly.
114749	The app sucks.
114769	Like I said, the routes are never right. The app can barely load. Essentially it does not work.
114792	It's not accurate and it doesn't load.
114797	It isn't always accurate.
114799	The app is kind of hard to understand, and it doesn't load unless I'm connected to wifi.
114913	Again, the BT app fails about 50% of the time which is annoying. Also, the text to ride does not work for me. However, I pull up route information on phone through the BT website, which works fine.
114977	Never loads in time.
114981	The app is very glitchy.
114995	App freezes a lot and sometimes it says a bus will come at a certain time and then that bus doesn't come and you have to wait until the next time.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
115017	App is not easy to navigate.
115062	Often incorrect or won't load so I use BT classic.
115137	Crashes a lot takes a long time to locate, even when all other phone apps are running perfectly.
115166	BT App sucks.
115188	Please see previous comment.
115193	It doesn't work.
115200	See my previous comment.
115206	App crashes and often does not load route information.
115215	Same issue as mentioned before, the app doesn't work.
115248	Doesn't accurately show the bus schedule.
115299	Inaccurate updates.
115461	I really liked the BT4Android app last year when I lived on North Main because it almost always worked and was easy to use and save the route that I wanted. This year it didn't work and it still says there are no stops for the route I want. Instead I use the BT4U Mobile app and it works better. However, it is harder to use in my opinion and the GPS feature isn't always accurate.
115483	The app isn't very accurate, I would stand at a stop for 5+ minutes after the time the app said the bus should be here to get the bus.
115543	Again, the app needs a ton of improving. It is rarely accurate.
115565	The app doesn't work well.
115634	It is never on time so it's hard to plan.
115676	It is hard to use. You have to enter information too many times, and it doesn't have the options I would like. I should be able to say which bus stop I am at and have all the busses that are approaching the website listed immediately, plus enter which bus stop I am headed for (selected off a map) and what time each would arrive. It should pop up a bus route map with all the bus routes that service that bus stop and the estimated ETA's for various bus stops in real-time.
115761	The BT app is not user friendly at all. It is complicated to use, and crash it a lot.
115800	App has lots of bugs.
115920	Scheduling is often inaccurate and has caused me to miss busses or wait for 20+ minutes for buses that according the schedule should have been there.
115943	It barely functions.
115971	See last comment.
115974	The app is very glitchy on my phone and usually just crashes!
116034	Usually the app does not update accurately, or says that no buses are running that day.
116064	Routes and schedules don't always show up as quickly as they should which ends up making me wait for it to load which in turn slows my day down.
116067	Sometimes the website doesn't have the right times listed but it's still the most reliable.
116109	It's not always right.
116126	I don't like using the BT app. I actually really enjoyed texting in the bus stop and code to find the next three times that the bus would be at the specific bus stop.
116139	I struggled with it not working well last year so I gave up on it and started using the website which I think is much easier.
116152	It rarely loads and provides me with the times that the bus will arrive at specific stops which is the primary point of the app.
116184	Not accurate times.
116190	The app is hardly ever accurate!
116193	The time schedule is not always up to date and it makes it hard to.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
116194	The app often doesn't work or update.
116195	The bus routes do not even show up on the app sometimes.
116197	Because the app is poorly made and has a lot of issues.
116246	App is useless. Only provides information for buses from one location.
116354	The schedules are really unclear. I just try to look up basic information and its either not available or hidden deal within the app.
116356	Same as answer before.
116469	It does not give me departure times for the whole day or days to come.
116490	The app gives me incorrect information on bus times and doesn't have half of the locations that the bus runs to and I need.
116511	The scheduled times are incorrect half of the time I check.
116522	I find it difficult to understand the routing and where each route goes.
116540	Because the app does not update or work.
116643	The app is unresponsive and doesn't tell me what I need to know well.
116705	Schedule doesn't load on app.
116712	In my experience the app does not tell when the buses are running or how early/late they are.
116785	The app does not work, fails to open and display information.
116863	Times do not load very well.
116926	Sometimes bust doesn't show up at the time said.
116943	Doesn't work.
116969	The app does not work for Android.
116978	When I open the app, I know that it must be loading but it takes an elongated period of time to go to the home screen or closes itself out on my phone.
116983	Most of the time when I open the app times don't pop up, and when they do they're not very accurate.
117052	Hard to work and crashes often.
117081	The information is wrong and the buses are mis labeled sometimes.
117095	Doesn't work or update.
117132	The app is incredible difficult to manage and very inaccurate. Please update to make it easier to use and more on time.
117137	Usually when I check bus schedules it is for a later time, and the app simply doesn't do that. It only gives the next three or so stops.
117158	Slow.
117170	Once again, the app only truly works if location services are on and mine are not.
117248	I don't think the current app is effective and user friendly. I haven't found the information to be accurate.
117256	It does not always work. When I open the app it only functions properly about 70% of the time. A number of times the schedule on the app has not been right, or at least not been followed.
117388	The Google maps app is better.
117405	Same thing that I mentioned before the app seems to need an update I do not have. I am not the only one who finds this to be true, either. Multiple (5-10) friends have had the same issues.
117474	For reasons above.
117504	Never seems to give accurate times.
117644	The BT app constantly crashes on Android OS and is lacking real-time bus tracker.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
117709	Basically, same as my answer for bad weather. The last time I used BT apps was at least two years ago, and at the time, I got the impression that they were notoriously inaccurate and they felt like they provided planned route information as opposed to real time route information.
117767	It doesn't provide real-time information.
117806	Because the app is not in a good state and doesn't work reliably.
117833	Same reason as before: the app is really buggy and hardly ever accurate.
117839	It is very unreliable.
118008	I don't know the names of the bus stops so it's not helpful to look at a route map on the app without also having the bus stop location imposed on a detailed map.
118084	Again, the app is horrible.
118093	When a route is not running, the page is blank. I was not sure if the route did not run on the weekends or if my page was not loading on my phone.
118094	They will have times but the bus comes earlier or much later so you don't know how accurate it is.
118164	Not updated.
118230	The app rarely works and when it does, it does not give accurate times.
118248	The app performs very slowly on my phone.
118297	It's not always right. Sometimes I'm waiting for the main street bus and suddenly it'll disappear from the real-time map and it won't show up in the middle of the day. I've missed class a couple times from the buses randomly not showing up when they're supposed to and we need to be alerted if this is happening.
118371	App crashes frequently so I deleted it.
118373	Does not have a map of all routes and schedules. Also, wasn't at all helpful when I used it during a football game.
118395	App occasionally does not work (has a lag in determining closest stop, does not reflect routes serviced, does not reflect ALL routes serviced).
118433	It has a lot of bugs and crashes all the time so I am unable to use it.
118514	Not up to date.
118577	Have occasionally been unable to find route times.
118647	The app is not really reliable. It is sometimes frozen or not updating information!
118657	Does not work.
118660	I already answered this.
118708	The times are not as accurate which is kind of crucial when standing outside in the cold waiting for the bus.
118721	It crashes and is difficult to use.
118745	The app does not update with real time information of bus stop times. Buses often arrive 10-15 later. It would be very useful to be able to see where the bus currently is on the app.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118833	Sometimes unreliable.
118850	It does not accurately provide time tables.
118856	Not up to date.
118926	It is hard to use and isn't updated.
118950	The app did not display correct route times and schedule.
119024	Sometimes the system does not update bus locations often enough.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
119101	Sometimes it takes a while to load the schedules.
119125	BT app is slow to load on my phone and not always reliable.
119242	The BT4U app is terrible.
119287	The best apps that are currently available do not update in real time or send out alerts.
119294	Because the times are often not correct and it doesn't show me where the bus is and how long it will take to arrive.
119301	The current one sucks. It's slow and inaccurate.
119307	It freezes and doesn't provide real, accurate information. It consistently says buses that aren't coming are actually going to come (i.e. Today, a friend and I waited outside Squires for about an hour for the TCB bus to come only to then go and wait at Burruss for another half hour before the bus actually showed up). The information is also not live and very frequently buses arrive and leave earlier than scheduled meaning that you could arrive 10 minutes early and miss the bus that you got to the stop early to wait for because it's already gone.
119383	It constantly crashes and doesn't actually give real-time information.
119387	I have not found the app to be accurate or useful since the routes changed.
119397	App is often times glitchy and doesn't load schedules.
119444	Same as earlier comment about app.
119472	The app crashes and seems to have incorrect route schedules.
119480	The app is not reliable or easy to use.
119494	Much easier to plan trips on BT busses by using Google maps.
119572	The app needs to be way better! The app during 2013-2014 was pretty efficient. I cannot use the new one.
119579	There are a lot of times where the app does not work and it is kind of confusing.
119605	Not easy to use.
119610	Not accurate.
119733	It is terrible and is impossible to use. Some of the routes are outdated and the times are not accurate. The plan your ride feature doesn't work as intended, and you have to use a known location if you want to have the bus routes shown, otherwise it is all walking options.
119842	Crashes or is not up to date.
119857	Many times the app is wrong and the bus schedule changes but the app is not updated.
119877	BT4U Mobile application is poor. I use other applications and/or the BT4U mobile website (which is good!).
119958	The app is terrible.
119969	No real time tracking of buses so that I can determine the most efficient bus route to take.
119988	It takes a long time to load and only provides information about the next 3 stops.
120052	BT App doesn't work properly sometimes. When there's no service, it just doesn't show anything in the schedule. It becomes difficult to tell whether the app is working properly or not. Instead it should give the time for the next bus tomorrow. We don't get the whole schedule, it just gives next 3 runs.
120082	The app sucks. Half the time it doesn't load times.
120086	The app is bad and I want to be able to just put in where I want to go and when I want to arrive by and be told what bus stop to go to and what time.
120107	There are many times where the information is either incorrect, or the app is down so I can't view anything.
120145	Never accurate.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
120159	It is hard to plan routes more than 30 minutes ahead, and often the estimated times are not correct. I would prefer to just have a more available schedule of regular routes.
120194	The app is not properly function and hence is not useful for getting real-time information about BT service.
120197	Current BT 4u app isn't good. Cluttered, doesn't load properly.
120219	It's glitchy.
120307	Because it currently doesn't offer such information very well.
120308	It lags, not accurate sometimes (I have missed the bus because of this). The app freezes almost 80% of the time.
120315	The BT app I use does not give accurate information. The arrival time of the bus is not updated in real time so I miss the buses all the time.
120558	Not accurate for timing.
120629	Because it's not real time.
120734	The app is probably the most ineffective, inaccurate, and overall useless app that I've downloaded.
120762	Info is not accurate sometimes.
120812	Not accurate and confusing.
120845	Same answer as before.
120886	The BT app is very often not reliable, as the times a bus is meant to show up aren't always available. Very rarely does the time update, making it very hard to tell when a bus will come or if I've just missed it.
120983	The app was so rarely accurate that I deleted it and just use the mobile site now.
121061	As I said, it doesn't function and it doesn't have real time info.
121070	Most of the time the times listed are inaccurate. I've found Google maps to be more accurate than the BT app. I've missed the bus because the app said one time and Google maps said another and I've trusted the app rather than Google maps. I would say this is normal since buses can't be on time all the time, but our stop is right after a time check.
121082	It isn't accurate.
121187	Is there a BT app?
121191	Once again, just very buggy. Some serious time should be invested into the app.
121208	Always inaccurate or is slow at updating to new changes in delays from traffic.
121232	Very frequently, the app doesn't work. Every time I click on the bus route that I would like to look up times for, it immediately exits out of the app. It is quite frustrating.
121274	The app is unwieldy and never lists full schedules. It crashes a lot too. This makes it hard to plan more than 30 minutes in advanced.
121282	I haven't used the app since it stopped working.
121310	The app is very clunky to use.
121373	The app doesn't really work.
121459	The app occasionally does not provide times for each stop. I like the map and the ability to tap any stop to see which buses come when. But I cannot rely on it to always show times. Additionally, it would be very helpful to see where the bus is located, so that I do not waste much time waiting at a stop for a late bus.
121481	The routes and times are not clearly listed, given the location that you are in/want to travel to. The app and the website make the user figure out the bus schedule instead of these telling you exactly what bus to get on and when. Because of this, I have to rely on Google Maps.
121545	The BT app does not work with my phone (Nexus 5). It crashes, if it opens at all. I have uninstalled and reinstalled many times.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
121577	Android app does not work properly; it freezes and causes my phone to crash.
121651	There was a large period of time at the beginning of the semester where the app was awfully buggy. Compounded with it not having the accurate route changes that occurred, I lost faith in the app.
121720	Doesn't work. NOT REAL TIME.
121763	Not very user-friendly and inaccurate.
121776	The app is very slow, clunky and unstable (crashes a LOT). The information presented very limited and there is no flexibility to change that.
121787	It sucks and never loads. I have to open it at least ten times, not exaggerating, before I can get the route information.
121800	The times listed are never accurate for the actual times the bus arrives at the stop.
121807	It doesn't work sometimes. I will have to open BT website on my phone to get information.
121860	The app doesn't always work and fails to display times and routes.
121974	Have not been able to find accurate info.
122038	Apps do not work well; aren't up to date.
122079	Not reliable, if it doesn't work well I won't keep it on my phone. It takes up storage.
122130	I can't plan ahead because I don't know when the bus will run until an hour before I have to catch it.
122262	It's not always accurate and sometimes crashes.
122292	Again the app has a lot of bugs and crashes a lot.
122296	Crashes and lags.
122335	I currently use the app BT4U and it is very poorly set up and managed.
122395	It never works properly. The times are off or just aren't present and half the time it doesn't load the busses that are running.
122396	BT4u app is not at all informative nor up-to-date nor user friendly. It doesn't even have the TCB route. It should also have alerts like heavy occupancy so that we can think about leaving early and make sure we get to board the bus. It should also have the current status of the bus, where it is at currently and projected time of arrival.
122543	It often times crashed and many of the features would not work. It's difficult to depend upon when it won't always work. It also did not notify users when buses were broken down or not coming-- causing me to wait for up to an hour for the next bus to arrive.
122548	When busses are late it doesn't show the correct times, the app also crashes or freezes quite often.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
122628	Redundant question. So the answer is same. This is the worst mobile app I have ever used. I don't realize how come people develop such a rubbish app. If I had the power, I would kick out the guy who developed this app. In most of the cases when I am in a hurry to go somewhere, I use the app to see when the bus will come to the nearest stoppage and every time in this case, the app doesn't show any result. Also sometime during the weekends this app doesn't produce any result. For buses like CRC, MSN, and MSS it never shows correct time. For example, few weeks ago in a very cold and windy Friday morning I had to catch a meeting at 8.15 am. The app showed that the CRC bus would stop at Tennis Court (Stop ID 1125) at 7.57 am. I waited there till 8.03 am and they bus didn't show up. I started walking and then found that it was crossing me when I was near to the library. That means it came to that stop after the scheduled time. How come should I know that the bus will come late?? It is what you guys call "Real Time Information"??? It is just an example from one day. Actually it happened several times, so I am not considering that day as an accidental exception. I am completely dissatisfied with BT and its app. I wish I had a car, I would never ride BT and I feel like I am wasting my money each semester by paying transportation fees for this ridiculous service from BT.
122656	Because the times are inaccurate.
122711	Because the app gives information only of the next few buses and their timings.
122714	Bt4u app only works on wifi, bus stops don't have wifi.
122720	Not exact in providing information. Doesn't change the time of arrival of bus according to its location.
122747	Needs actual real-time information about if buses are running behind. I have not used it since August of last year so this is my opinion based off of that time.
122812	It sucks. It is not easy to use.
122816	The app seems to be fairly useful, but is not the most reliable source... Estimates for when the bus will come are often incorrect. I would also add to it which stops are used for time check, since those are the only ones where the time can be absolutely guaranteed to be right. The app also didn't seem to be updated for changes due to construction on UCB for a long time.
122827	The same reason as prev.
122841	It sucks, doesn't work, and needs to be remade.
122879	Sometimes fails.
122929	Same thing, the app crashes and doesn't load.
122957	It doesn't show any real time info anywhere on my app.
122991	The BT app is often slow and lagging.
123081	Times are not accurate.
123138	Never get alerts. App doesn't work well.
123156	BT app is so confusing and almost always wrong and I have no idea how it works.
123158	I've not used it, but everyone that I've talked to that has says it's not very accurate or reliable.
123173	It is bad Google Maps is way more reliable and straight forward to use.
123259	App does not load accurately or reliably.
123388	Last year (2015) I had a lot of issues with the app BT4U app and completely gave up trying to use it.
123469	The app is unstable and produces nonsensical routes, including routes that take days to traverse.
123514	How do I get it?
123561	Feel like sometimes it has times wrong and doesn't let you know time changes in a timely manner if the bus will be earlier.
123657	Same as last question.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
123693	Half the time it doesn't update and show current run times or delays.
123706	It is not actually real time. I uninstalled the app because it wouldn't load properly, just told me it wasn't in service but it was the morning on a normal day... That was not helpful or accurate.
123709	The app never works for me and is always crashing or telling me the wrong times.
123729	The app that I have tried to use was very hard to use. It was not very intuitive and did not give me the information I was looking for. It was actually easier to manually look up the bus schedules online.
123736	The app is confusing to use.
123778	The BT4U app makes no sense I only use it to find in which order a bus visits stop the VT Transit app is more useful.
123809	The app does not work on Android phones very well. Also, with the bus route changes due to construction, it wasn't very updated.
123848	I don't like the app or the new BT system at all. It's difficult to use, and I only care about bus stops. I don't want it to tell me options like walking somewhere. It's also tricky to use even when I just put in places with a bus stop. I deleted the app and just use the classic mobile page, because it works much better and tells me just the info I need.
123851	The current BT app is not user friendly.
123892	App crashes often.
123905	I find that the times on the schedule on the app are not always accurate, the time for example could say 8:00, 8:30, and 9:00, but the 8:30 will be completely skipped. In the beginning of the year before I knew to be careful of this I was late to class, now I just get frustrated when I am waiting and the bus never comes.
123944	Does not work most of the time. When it does work, not accurate.
123960	You should have the name of the bus stop on the signs. I have to follow my Google maps GPS tracker to figure out if I am at the right bus stop and I still mess it up sometimes. Also, the schedule map could be posted on the bus stop sign. I have a Nokia phone and the app doesn't work for finding where the bus is. Texting doesn't work either. The only way I can get information is Google maps and hope it is up to date/follow the GPS tracker. Many times the buses weren't synchronized with Google maps (running early) and I missed the bus, or I was standing at the stop Google maps said the bus came to and actually the bus went to the next stop. (this happened in front of Old Security Building). Also sometimes I see another bus line come instead of the one I was waiting for but since there is no map/schedule posted at the stop I can't check if that one would be ok to take. Calling BT transit takes several minutes and by the time I have checked if a bus is coming I could have moved on.
124001	As previously state the app will only allow route mapping, it does not provide up to date information on service. If it does, this does not work. All of my colleagues have the same complaint.
124156	Same as before.
124234	The app would not update and did not show the stop locations.
124245	App crashes.
124264	The app ALWAYS crashes.
124309	The app is not real time.
124495	The app is terrible. It gives wrong times and says busses will come when they really don't end up showing up. It also says stops aren't running when they are and it is just very unreliable.
124534	Too difficult to use.
124601	The app doesn't function optimally. Freezing is regular and user interface isn't that helpful.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
124607	During a recent storm it was difficult to get real time updates on the status of the bus. So myself and several others were standing outside waiting for the bus for about an hour (also there are very few stops on my route with covered stops so we were completely exposed to the elements). Because there was no way to get accurate information we couldn't leave the bus stop at all to get warm. I understand in bad weather there are many things out of your control but it was a major inconvenience.
124660	The app simply doesn't work.
124727	Sometimes the app fails to estimate the correct time by more than 10 minutes without inclement weather.
124737	App is buggy, would rather use Google maps, but the times are incorrect.
124747	It's never on time, nor does it route out my method of transportation like Google maps does.
124934	The app doesn't always work, as in it won't load times or the app will completely freeze and shut down.
124939	The last time that I used the BT app, it was so slow that I wasn't able to get any information about the routes or real-time information.
125101	It needs real time updates and the app crashes all the time.
125149	Because it is hard to navigate and often is not accurate. I have better luck using Google Maps.
125181	As I mentioned earlier, the app keeps crashing on me.
125188	Does not reflect the bus times accurately, often misleading.
125197	The app that I used was very slow and clunky to use, the bt classic mobile webpage is much more straightforward.
125206	After the construction started on Patrick Henry/UCB, several BT apps stopped working, and the ones that remained did not show the real-time location of the buses so they are off by usually 2-3 minutes, but upwards of 5-10 minutes. This makes it so one has to stand outside in bad weather for at least 5 minutes in advance to avoid missing the bus. Also, the official BT app does not work on Sunday for some reason. The official BT app also randomly fails to show certain times at which the bus does arrive, which I have noticed particularly with Progress Street and South Main street.
125221	The app is terrible and has troubles loading information and routinely stops working on my phone.
125225	Same as the answer before.
125227	The app, or texting the number at the bus stop never works. It is always down.
125243	Surprisingly some people still do not have smart phones or exceeding amounts of data to look at a bus app. Text message updates about your personal route would be more accessible.
125277	App does not display correct information regarding service availability. Also the application needs More improvement. Google maps work fine.
125351	Don't have constant internet access on my phone.
125381	Because it has been unreliable and crashes sometimes.
125418	App needs to be fixed.
125430	Inconsistent about arrival and departure times.
125470	I have found the app to provide incorrect information and have actually found that Google maps provides more accurate and correct information.
125492	BT app always crashes.
125511	The app frequently doesn't work and give inaccurate information.
125540	Not always accurate.
125580	The app does not work.
125648	The app doesn't work.
125693	The app barely works.

Q13a. Continued.

<u>Respondent#</u>	<u>Response</u>
125748	I used the BT app last year and it was not real time and used to tell me buses weren't running when they were.
125755	See answer to earlier question: app is glitchy -- provides incorrect information, no information, or crashes when I open it.
125808	App tends to crash a lot or freeze.
125819	It is very inaccurate and at times it just doesn't work.
125833	The app doesn't seem to work all that well. Google maps is often easier to use than the current app.
125872	It doesn't really provide anything useful that Google maps doesn't also do without crashing 4 out of 5 times I try to use said app.
125931	Because it's never on time and some buses never come.
126076	See previous note.
126281	BT app is not the greatest! Had to pay a dollar for VT transit app and that one works. I still don't get any notifications but it says route not running when it's running.
126333	Since last week I think, I never get a message respond to my request on the BT bus time. I don't know why but it seems there's something wrong with the text message system. Isn't>?
126359	I don't use it.
126381	When I lived in foxridge, the app was not accurate. Google maps did a better job of telling me the bus schedule.
126505	It doesn't give real time updates like you guys claim.
126718	I could not receive any alerts from BT app. And the schedule about each bus is not the real-time. At Friday night I waited more than 1 hour to take UMS due to the app said there are still having buses. But the app doesn't give me the real-time. There are no longer any UMS. I am so annoying and it's cold outside.
126737	The app doesn't work well.
126757	BT4U app very unresponsive, even when phone is connected to wifi. Takes a very long time for app to load and display real-time information. In addition, the information is often unavailable.
126855	I can't really figure out the app. I just go online. But online only shows the next three or five times and I usually need more than that because I'm trying to plan a return trip as well and see if it is even possible with my schedule.
126881	See comment from first section.

Q13b. Why are you dissatisfied with this BT information source for regular route or schedule information: BT web site?

<u>Respondent#</u>	<u>Response</u>
10073	The maps are horrible!!! They are not even real maps. If you are not from the area and do not recognize main roads yet or landmarks it is very hard to decipher the maps. In this day and age, GPS mapping is so much easier to use. And if you don't know the roads, where the buses actually go is difficult to decipher from the names of the routes alone. So if you are wanting to go from point A to point B you have to click and download all the freaking maps to see which ones go between the points and then compare the maps in separate documents to see which is most efficient. There needs to be an actual GPS map that shows all the routes in one place and then the user can chose to remove certain routes based on where they need to go. It would also be nice if the buses were tracked by GPS and the maps and app synched with the GPS of the buses. The University of South Florida has a great bus system in these regards if you would like to see what I am talking about. Also, the time stops are horribly inconsistent and very annoying to try and remember the patterns and figure out. You have to take in the time and the day and then, especially after 10pm some buses run only ever hour which is terrible.
10165	Hard to follow route schedules and maps; much has changes since I used the BT more regularly (25 yrs ago). And the routes I need now (CRC to campus) don't run as frequently during VT breaks and do not drop off at convenient locations in a timely manner. I could almost walk it faster.
10274	The website is hard to navigate on a phone, which is the primary method I use to access it because if I need the website it is when I am at the bus stop and have questions about the stop or service that day. Unless you are already familiar with what regular/reduced h/holiday/weekend service already means for your stop, it is hard to navigate and understand the current schedule without having to look that information up.
10366	The web site doesn't seem to work well on mobile. I typically only use it on mobile and only when the app doesn't function correctly.
10416	Schedule information is very confusing.
10426	Can't find the info I'm looking for and BT doesn't go where I need to go.
10448	Difficult to find and use.
10548	Cannot find information; information often seems inaccurate.
10549	Wasn't very mobile friendly - although it's been awhile since I tried using on my phone.
10985	The routes are confusing. The same route code and name can mean many different things depending on the day, time, and season. Each different version of the route should have a different code so I can tell where it will go without having to memorize how the time, day, and season affect what the route really is.
11041	Not that easy to browse to find information, doesn't reflect physical conditions at stops which is a primary impedance with the service.
11044	Eh-the route details are written by an insider-think about your audience. Look at the CRC Hospital Route details-it's going to say something like 'Newman Library 1100" and then 'next' below that. I don't need to know the station number-but whatever. Then-the word 'Next' could be replaced with 'Stops occur at' - cause that's what you're trying to say, right? But-what would be best would be real time info-not when the stops are scheduled but when they will actually happen.
11068	See comment on question above.
11143	Difficulty finding schedule timetables, pdf (or interactive) maps on web site.
11160	Doesn't seem to help me find what I need on my phone.
11229	Didn't seem to have enough information. It was confusing to navigate and find information.
11425	Too confusing to determine routes and times.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
11580	It's not always correct or accurate/update. Does not correspond to information posted at some bus stops, such as at the hospital.
11653	The website is not user friendly. The route maps are confusing and hard to understand.
11714	Less dissatisfied than with the app.
11770	I could be wrong, but I recall that entering the route codes available at the stops did not work on the website. It would also be nice to be able to see the timetable as a webpage in addition to viewing the PDF.
11837	I couldn't find the route I needed and when I did find what I thought was correct the bus didn't show and I never got picked up.
11877	Its hard to understand the route info, especially if you are not familiar with street names.
11976	I'm not dissatisfied with it as a website.
12166	It is hard to use and understand the schedule and the route.
12219	Clear as mud these days. I used to be able to figure out how to get from one place to another.
12221	Hard to use on the go.
12423	Information listed in the website is often erroneous or out of date. The website is poorly laid out and difficult to navigate.
12454	Because finding some of the information is not intuitive for me. Figuring out which routes go where I need to go, exactly where the bus stops are and what time can I anticipate a bus to arrive at what stop doesn't seem easy. So I end up going to a stop pretty early and wait 10-15 minutes to be on the safe side.
12497	The pdfs of the route timetables are hard to understand. I had to figure out how to plan by trial and error, and I'm in the easier-than-normal case of having both endpoints of my route be timechecks!
12605	Don't think to use it.
12805	Late with news about rather there running or not.
12932	It actually has more to do with the route schedule than the website. That schedule is very confusing. I'm sorry that I have no suggestions on how to make it less confusing- it is a lot of information and I'm sure it is not easy putting it all together but I always have a hard time figuring it out when I need to.
13019	Not very easy to navigate. Home page layout should have critical information near the top. If I've come to the website more than once, I don't care to see information about twitter or facebook; I'm looking for information about the service. I don't want to have to download a PDF from the BT web site to see the route. There should be a static image of the normal route, at least, on the web page.
13104	Tends to be out of date, difficult to use.
13140	Difficult to figure out which bus to take or know if a bus goes to a certain place, especially if you do not have a smart phone.
13146	Not easy to navigate; I want to see a route map that shows all the routes. This used to be on the website, but now I can't find it.
13193	Other than...not running today.. It is also impossible to get a clear understandable map to use..
13433	Hard to navigate.
13528	It is impossible to interpret the maps and routes, and the site is difficult to use in finding information on a specific route:where to catch bus and how many stops, etc.
13636	I couldn't figure out how to use the map.
13776	Schedules are hard to read.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14175	Because it doesn't relate information in real time unless it affects all routes. And it doesn't relate information pertaining to individual driver errors like when drivers are running behind and have to skip a whole stop.
14216	Hard to navigate and find info I needed.
14338	The routes and times are difficult to decipher.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14429	I find the website rather confusing regarding route information/times. I usually have to call BT for clarification.
14532	Needs to be merged with VT.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.
14756	The routes lately have changed frequently. I don't recall being sent any information that you were combining the weekend Tom's Creek UCB routes (Which sucks heavily BTW). Some of the layout is just bleh, and pdf's are stupid.
14803	The new BT4U site is fantastic! However, it would be great if it allowed viewing route schedules for more than just the next few hours. Having to transition to the full site, download a PDF, and then look through that is fairly time consuming.
14880	I get out class at 5:15pm and am not sure I would always be able to make it to the stops by pick up time for the Christiansburg commuter--if it ran another loop later or at noon, I could use it. Also the map is not very clear. The two town trolley is does not run regularly enough to use to commute and the schedule page is very unclear.
15001	It's just a link to a bunch of pdf maps. If I want to go somewhere in town I have to sit and work it all out. I would like to see some integrated mapping system where you put a point on a Google map, enter a day and time, and the routes, transfers, and timing pops up.
15032	No real time information.
15051	I don't care about BT in general. They are not a friend of Virginia Tech! We have tried to get them to advertise one of our events for over five years and they refuse. We are not talking about free advertising - we are willing to pay. But they keep coming up with some ridiculous policy about them only advertising for profit businesses, yet we see exceptions to this all the time with signage on their buses. We had no problem with Radford transit support the event, but not this arrogant Blacksburg bunch. Their drivers are rude and careless. They bully other drivers and pedestrians all over campus. They speed, they are discourteous in general. So I have no care whatsoever for the BT.
15059	It took me a good fifteen minutes to understand how the MSN and MSS routes work. The pdfs are not well laid out; perhaps separating them out into different documents may help, along with clearly stating for each route which one(s) are currently in use at that moment in time.
15148	Not easy to navigate.
15241	It is very crowded and relevant information is hard to find.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
15391	Route maps aren't slippy maps; they are pdfs that require a download. In Chrome, many websites allow pdfs to open in a new tab.
15562	Clunky navigation.
15709	Web site is too complicated and doesn't provide useful information, or at least it's often hard to find that info, especially if one doesn't use it too often.
16080	Information on the commuter is not great.
16186	Same reason I gave before. See prior answer.
16242	It's a bit hard to navigate.
16295	Very complicated to find the relevant information if one doesn't know the routes by hear. I would like to type in from where to where I want to go, and want to get a suggestion which route to take as well as the timetable.
16341	The mobile version of the site for ipad is not nearly as functional as the regular web site. Navigating to the information I want quickly such as route maps, real time bus locations, etc. Is not easy or is unavailable.
16358	Trying to find the info I was looking for seemed more complicated than necessary. The old paper maps were much easier.
16403	I find it difficult to navigate/understand.
16446	The web site is difficult to navigate and slow to load on my phone.
16508	It's disorganized and cluttery. Also, it's hard to know which time of year is regular service and which is whatever the heck else service. Go back to Summer/Break service and regular service is when class is in session.
16586	Difficult to get route information. Need to download PDF, which doesn't seem to work on my android phone.
17137	Information is not complete, not detailed, and somewhat difficult to read/interpret.
17144	Same reason as previously stated.
17199	I can't figure out from it what bus to ride to get home. There are so many buses leaving campus and the routes have all changed and I looked at the site but after looking at it for a while just gave up.
17215	Not smartphone friendly.
17282	It was difficult to find the route I was looking for and the times that it would be available. It was not as straightforward as I needed.
17287	Not enough information about commuter route.
17353	Mobile access takes a click through many pages to drill down to specific route.
17395	The today's and the current schedule/change cannot be identified immediately.
17404	Already answered above.
17455	I don't have data plan and I don't typically check your website before going to the stop. At the stop there's no signage or info re: current status of the bus and I just have to wait foolishly there for a long time till they give up on the bus.
100146	The buses aren't on time!
100155	The website is confusing. There should be once place on the website that functions similarly to the app. The website provides a lot of information that I don't need and makes it hard to find what I do need.
100320	It is difficult to use on a mobile phone.
100383	Severe lack of information. It is true that the website will list what type of service the buses are running under, but those titles don't mean anything to anyone without proper explanation. Need to provide easily accessible information outlining the bus schedule(s) for each type of service.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
100459	Not updated frequently.
100539	Because the times are never right.
100591	The web site needs to be given a major design overhaul to make navigation easier.
100717	Same as 1st answer.
100825	Information isn't stated clearly.
100844	I have had issues in the past navigating the BT website on my cell phone.
100849	The schedules can be difficult to figure out, especially when you're trying to figure out when a bus will arrive to a specific stop instead of a time check one. A couple times, I've thought the map showed that the bus let off at a certain stop but it didn't.
100882	Its hard to use on my phone and sometimes difficult to get information quickly.
100902	Same as previous answer.
101008	It is usually not accurate and does not keep up to date bus departure times.
101050	Had trouble navigating on my phone.
101184	Don't want to log onto a website every time bus schedule needs to be checked.
101244	No up to date information, difficult to navigate, and not compatible with mobile device.
101300	The web site is difficult to use and understand if you do not already know about the buses/routes/schedules.
101318	The planned trip feature never works.
101574	It also needs improvements.
101588	See above.
101615	Not very convenient to use in real time to get route information quickly.
101631	More useful.
101638	Very hard to navigate. Especially on a mobile device. Finding information about routes is difficult.
101763	Inconvenient to use/load on mobile when out in town and in a pinch.
101822	The website's layout is confusing and trying to determine what time the bus is arriving at a select stop is overly complicated.
101881	The website is confusing and hard to navigate.
101899	It is glitchy and does not work. Frequently crashes. Is essentially a glorified Google maps. I don't get any real time information about the busses.
102161	Sometimes there's no schedule of bus times.
102191	The map is unclear and it's hard to click on the right pins for the stops.
102208	BT website does not work. The classic one is sometimes not up to date.
102295	About 40% of the time, the BT website will not load/show what times the bus is arriving at a certain stop.
102350	Same reason as before, the website is somewhat unclear.
102446	Not updated quick enough.
102711	Extremely hard to find relevant information; sure, you can find maps; but it's extremely hard to find schedule information. Detailed timetables for all major routes are sorely needed, and they need to be clearly marked and linked to from the main page.
102800	Too complicated and hard to navigate. I have used it numerous times and still cannot quickly find what I need.
102816	The website can be confusing and difficult to navigate.
102858	It's a poorly designed site.
102874	It's hard to navigate and trust.
102884	Not always correct.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
103041	It is somewhat annoying having to download and open pdf's for individual routes. It would be nice if the map was displayed online maybe combining them somehow.
103095	Hard to access.
103186	Site layout is confusing. Also my computer won't open the route schedules as it claims the maps are viruses.
103241	Is never correct and never works.
103276	The live map and routes are much better but I wish I could click on a stop on the map without selecting a route. Or save a favorite stop.
103278	Wouldn't be my first go-to.
103293	Not always accurate with timing.
103349	BECAUSE THE BUS DRIVERS DONT RESPECT THE TIME CHECK. THEY COMPLETELY IGNORE IT. I HAVE MISSED THE BUS SEVERAL TIMES BECAUSE THEY DONT REPSECT IT AT ALL THE STOPS!
103451	Same as app.
103476	Instead of being able to just look at a listing of bus stops and times I have to download a pdf of the schedule.
103565	Not on-schedule.
103574	See previous complaints.
103603	Navigating the website to find a clear timetable of the time checks of a route requires more searching than I feel is necessary.
103615	Doesn't load right on my phone.
103617	Confusing.
104134	The timing charts are difficult to use.
104218	It is not very well organized for a mobile website that I access from my phone.
104251	It does not update the bus times, sometimes the hdg bus is running early, but the bus schedule shows that it will be on the normal schedule.
104280	The site is not very user friendly. Not as bad as the app though.
104321	I have tried to find route information on the site, and it was not easily accessible.
104464	Previous reasons hold.
104486	Current bt4u site is very buggy on my usual browser- Chrome on ios.
104536	Times are usually wrong on the website.
104572	Don't find it easy to navigate and find information.
104647	Doesn't work.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
104970	The charts that detail the bus schedules are hard to understand/non-intuitive. I can spend some time to understand them, but my friends can't and ask me to decipher it for them.
105020	See previous comment.
105118	It's hard to find when the buses will arrive.
105227	See previous comments.
105317	I honestly only use the website when the app crashes. It's really hard to get schedule information, you have to download the route schedule and then zoom in and find it. It's super difficult to find out when the next bus is coming.
105415	Seems to be delayed.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
105641	I try to find the route schedule c=but can never find it.
105733	Information is frequently "unavailable at this time." Just this morning I was unable to access the time of my Toms Creek B bus.
105774	It is complicated and hard to maneuver around the website.
105802	The website is archaic, difficult to find actually useful information, and it is extremely frustrating to be forced to download jpeg or pdf maps in order to view a route map. So stupid. You should have picture embedded in the pages or some other way than a stupid download! Same with the time/schedule charts! So dumb.
105878	It's inaccurate and doesn't work sometimes.
105965	It's unorganized.
106076	The schedule isn't always correct, changed it last year.
106172	It's confusing.
106395	Doesn't load sometimes.
106459	Hard to use.
106738	Hard to navigate with on phone.
106758	Same as the app.
106777	The website doesn't tell you when buses are late or full before your stop, and the bus drivers are horrible at staying on schedule.
106840	Again same answer, the live map takes about 5 minutes to find the info I need. I don't have room o my phone for the app so the website should be sufficient but it is not.
106932	Website is inconvenient, clunky and somewhat difficult to use. Especially with construction occurring on UCB.
106942	A bit hard and confusing to get to the pdf with the schedule and I always have to download it to view it.
106984	Having to download a PDF to get schedule information is an extra step that makes the process more difficult than it should be. When I'm checking the schedule on the website it's usually because I want to see when the next bus is and how frequently they will be. I need to download the whole PDF, which due to its complexity takes a noticeable delay to render, then I have to scroll past the map, find the "full service" box, usually I zoom in to read that text easier, especially on small screens like my phone, zooming of course is slow due to the complexity of rendering the PDF, then find the time. It would be tremendously easier if the regular schedule information was in plain old HTML, automatically put the current schedule (full, reduced, summer, etc) at the top, and shaded past times for the current day to easily find where "now" is.
107043	Hard to get to information.
107113	The website is useless to me since attempting to get live bus data through bt4u.org often doesn't work. That is, even after setting the "to" and "from" fields and clicking next, there is no reaction on the website. Additionally, there's no option to plan a route (e.g. Wanting to be somewhere tomorrow by 5pm), nor are there any timetables of when the bus reaches time stops other than where it time checks to help plan. This makes the website generally useless regardless of the situation, however, it's much more frustrating during bad weather events since new/current information is much more important during these times.
107267	Not user friendly.
107288	Somewhat hard to navigate through and sometimes the busses aren't there when said.
107331	Confusing website at first glance. Have to become acquainted with the site in order to use properly.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
107369	It is extremely poorly designed. There appears to be no easy way to access the current bus schedule conveniently. The most useful site is by the classic bt4u. The current bt4u is useless because you have to remember stop numbers. The main website is tedious to use because you have to go through pdfs.
107441	You have to download pdf's to get route information, it is not helpful at all. Too slow of a process.
107468	Same comments as before regarding weather.
107506	Again, live map is great - but a bus that is refusing to pick up passengers is not indicated on the live map. Secondly, the BT website is not as mobile friendly - was using it instead of the app because so many problems with the app.
107588	The site is more accurate than the app, but is not very intuitive for the user. Why do we have to download pdfs to see maps and timetables? Why can't that be displayed on the site?
107640	I do not like the new format, it is not easy to use. I liked the old format much better.
107741	Not very up-to-date or timely sometimes, experienced trouble with the change in route for UCB/UMS.
107756	Often when I download the pdfs of the routes, one or more pages show up as blank.
107778	Not specific times for each stop.
107842	Times are often not listen or are significantly off schedule.
107846	Bad.
107935	I found route information confusing and can figure out the schedule of a particular route much easier from the smartphone app.
107945	Doesn't generally work.
108042	The website is hard to use on a phone and considering that most people use their phone to double check the bus schedule - it could be improved.
108139	The interface is not very user friendly for someone who is trying to find things quickly.
108182	The web site takes a long time to load, and most of the time it still cannot load information about the bus routes and shows error messages.
108337	Not exactly on time and buses pass by earlier than expected.
108340	Does not say when a bus will arrive at the place I want to be picked up to go somewhere.
108407	Sometimes the schedule is just wrong. 1st semester this year the Hethwood schedule was changed pretty drastically but that was not reflected online.
108624	Slow website.
108724	The web site is not clear, it is hard to find information.
108841	It feels like the information is inaccurate. Sometimes I will be at a bus stop and realize the bus already left even though the site said the bus would be there in a minute or two.
108849	The timetables listed and actually bus arrival and departures are never accurate.
108928	It did not have timetables.
108970	Doesn't work often.
109006	Clunky not mobile friendly.
109071	The interface and site layout make it difficult to find the information I am looking for. In all my time, the best I have managed to find is the pdfs of bus routes, which, while useful, are static resources and do not get updated in the event of sudden or temporary changes to routes.
109192	It has the same information and times as the app, so it is also not accurate as to what time the bus actually arrives.
109435	The updated website is in the right step, but it still needs improvement. Using the starting location and a final destination works with the locations only given. I cannot just type in a building on the VT campus for example, "Mccomas" and a route(s) is/are provided.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
109460	Didn't know BT had one.
109482	Sometimes it shows wrong schedules which causes a lot of trouble.
109510	The website makes it very hard to choose a location that isn't one of the main apartment complexes or hubs on campus.
109746	Hardly works on cell phone.
109934	The map and schedule is outdated. I'm accustomed to Boston, MA, where you can use Google Maps to plan a route and it will figure out the public transportation options. If that's too hard, here are some other ideas: An interactive map, where you can click on a stop to only show busses which service that stop, their operating hours and frequency. An interactive map, where you can click on any location and see the nearest 2 bus stops. Select a bus line, and it is highlighted, while its schedule for the current day is displayed nearby. (you can select a different day too, somehow).
109973	Inaccurate information.
110005	Not convenient to check. Website isn't always easy to plan your route.
110090	I'm not.
110167	Doesn't have much information that helps know when the bus is coming.
110220	Telling which routes go where is difficult. An interactive map with routes colored in would be ideal.
110241	It is not user friendly and the information is incorrect.
110254	The UCB and UMS schedules have been extremely funky and half the time they are late or the bus you get on switches route after you get on it.
110345	It is somewhat not very clear to find an information. When we look up on the website before a trip, we are usually in a hurry, so It should be very specific and easy to navigate.
110360	It only shows the next three bus arrival times.
110602	Again the website tends to be a mess.
110607	Although not difficult to find, route information is found in many different pdfs rather a much simpler interface such as Google maps' interface. A user ought to be able to input the time at which they would like to leave, and a route should show up on an interactive (perhaps using Google Maps itself) map with the route presented as it is currently presented in the pdfs on the website. The current website system just seems old, and like it hasn't had many resources dedicated to what people actually want to know about the bus without going through several webpages. Not to mention, if you don't already know your stop code you have to fumble around with figuring out which route is the best for you to take from your location from the aforementioned pdfs. I will say, however, that the pdfs are rather nice once you've figured out the proper route and such.
110697	Need to get there and load.
110813	To many things to press before you get to your route.
110865	The schedule is difficult to comprehend.
110887	Alerts are delayed.
110985	Old design without real time arrivals per stop, only estimated for two endpoints of route.
111179	Navigation through website is poorly designed for accessing route information. For example, there is gameday service information under "Schedules and Maps" that provide only one tiny link...to a Google Maps page!..without showing game day service routes. Additionally, I shouldn't have to download a PDF to see routes I'm interested in. This really needs an update.
111263	I find the maps a little difficult to read, sometimes I have seen a certain stop associated with a certain bus, but the bus never went to that location.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
111633	I can't figure out the bus schedules on the website. It's very confusing, so I just learned the bus routes/times through experience. Also, the times change on the holidays and I never know how many times per day or what times the buses are coming during school breaks. If we get a snow day, then I just walk to where I need to go and assume the buses aren't running.
111709	I'd rather have an email.
111793	Difficult to obtain correct directions due to app not recognizing locations.
111836	It's hard to navigate and find info that I need.
112056	Times not accurate.
112061	The classic is much better than the new and "improved" one.
112103	Very confusing.
112166	I have to go through many steps and pages to find out the route times etc.
112236	See other comment.
112385	Sometimes it doesn't work.
112654	Arrival/departure times wrong.
112700	It's hard to find the bus schedule.
112741	The BT website offers minimal information. It is definitely not a replacement for what the app is supposed to be able to do.
112819	Does not work often. Difficult to navigate. Could be made a lot smoother and easier to use.
112824	It would be easier to use if you could get directions directly from the website.
112945	Schedule is vague confusing.
112970	Doesn't work well; buggy.
113000	Hard to navigate and understand.
113053	The only times I have tried to use the website, it has been unwieldy, hard to use, and counter-intuitive. I have also found it hard to discern the meaning of the information on the website.
113133	Not mobile device friendly.
113135	Not easy to navigate.
113162	The routes are not easy to follow on the map and the timechart is misleading perhaps a street view picture of the stops or surrounding areas.
113190	The organization is a mess; lots of dead ends and redundant (and not applicable info) when doing a simple search for bus routes/schedules during breaks/reduced service.
113273	It is okay. Not too great.
113279	The website is not so easy to use and does not provide all the info I need.
113316	The information isn't presented in a ready and available manner, and often seems to lag the actual schedule.
113398	It's poorly made and doesn't update real-time efficiently.
113543	The new set up is incredibly difficult to navigate and plan trips with. Give me back the time table of when the buses are supposed to leave where and planning trips would be much easier. I don't care for real time on buses when I'm planning for the future.
113569	Can be very confusing to figure out times, does not offer real time information.
113636	Not accurate and u to date.
113645	I actually really like the website, but the mobile platform doesn't always work well. I especially have difficulty with the tracking map, since it is difficult to zoom in or out.
113698	I always look at my phone for bus info, and it always requires me to open different pdfs, zoom in, and find the right route the bus is currently on. It could be more user friendly.
113762	The web site is sort of a jumbled mess.
113784	Didn't know it keep up to date.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
114017	The website has so much potential for displaying information but the information is rarely accurate; it is available, but inaccurate.
114129	The BT Website is not user-friendly and route maps are often unclear.
114171	It is a hard site to navigate.
114270	I think the website should have more live time features.
114313	It can be difficult to locate the correct information on this site- particularly from a mobile device.
114364	I wish the schedule was more user friendly.
114379	Same thing as app - I am able to find routes but hard to use.
114459	The schedules are inconsistent. Using Google maps is much more accurate.
114473	Worst website I have ever used.
114492	Confusing website.
114565	The website would not retrieve the routes' schedules sometimes due to server issues and that can be frustrating.
114614	I've used it before and the bus didn't show up at the time and I was late to an event.
114667	Because the times are rarely within a reasonable range between planned and actual. Sometimes fails to load routes.
114682	It sucks and has wrong times listed.
114690	The website is fine for basic information like if the buses aren't running, but it isn't very interactive. This is also fine as long as there is a good app...
114792	It has no useful information on it.
114799	The website is kind of hard to navigate, especially on a phone. The bus schedule is a bit confusing and incorrect and I frequently look at the wrong time/day for when the bus is operating.
114884	It is difficult to tell which bus I can get on to get from one stop to another - if there was a way to input where I needed to go, that would tell me what buses at what stops at what times I could take, that would be helpful.
115017	Website is not easy to navigate.
115023	Sometimes the website is not user friendly.
115131	Not convenient!
115137	Very difficult to use tables provided do not say when the bus will be a specific stop that is not a time stop.
115200	Works a little better than the app, but seems to be hard to access on a mobile device.
115215	Same issue as before the site doesn't always work.
115299	Inaccurate information that supplies information based on the schedule.
115411	It's not easy for you to find the information you want.
115670	Like I said earlier, when on the computer, you have to accept your location in every page you are on. Even if you go back, it still asks for your location. It should be a one-time thing. It takes longer than it needed to be.
115676	It is, again, hard to use. The fact that I have to get a pdf every time makes it hard to use on my phone. Why can't the bus schedules just be right there on the web site instead of downloading a pdf? I know the web app is supposed to be used with cell phone but since it is harder to use, you just want something that makes sense when you're on your phone trying to quickly determine if you'll be late or not. Also, the schedules themselves (the pdf's) are hard to read, especially for the Main St routes, where it's difficult to tell in a glance what time your bus (headed in the correct direction) will be there.
115822	The morning to noon schedules are not updated. Still shows every 20 minutes schedules, not the current every 15 minutes schedules.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
115943	There's very little information.
115971	See last comment.
115974	Again, it's glitchy. I usually just use Google maps.
116150	Confusing.
116190	The new website never works! Maybe it's my computer, but whenever I try to plan a trip or something, it just sits there and tries to load for forever.
116194	Schedules are not updated frequently enough.
116469	It does not provide pdf documents with complete timetables.
116522	I have found that sometimes it does not work and the routing is extremely confusing.
116643	The website is poorly organized and is very difficult to find what you need.
116983	The live feature is nice, but they don't always have the buses on them, and the times are off. There's no bus for a specified time on one of the routes.
117132	The website is incredible difficult to manage and very inaccurate. Please update to make it easier to use and more on time.
117158	Slow.
117183	I don't like that you have to download a pdf to see the routes and times, and even then it's difficult to read and takes too long to figure out what you're trying to figure out.
117388	It can be difficult to navigate on mobile device.
117435	Wrong timing information for bus stops.
117440	Honestly, often times the website does not reflect actual times and routes etc. This seems especially true when it is late at night or during the weekends.
117474	For reasons above.
117487	It had not been updated. Bus status should be reported on the website.
117504	Never seems to give accurate times.
117526	When I use it on my mobile phone, the location on my phone doesn't show on the site. Also, when typing my location, it doesn't find a the location. For example, I will type "Newman Library" and it won't find a bus near me.
117614	It is very difficult to view the specific time pickups for some of the bus stops. When I am trying to get from Cassell to the University Mall area I cannot search between all the bus routes and it is hard to tell when the buses are switching between routes.
117709	Basically, same as my answer for bad weather. The last time I used BT website was at least two years ago, and at the time, I got the impression that it were notoriously inaccurate and they felt like it provided planned route information as opposed to real time route information. Also, I disliked that the locations were ranked alphabetically, because it seemed like seldom-used locations were at the top of the options and I had to scroll a long way to the more-used options down below.
117806	Because it is hard to access specific schedule information on the website.
117839	It is hard to navigate and unreliable.
118008	It is not clear when certain buses convert to other bus routes at certain times. The map does not allow you to put in destination addresses that would tell you which route(s) to take.
118164	Routes don't list detours and etc.
118293	You can only download the maps/schedules. I wish they would just be displayed on the website. It would also be nice if the maps were interactive so you could see when the next 2-3 buses would get to any particular stop.
118297	Same reason I gave the phone app.
118373	I haven't been able to find a map showing bus routes, and schedules are hard to find.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
118395	Hard to navigate, especially with limited stop times (have to click through several pages if looking for bus times later in the day).
118493	Very confusing website.
118577	Have occasionally been unable to find route times.
118647	Maps are not very understandable.
118657	Does not work.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118825	I'm not. I don't use it.
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118833	Sometimes unreliable.
118850	It also does not provide accurate information.
118856	Not up to date.
118926	The website is confusing.
119242	Not mobile friendly.
119294	Because the times are often not correct and it doesn't show me where the bus is and how long it will take to arrive as well as sometimes it crashes on me.
119307	Equally useless to the app.
119445	It's a bit of a hassle.
119605	Inconvenient and bus she duke was only in a small box.
119610	Not accurate.
119651	Would be really helpful to write stop numbers with the stop on the maps, most of the time I'm just guessing at what time a bus will get to stop if I have no idea what the stop number is when I'm planning whether taking the bus will be faster than just walking.
119857	Same as the app.
119957	Same as before.
119958	Difficult to navigate on a mobile device. Still better than the app though.
119988	Though it loads faster than the app, it does not scale sell on mobile devices and I'm not going to get out my laptop at the bus stop.
120021	The routes and times are confusing especially with University City Blvd closed and so much being shifted because of that.
120052	Getting the whole schedule for a particular root on the website is a pain. Things doesn't seem straight forward.
120086	Because it only has pdf schedules and utilizes absolutely zero new technologies.
120107	Website is down and I can't view any information.
120130	Some website information is wrong or inconsistent. Causing me to have to walk for 45 minutes.
120145	Never accurate.
120218	Sometimes it seems not updated as frequently as it should be.
120219	Glitchy from the phone.
120261	I think the maps on the BT site are a bit confusing. The stop numbers for each stop on the map should be posted somewhere because I think calling the BT number and putting in your stop number and getting the bus times are really helpful. But most of the times I don't know the stop number of where I want to get picked up from.
120315	It is not easy to check the website when I am already at the bus stops.
120518	Slightly difficult to navigate and sometimes unclear.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
120734	It is not mobile friendly, so you can't even use it at a bus stop. The app is useless, so you just have to sit and hope for the best.
120841	Sometimes they would not have updated information or information far enough in advance for that day.
120845	Same answer as before.
121079	It's clunky and difficult to use, or at least it was the last time I attempted to use it. Also I'm not sure where to say this but you should stop messing around trying to make your own BT app and instead you should focus your efforts on advertising/improving the accuracy Google Maps' public transportation routing which already has BT routes on it, is reasonably accurate most of the time, and works infinitely better than anything you could design, because it's Google who has and will always have more resources than you.
121145	Can only download pdfs. Not useable. Also the app is not updated with the most recent route change for UMS/UCB.
121208	Always inaccurate or is slow at updating to new changes in delays from traffic.
121274	The only useful information from the website is the live bus map.
121299	Website is somewhat hard to navigate and the schedules are not easy to find.
121372	It is not intuitive and it's slow; I always have trouble viewing information on the routes. It is generally easier to just look on Google Maps for bus route times. That is the main method I use to get route information.
121400	I wish it would tell what time the buses will start and stop for the day rather than just the next three times.
121413	Doesn't update enough -- BT's twitter account updates with service info more.
121420	It is often incorrect or not updated. And difficult to find information.
121459	It is not very user friendly or readable.
121481	Same as above.
121545	The BT website does not work well with mobile phones. I cannot plan a route, for instance. I'm not going to pull out my laptop at a bus stop.
121577	There is no option to view the schedules without downloading them; unless you know where the schedules are they are hard to find; hard to find contact information; website is not intuitive to use.
121651	It takes a long time to get to the information I want, which may be compounded if I'm in a building with less service.
121720	Hard to navigate at times.
121800	The times listed are never accurate for the actual times the bus arrives at the stop.
121847	I do not understand the bus routes' stop times in the way that it is presented on the website.
121974	Maps and schedules are difficult to find, and information about late night routes is unclear.
122079	BT classic works best! But sometimes it takes you to the new site which is less efficient.
122130	It doesn't let me plan ahead.
122158	There are a lot of glitches on the app that make finding a route or planning a trip nearly impossible. The time tables on website are very hard to read and do not give exact times for particular stops like the app.
122191	The live map is very glitchy and it often shows that buses aren't running even when they are. I am extremely dissatisfied with this feature because it has caused me to miss buses or wait in the cold for long periods of time.
122234	The schedules only show times for one direction, so planning is a guessing game when you want to go in the opposite direction than how it is listed. When trying to plan a trip, it doesn't allow you to plan for what date and when you want to go, only that exact time.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
122313	Sometimes times are not correct.
122548	It is hard to navigate on my phone.
122704	The stops and times are not very clearly found for those unfamiliar with the system.
122714	I've been on the site many times and have pulled dated, or just plain false, timetables. You don't keep up with it enough.
122816	Some of the links lead to a 404 page, and I found it difficult to get any information from the website regarding the route changes due to the UCB construction.
122827	There are times when Buses miss their schedule but the bus stop says the bus is still going to be there. One time TCB Converted to HDG and the live map website showed the same bus for both the routes. But TCB never came had to wait an hour in the storm.
123004	It is difficult to see route information on a mobile device. Also, if you are not at a time check, it is hard to find when it will be at your stop. This was my experience last year, it may have changed since then.
123219	One time I was trying to take the HXP and it wasn't running but the website didn't say it wasn't running and it didn't say why it wasn't running.
123259	Bus times are not always right.
123303	The busses don't come at the times on the printable schedules and it's really slow to load stuff.
123426	Because I didn't know about it.
123469	Impossible to use on mobile, which would be fine but the app is useless as well.
123514	Do not know about the website, no info provided with parking pass.
123645	The schedules change unexpectedly without notice. The trip planner is somewhat confusing to use.
123809	It doesn't have real-time info (at least not that I could find).
123944	The schedules are not clear (i.e. Two of the schedules for a certain route are labeled the same). Alternating bus route schedules are not easy to interpret.
124035	Can be a bit inaccurate and doesn't mention if the bus is full.
124234	There are no listings of the routes and all of their stops. A map with the bus routes drawn out would do wonders. I never know what bus to get on because I don't know where they will be taking me. There is no clear listing of times that the busses come other than on an app. You should not have to own a smart phone to use a bus system. There are signs at some of the stops but they just have numbers that don't mean anything to a rider; they should have the names of the busses that stop there instead of their route number. The times that it comes wouldn't hurt either.
124262	It's not as clearly formatted as it could be-- the infographics for route information can be kind of all over the place. It's doable, but it could be better.
124264	Its a pain to read and to get to.
124309	No real time information.
124534	Inconvenience.
124737	The pdf schedules are hard to read. Consult a professional designer.
124747	It's never on time, nor does it route out my method of transportation like Google maps does.
124776	During Fall 2015 semester, the BT website had outdated route information posted regarding the UMS route.(The stop listings were wrong, times were wrong, and it didn't note that the route had become an alternating route between UMS and UCB.) This caused me a lot of inconvenience and wasted time, and I only got the correct information after calling the BT hotline when they told me that the website had not been updated.
124982	Not as practical as other options.

Q13b. Continued.

<u>Respondent#</u>	<u>Response</u>
125101	It's very difficult to find which bus stop is closest and particular times for each individual stop. It needs an auto-locator on the front page that can at least tell you when the next three buses are coming like the app. Real time info would be even better.
125206	It is difficult to get to, particularly in places where cellphone coverage is bad where it might take 2 minutes to navigate through everything, and the buses don't arrive precisely at the time specified on the downloadable pdfs.
125221	The website is terrible and has troubles loading information and routinely stops working on my phone.
125225	Not always up to date.
125390	Route information is hard to understand and not very organized.
125470	I have found the website to provide incorrect information and is also outdated in navigation and appearance. I have actually found that Google maps provides more accurate and correct information.
125580	Unreliable, especially on mobile.
125927	It is very difficult to find the information you need, and variation in schedule and such is also not clearly indicated.
125931	Inaccurate.
126359	To hard to find the announcements.

Q13c. Why are you dissatisfied with this BT information source for regular route or schedule information: E-mail to BT with questions and comments?

<u>Respondent#</u>	<u>Response</u>
10275	Takes too long.
10426	No response to emails.
11877	Too much of a delay in getting a response.
12027	I'm not sure BT is viable in my area with cheap gas. I think a real time app or website would help. My biggest disappointment with the bus was having to wait beyond 5:30pm to get a ride home.
12172	No answer.
12423	I have never received a response to an email question or comment.
12805	Late with information.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14394	Sent text to number on sign, two weeks no response.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.
16655	Due to my experience with telephone.
17287	Have sent emails and not received a response.
17404	Already answered above.
100107	Don't use it.

Q13c. Continued.

<u>Respondent#</u>	<u>Response</u>
100662	I'm not.
101017	They don't send many emails.
101184	Never receive any of these emails.
101318	Ain't no one got time for that.
101588	Doesn't get back to me.
104468	It would take too long.
104647	No one uses email.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105143	I would rather be able to find the information quickly and without having to wait for a response.
105490	Never get a response.
106172	Not a quick enough response.
106397	For normal planning I should be able to find my information online.
106423	I typically don't like to email people.
106565	Not efficient, takes too long.
106932	Never tried.
107267	Slow.
107846	Bad.
107876	I have emailed BT concerning a specific driver and I received no response.
108970	No responses.
109006	This survey is way too long.
109460	I don't email y'all.
110212	Who does that?
110697	Takes time.
110834	Never received a response when tried.
111610	Too slow.
112206	Too complicated.
112516	Too slow.
112741	When you were trying to get on the bus and for some reason it's not there, you don't have time to wait for an email response. Usually your class starts in 15 to 30 minutes.
113000	I don't get emails.
113176	Same as before.
113365	BT does not utilize E mail enough.
113838	I only use email to get alerts.
114084	I didn't work for ma a single time!
114797	Its inconvenient.
115131	Not convenient!
116109	It's sometimes late.
116969	It once took 3 weeks from BT to email me back when I was waiting at a bus stop trying to figure out when the next bus would come.
116978	I don't think I even knew about this option.
117003	I don't email them because it could take longer than I have for a response back.
117158	Don't use it.
118093	They did not answer on the weekend.

Q13c. Continued.

<u>Respondent#</u>	<u>Response</u>
118110	I shouldn't have to ask about future events, they should be estimated and posted on a website/mobile app.
118285	Never emailed.
118406	Every time I email, it responds with the unable to connect to whatever thingy response.
118492	A bit of a hustle.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118926	They do not respond in a timely manner.
119605	Inconvenient.
119917	Never tried.
120538	More accessible to go online or social media.
120657	Didn't work very well when I tried it.
120707	You never got back to me.
120845	Same answer as before.
121481	E-mail takes a long time to get a response.
121545	I have never gotten timely responses to my emails.
121548	Don't use email.
122113	Emails should come more promptly.
122140	Don't think to email.
123138	NO replies.
123857	Never utilized.
124747	I never get emails.
124982	Not as practical as other options.
125016	I have never known about this source so I am unsure if it is reliable.
125181	I never received a response.
125435	Most of the time, the person responsible for replying never replies.
125576	Same as my previous comment on it (related to bad weather)--it's unreliable at the best of times. Info@bt4u.org just doesn't work frequently enough. As I said on the previous comment, tap into the resources of human capital in Blacksburg and take your systems into the 21st century.
126652	Slow, would take time to receive information.

Q13d. Why are you dissatisfied with this BT information source for regular route or schedule information: Calling BT on phone?

<u>Respondent#</u>	<u>Response</u>
10426	Placed on hold for long periods of time with no answer.
10699	No specific information were available
11878	Many times, it happened during off hours.
12172	No answer.
12238	The receptionist was not able to help. There is no option to schedule repetitive days for convalescence.
12805	Late WITH INFORMATION.
12870	Didn't get a real person.
13104	Rarely available.

Q13d. Continued.

<u>Respondent#</u>	<u>Response</u>
14337	Receptionists have given me wrong info sometimes, so can't trust anymore. Correct only part of the time is not good enough.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.
16039	Once I got routed around several times, and got tired of them trying to find an answer. Did not sense that receptionist was "listening" -- only spouting policy.
16655	In the past, I have called and despite asking a specific question, received incorrect information in the past leaving me to walk across campus at the end of the workday on a football game day.
16809	See prior comments.
17337	The person that answered the phone didn't have the answer and had to check with two other people before she could answer my route question...as it was, the answer I was finally given was wrong...
17404	Already answered above.
17455	Calling is usually the last resort, by which time I have almost given up on bus.
100107	Don't use it.
100662	It's outdated.
100844	I have had difficulty connecting with a person by phone.
101184	Inconvenient if in a hurry.
101227	DO not know the phone and take too long.
101244	Call is rarely answered and when it is I've yet to get the information I called about.
101588	Rude, unhelpful receptionists.
102338	For getting outdated info sometimes.
103617	No use.
104239	Same reason.
104468	I don't know the number.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
104970	When a friend of mine called asking about how the bus passes worked and where to buy them, there was a little bit of a hassle getting that information.
105143	That type of interaction would make me very uncomfortable. I'm extremely shy and introverted.
105490	Never get a response.
105903	Too much time.
106389	No answers.
106397	I don't like calling people especially when I think there will be a wait.
106423	I don't like making phone calls.
106565	Takes too long.
106846	No one ever picks up especially on weekends.
106932	Never tried.
107579	I called the number one time and did not get an answer.
107846	Bad.

Q13d. Continued.

<u>Respondent#</u>	<u>Response</u>
108345	Doesn't work.
108888	Once called, nobody picked it up.
108970	No responses.
109006	This survey is way too long.
109460	Never called.
110207	They are very pleasant, but do not provide accurate information or appear to be well versed in the routes at all. I called and spoke to someone over the phone this summer to figure out what busses I needed to take to handle a two stop trip. I was told to get on the bus going North when I should have gone South which added quite a bit of time to my travel. I called another time when the app was not working and the bus was running on an alternate schedule because of break - I was given a time that was 10 minutes off, requiring me to stand at the bus stop for almost 45 minutes for the next bus.
110212	Don't do it.
110430	Individual was not knowledgeable about the routes or the locations of the bus stops.
110697	Need to get number.
110834	Never had a receptionist pick up.
111091	Because when I called to hear when the next bus would come at my stop it never answered the phone.
112206	Not convenient.
112516	Too much work.
112741	When you were trying to get on the bus and for some reason it's not there, you don't have time to wait for an email response. Usually your class starts in 15 to 30 minutes.
113176	Same as before.
113355	Because this has been terribly inconvenient.
113843	The one time I called (a couple years ago), I was on hold for a while and by the time I was talking to someone on the phone, I already found out the answer.
114017	They didn't pick up the phone during normal business hours.
114338	She was incredibly polite the several times I called her stranded in downtown but the bus was not running on a reliable time schedule and she couldn't think of a solution to pick us up downtown. Which meant we were stranded for an hour in the freezing cold because the bus was running ridiculously early.
114797	Its inconvenient.
114851	Several times I had been stranded in Christiansburg because the bus gets filled out completely and they do not send other buses to pick us up. The person in the phone was rude and unapologetic about the situation.
115131	Not convenient!
115215	Can't ever actually get to a receptionist.
116374	Tried to get information about BT service on a football weekend. Got automated answer that did not explain altered bus schedules.
116978	The few times I have called/texted to see when the next bus was coming was after normal business hours and I never was able to talk to anyone.
117003	I don't call. I check the website.
117158	Don't use it.
118093	They did not answer on the weekend.
118164	Give incorrect information and are sassy.
118285	Never called.

Q13d. Continued.

<u>Respondent#</u>	<u>Response</u>
118492	Personally believe it isn't time efficient.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
118926	I have never had someone answer when I call.
119383	The receptionists seem snippy.
119398	It is slow.
119605	Inconvenient.
119685	Phone was not answered when I called to ask about bus time changed during bad weather.
119917	Never tried.
119944	It is really slow and sometimes it does not work at all! When it works, it takes like a century to get a little bit of information! For example, I don't need to wait a long time to hear "there are more than.... 5.... Departures...", I just need to know the time of next departure (or maybe the next two departures) from this bus stop. The automatic answering machine talks very very slow!
120657	I have never done this.
120707	Time consuming.
120845	Same answer as before.
121548	Don't call.
121720	The calling takes forever. Automated voice is really really really SLOW. PROBLEMS:1) I have to wait until the guy ends his introduction to move on to dialing my stop number. When I press a button before the guy stops speaking it stops and says "are you still there"?! 2) when I'm at a new stop with a lot of shuttles passing, I need to wait until I hear my own shuttle to enter the number. 3) When I click the wrong button or want to hear another option there is no return button unless the shuttle isn't coming at all! I have to go through the painful process again! 4) Just use one gender voice. It's annoying. I need some real time information with bus schedule with all the shuttles not coming on time or leaving. REAL TIME REAL TIME!!
122113	I'd rather not have to call.
122140	Don't want to take the time to call.
122334	When I call it's because there was a problem, so I don't start off satisfied.
122549	Busy.
123138	No one answers the phone.
123212	I just haven't needed to I the past because the website was up to date.
123219	I called the number on the BT sign at one point (after the website didn't help) and I was on hold for a long time and the electronic machine didn't provide very useful information.
123857	Never utilized.
124249	I wouldn't do that.
124747	I get the busy tone pretty often.
124982	Not as practical as other options.
125016	I've never had to do this before.
125470	I have found the system to provide incorrect information and have actually found that Google maps provides more accurate and correct information.
125730	Same reason as before. It was an automated system and didn't work.
126359	The automatic phone call always provides wrong info.
126652	Would rather use website/app.

Q13e. Why are you dissatisfied with this BT information source for planning such as getting regular route or schedule information: Social media?

<u>Respondent#</u>	<u>Response</u>
10679	Sorry I don't use it.
10811	Which media to look in? If I'm going to have to hunt for one SM platform in preference to others, I might as well go directly to the BT website., where there is likely to be lest "noise" between the message and me.
10889	Social media doesn't consider current conditions in a locality when deciding on priority of notification.
11039	Not everyone is connected to their phone, checking Facebook, etc., 24/7.
11303	I don't use it.
11573	I don't use social media email is best for me.
11714	Not sure if you're referring to FB or Twitter?
12172	Don't use it.
12423	It's a half measure compared to the use of the app and the website. I should have to rely on it.
12521	Never looked it up and didn't think to use because business info and facebook is often old.
12605	Don't use it.
12805	Late WITH INFORMATION.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
17427	No alerts received.
100107	Don't use it for BT trip planning.
100459	Not updated frequently.
100684	Social media does not accurately provide information.
100717	What BT posts on social media isn't popular enough for most people to see it in their wall unless they scroll down a good bit.
100896	Not many updates in regards to changes in routes. I don't think you can see updates about routes from social media though.
101017	They don't post a lot.
101184	Inconvenient if in a hurry.
101227	I never get updates on social media.
101376	Not updated often enough.
102355	Don't think they post regular route info.
103617	Not good.
103618	Not always reliable.
104468	It would take too long.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105893	Its great for emergency info, it doesn't seem to have daily info.
106172	I don't see anything on social media.
106212	I don't see any post about BT.
106932	Not many updates on closures, transit information.
107104	Not the most reliable.

Q13e. Continued.

<u>Respondent#</u>	<u>Response</u>
107228	I find that not enough updates and reminders are posted.
107632	I can't just pull out my computer at a bus stop.
107741	Haven't seen it utilized as much as it could be by BT.
107778	It's not well publicized.
107842	Times are often not listen or are significantly off schedule.
107846	Bad.
108042	I don't want to scroll Facebook for updates. That's the only social media I have.
109006	You don't need this level of detail.
109031	I have not seen or heard of this as an effective for of spreading information.
109061	I've never seen it via any source I follow.
109460	I don't look at bus stuff on social media.
109469	Don't use it much.
109586	Unreliable.
110005	Facebook not updated frequently so it's hard to use social media unless you have a twitter which I do not.
110250	Sometimes inaccurate.
112081	Don't really use too much. It is better to look at information that is stationary on a page. For example for facebook, the post may move down the page and not necessarily stay in chronological order.
112206	Not convenient.
112399	They do not post many updates, just emergency updates.
112516	Not available.
112741	Again this offers little descriptive information about specific times and routes. Maybe it will be helpful for an emergency or route change, but I still feel that there should be an alert that should be sent out if there is a route change because no one expects there to be about change so why would they check the Facebook or other social media page?
112907	Well I don't follow BT or anything, but sometimes updates are posted, but that's only if someone posts and if I see it. I'm not always on social media.
113355	There is basically no presence.
113543	Not enough information presented.
113636	It is usually just complaints about how the busses aren't on schedule or how the schedule is wrong or not up at all.
114003	Not always reliable.
114436	You don't post enough about bus schedules on social media.
114749	I rarely see it.
114797	Its inconvenient.
115131	Not convenient!
115697	Don't know many that has been useful.
116109	Don't know about it.
116193	I do not see enough from social media.
116809	Hasn't had the info I needed.
116926	Don't see the updates.
117003	I don't follow any of the social media.
117158	Slow.
117839	It is unreliable.
118285	Never seen it.

Q13e. Continued.

<u>Respondent#</u>	<u>Response</u>
118657	Post more often/important things.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?! And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119234	Not updated regularly.
119242	Not updated enough.
119444	Not certain if credible.
119605	I don't have a face book or Twitter or rely on social media.
119917	Not updated enough.
119960	I just don't think it's reliable and there hasn't been widespread promotion of this source, because I have never heard of it. I don't even know which platform it's on.
120707	I've never seen it.
120845	Same answer as before.
121545	I only have two social media accounts and only check in with them once a week.
121860	I don't have a twitter so I can't follow it.
122313	I have not seen social media but it would be helpful.
122991	Slow and lagging.
123081	Do not use.
123138	Not up-to date.
123809	Doesn't seem 100% accurate.
124747	It's only about hiring new people and not actual news.
124982	Not as practical as other options.
125016	I'm not subscribed to the social media pages.
125040	I'm not aware of any BT social media.
125351	Info never shows/shows up late on my newsfeed.
125888	Not prominent enough.
125931	Never helpful with my stop.
126652	Haven't heard of it before, would need to be more known.

Q13f. Why are you dissatisfied with this BT information source for regular route or schedule information: Friends or word of mouth?

<u>Respondent#</u>	<u>Response</u>
10426	Friends have just as hard a time finding info as I do.
10524	No one knows the info. None of us feel the BT is a good option.
10679	No one knows what's going on.
10811	I've no reason to assume they have better access to timely, authoritative information than I have.
11041	Nobody knows anything.
11303	I probably know as much or more about the regular routes.
11458	Because it is unreliable.
11714	Info is spotty.
12172	They don't know either.
12873	Unreliable.
13197	Same as stated above.
13321	Not as reliable as checking online, but faster.

Q13f. Continued.

<u>Respondent#</u>	<u>Response</u>
13528	Don't think they can keep up with routes accurately.
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14532	They did not have the correct information.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.
15391	Information is unreliable.
16358	Friends/word of mouth is an unreliable way to get accurate information about routes/schedules.
17067	Because they don't use BT so they don't know.
17333	Not always available.
100261	Friends are not exactly the most reliable source of information, but I don't think that's surprising to anyone.
100549	They could be wrong.
100586	People have told me bus times are sometimes off for them.
100717	No one ever knows what goes on with North Main's schedule.
101007	Everyone says different things and nobody knows the real schedule.
101008	My friends rely on the same sources I do.
101184	Inconvenient if in a hurry.
101227	I want to hear it from the actual source.
101318	Why should I have to use my friends as bus schedules?
101545	Because they know just about as much as I do which is not very helpful.
101881	Everyone always complains about how the buses never show up.
102139	Not a reliable source.
102446	Self explanatory, sometimes everyone thinks something different is happening.
102800	It's often inaccurate.
102814	People tend NOT to know when exactly buses will run until or if there are more buses past a specific time for a route, they don't know the frequency of those buses.
103095	No one knows, sometimes busses can be a mystery. I've seen one persons app say something completely different than mine.
103403	My roommates are prone to errors lol.
103618	Not always reliable.
104239	Same reason.
104397	More often than not word of mouth is not very reliable.
104405	They don't always know what is going on.
104464	Previous reasons hold.
104468	My friends don't ride the bus either.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.

Q13f. Continued.

<u>Respondent#</u>	<u>Response</u>
105404	They are wrong sometimes.
105903	Unreliable.
106172	No one ever knows.
107468	Same comments as before regarding weather.
107770	I like to be 100% certain and sometimes my friends have no idea what they are talking about in regard to buses, especially since there are a lot of routes and stops. So I don't usually trust them in this department.
107842	Times are often not listen or are significantly off schedule.
107846	Bad.
107945	Not always reliable.
108304	Again, people are unreliable.
108490	See previous reasons.
108670	Please check second question before this question for the same answer.
108714	No one knows what's going on.
108775	Most of my friends don't take the same bus, so there's not much information to be had.
108849	No one knows the schedule because buses leave at random times except for check points.
108970	Not reliable.
109006	You don't need this level of detail.
109042	Not reliable.
109192	Not super trustworthy.
109396	There are better ways to find the information.
109460	I don't have enough friends who ride the bus to talk to.
109469	Usually don't talk about BT.
109586	Not timely.
110005	Can be unreliable.
110211	They don't know the actual times.
110212	My friends suck.
110303	My friends are idiots who can't read the bus routes. One time we got dropped off at the hospital and had to walk to Wal-Mart because the bus wasn't going to be stopping at Wal-Mart.
110498	They don't know what they're talking about sometimes. Y'all need to get my friends sent to college or something because they need to learn this stuff.
110548	When I ask them about BT, their answer is complicated and without a map or a list or a schedule or some sort, it's not worth getting the explanation.
111266	I need to make friends with people who ride my bus route. My other friends just don't know.
111610	People are wrong.
112061	Not reliable.
112206	Not convenient.
112397	They can be wrong.
112516	Not practical.
112654	They are wrong sometimes because the other sources are wrong.
112741	This is completely unreliable and should not be considered the source of information.
112907	They are not always reliable or up to date on their information.
113165	Everyone says something different, most people don't give proper information.
113543	Again, friends are not reliable.
113636	It is usually just complaints about how the busses aren't on schedule or how the schedule is wrong or not up at all.

Q13f. Continued.

<u>Respondent#</u>	<u>Response</u>
113749	They don't know either.
114003	Not always reliable.
114119	Unreliable information.
114132	Sometimes my friends relay false information.
114278	This is an unreliable source of information.
114311	She didn't know for sure when the bus was supposed to come.
114541	Some people get routes confused or aren't right and provide misleading information.
114749	Friends might have wrong info.
114797	Its inconvenient/not reliable.
115131	Not convenient!
115188	Please see previous comment.
116034	It's inefficient if you're traveling alone.
116184	Two different apps have different times and it is unclear which is correct.
116809	They didn't know.
117003	Most of my friends drive instead.
117158	It's hard to keep up with the bus schedule.
117183	People always seem to say different things, and I've had people tell me the wrong information before, but don't really have an easy way to check to make sure what they're saying is right.
117790	Not spoken to friends about routes and timings.. But, I want the service from BT App service to be more clear. This is because TCB routes are not mentioned in the BT App at all.
117801	Sometimes they're wrong and I miss the bus.
118008	Friends (even one who is a bus driver) cannot rely on BT either so their information is never definitive.
118062	I don't trust the word of mouth. I need a more reliable source.
118165	It does not seem like the word of mouth information is always correct.
118492	Reliability of information.
118647	Sometimes you hear different versions about the same thing....
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119155	I can get relevant information too slow for me to act on it.
119294	They are usually right but not always.
119307	They don't know when buses come because all of the ways of us receiving bus schedule information are incredibly useless and inaccurate.
119398	I don't have any friends.
119579	Again it doesn't seem very efficient and people are often wrong.
119605	Most my friends commute by bicycle as well.
119830	Same reason as previous.
119958	Unreliable source.
120021	Unreliable for times.
120232	Sometimes this information is not accurate.
120707	They complain about the bus coming late which makes them late for their classes appointments and jobs.
121282	People don't always know everything and I would prefer an official information source.
121299	Friends don't always give the most reliable information.

Q13f. Continued.

<u>Respondent#</u>	<u>Response</u>
121860	Friends don't always know what's happening with BT.
122113	Don't know for sure if info is correct.
122334	Friends don't give concrete information.
123265	Unreliable.
123426	Because it's helpful but not fully reliable.
123469	It's annoying to rely on word of mouth for routing information.
123561	Friends don't know enough about BT transit.
123657	Same as last question.
123706	People think the buses run later than they actually do.
123736	I don't talk to my friends on a regular basis about BT transit.
123809	Not 100% accurate.
123890	This is unreliable. I'd prefer to have the info come straight from BT.
124035	Limited info.
124357	Word of mouth is not a good way to get exact times and schedules.
124747	No one knows what's going on.
124751	Unreliable.
124937	See previous.
125196	It is not a reliable source.
125206	Generally I am the one giving other people information, rather than getting it from them, but it certainly isn't something I can rely on as I regularly use the bus and it would be unreasonable to ask other people to look up information for me.
125225	Not always accurate.
125266	Standard bus schedules change randomly sometimes and people say busses will come at the wrong time.
125351	They assume you're not running/will be late each time it snows.
125430	Inconsistent.
125576	Because my roommates are stupid and don't know what they're talking about. Not any fault of yours.
125799	The times shared by friends/word of mouth are often the official scheduled stop time, rather than the actual [current] times. The schedule seen on BT4U etc. Is rarely consistent with those published on the BT website, for better or worse.
125888	No friends ride the buses I ride in Christiansburg.
126076	Not always accurate.
126080	Friends.
126281	Some people know what they're talking about and others don't. Wouldn't want to miss class just by listening to someone who was wrong.

Q13g. Why are you dissatisfied with this BT information source for regular route or schedule information: Face to face at a staffed desk?

<u>Respondent#</u>	<u>Response</u>
10679	Sorry haven't used it.
11303	Where would it be? Where would I be? It doesn't seem likely to be where I need it to be.
11573	It is not convenient for me to go there.
12172	What desk?

Q13g. Continued.

<u>Respondent#</u>	<u>Response</u>
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
16100	Staff at Squires was unable to give correct departure information.
100107	Don't use it.
100662	That's hard to get to. And facing someone will be intimidating.
101184	Inconvenient if in a hurry.
101227	Where is that?
101318	Once again, where is that?
104239	Same reason.
104468	It would take too long.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105143	I would typically avoid that type of interaction, in addition I would be too slow of a response. A real-time app or ever-changing electronic sign or website update would be easier.
105903	Too much time.
106172	I've never been.
106397	If I want to get somewhere and I'm by a bus stop I don't want to have to find a staffed desk.
106423	I'm usually pretty busy with other things.
106932	What face to face desk?
107846	Bad.
109006	I'm not going to answer the remaining questions accurately probably.
109031	I have not seen this desk so therefore I do not see this as a useful means of spreading information.
109396	I am not going to drive to a staffed desk to ask questions. I would need a bus to get to the staffed desk.
109460	Never seen a staffed desk.
110212	Who does that?
110697	Need to go there.
112206	Not convenient.
112516	Almost impossible.
112741	This is completely unreliable and should not be considered the source of information.
114797	Its inconvenient/nonexistent.
115131	Not convenient!
116109	They're un knowledgeable.
117158	Don't use it.
118110	I shouldn't have to ask about future events, they should be estimated and posted on a website/mobile app.
118285	Would never do this.
118492	Too tedious.
118691	Sometimes don't have correct information.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!

Q13g. Continued.

<u>Respondent#</u>	<u>Response</u>
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119605	Inconvenient.
119917	Never tried.
120657	Didn't know there was one.
120845	Same answer as before.
121096	Nobody goes to a desk.
121548	I don't go to the office.
122113	I don't have time for that.
122140	Don't want to go to a desk and ask.
123137	It's really uncomfortable and I would rather just check the website, I also don't even know where I would go to have a face to face chat with someone for the BT.
123138	Haven't seen the office.
123857	Never utilized.
124249	Chances are, I wouldn't be able to get to the front desk in a storm.
124982	Not as practical as other options.
125016	I've never experienced this before.
125888	No staffed desk near me.
126652	Wouldn't know where to go to get info on.

Q13h. Why are you dissatisfied with this BT information source for regular route or schedule information: Electronic signage with real-time information?

<u>Respondent#</u>	<u>Response</u>
10048	As previously stated, where are these signs with all this useful info?
10317	I don't have a smart phone, but I do have a tablet. However, I don't have this tablet with me at all times to look things up.
11044	There isn't any around...is there?
12172	What signage?
12423	Not always available at all locations.
12873	Have not really seen any of these signs.
13196	I never see the signs unless I'm riding the bus already! I suppose that can't be helped, but an electronic sign is not a good place for real-time data because one is already committed to riding. Electronic signage is better suited to advanced notices which would help frequent riders in the near term future.
13433	Do these even exist?
14170	When VT closes, BT closes. If you happen to work at the dining units and deemed the Essential personnel have to still be at work, and BT is the only source of transportation, which causes no alternative transportation.
14396	Because the time frames/routes are not conducive with my work schedule. (It takes me at least three buses to get to my office and half an hour where driving takes me 4 minutes. Literally.
14571	The person who has designed this questionnaire either inadvertently or deliberately has missed an important perspective. The reason that I don't use the BT is because of inconvenient routes. No amount of app improvements, phones, web sites, social media, electronic signage is going to fix that problem. Once I can use the BT regularly, getting information becomes relevant. Right now, it doesn't matter how you disseminate information all of it is noise.

Q13h. Continued.

<u>Respondent#</u>	<u>Response</u>
15187	To my knowledge there is no signage available with route information at bus stops.
15966	I need information more when I'm not on the bus, not after I've already gotten on.
17395	I don't know where I can find those information.
17455	There is no such signage now, would be great if you have them.
100208	Time is always off from what is really occurring.
101008	The signs I have seen have not worked in over 3 years.
101184	Inconvenient if in a hurry.
101227	Where is that?
101700	Do not have electronic signs to show bus time arrivals, and/or departures, and possible wait times.
101986	As previously said, nothing of the sort exists that I know of.
102153	Have not used enough but difficult to see on mobile device.
102161	Clumsy.
102667	Because.
102870	Signage on buses sometimes confusing. Switching to number routes may make this easier to understand.
103095	To my knowledge, it doesn't exist.
103574	Wait, this exists??
103796	I do not see these around anymore. I think having more of these around would be fantastic!
104239	Same reason.
104468	The signage on the buses is hard to understand.
104632	As mentioned before, these usually are out of order at the stops I frequent.
104769	The service never is able to display real time information and is unable to provide the capacity of the bus rendering it basically useless for my application.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
105808	Where is this "signage?".
105965	There aren't enough signs and they don't have real time status updates on the busses.
106172	I don't know what this is.
106397	I don't know what this is.
106423	I prefer other methods of obtaining information about Blacksburg Transit.
106932	Please put this in, would be amazing.
107460	There isn't anything that I have found that shows where the buses are (i.e. How long you will have to wait to get on a bus).
107778	It's not very clear.
107846	Bad.
107858	It's not everywhere.
109006	You need to limit your survey to like 8-10 questions in order to get a reasonable response.
109031	I have also not seen this so it has brought little use to spread information.
109061	I've never seen it.
109460	I don't think BT have any electric signs posted anywhere.
109899	I've never seen electronic signage that shows real time BT service info.
110212	There isn't one.
110733	I have not seen a single sign like this.
110834	Haven't received accurate information when tried.
110846	There isn't any that I know of.
110847	<ditto>

Q13h. Continued.

<u>Respondent#</u>	<u>Response</u>
110887	Alerts are delayed.
111212	I was not aware it existed.
111610	Those are mostly wrong.
112206	Not convenient.
112346	The app`s never work and say no buses when there are.
112399	I have never seen an electronic sign, but would appreciate having signs at stops that provide real-time arrival updates.
112516	Great option!
112741	I've never seen one of these so either they're completely rare which is ridiculous or they don't work. If each bus stop I had an electric sign that said when the next bus would be arriving and its status, full or open, that would be extremely helpful, but it would be more helpful if the sign would be enough to be seen from the surrounding apartments. Some people walk five minutes or so to get to a bus stop and then to see that the next three buses that are coming are full is kind of a slap in the face.
112822	Never seen electronic signage.
113398	They're inaccurate. The "text this number to know where the bus is" sign is also very inefficient.
113457	The live feed doesn't work or isn't reliable.
113893	Signage is not readily available.
114379	I don't see any electronic signs above stops - only on busses. Above stops would be nice to see when the next bus would arrive.
114492	No signage.
114797	Its inconvenient/unreliable are you asking about the signs on the buses because sometimes those change after I've gotten on the bus and I don't end up in the right place. If the driver changes routes they should notify the passengers.
115959	Have not seen any electronic signage.
116472	I would like to use it, but I've never seen it. Need more signs.
116909	Viewing signage on the buses in route would often be while I am waiting for a bus and therefore too late for me. Would prefer these updates in advance.
117158	Slow.
117614	The old sign at the University Mall Lobby was very helpful, but now it is gone. It would be nice to have them at other stops.
118164	Doesn't exist.
118165	Sometimes it is hard to see the signs and you may miss information that would be helpful.
118406	Not available.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118827	Because I can't use BT, even though I'm paying for it. So I don't even know where to get information.
119242	Where does this exist.
119605	Inconvenient.
119617	There are no electronic signs that I am aware of. Such signs with real time departures and weather warning should be installed at the hubs and major transfer bus stops.
119917	Doesn't work half the time.
120219	Glitchy with phone.
120233	I have not encountered an electronic signage yet. I didn't know it exists.
120845	Same answer as before.

Q13h. Continued.

<u>Respondent#</u>	<u>Response</u>
121111	Have not seen.
121548	I don't use it.
121776	There is not a single bus top where I have seen "electronic signage". It's only inside the buses. Why is this option even in the "satisfied/dissatisfied" question?
121800	It has no information about time checks or whether the bus is running late or early.
122113	Would never look at that.
122711	No clue.
123138	Haven't seen one.
123561	We need on at every stop you show when and what buses will be coming and at what time.
123857	Doesn't exist.
124249	No clue what this is.
124737	There is signage?
124747	I never see electronic signs unless it's on the bus, and the ones on the bus aren't just that useful.
125016	I don't even know what this means.
125576	Some of the signs are no longer working, in particular last I attempted to view info at the University Mall sign, it didn't work.
125648	I haven't seen it.
125833	The signage is fine. Maybe some information at the bus stops to let us know when the next bus or busses are coming.
125888	What electronic signage?
126652	Not sure what this is.
126881	See comment from first section.
126904	I've never seen it.

Q14. Do you have any additional ways you would prefer to get information to and from BT that have not been mentioned in the survey?

<u>Respondent#</u>	<u>Response</u>
10015	Google Maps.
10043	VT Daily News or Alerts in the event of inclement weather.
10093	App that work or an accessible schedule that is accurate.
10104	Google Transit.
10137	Pie in the sky want: Electronic kiosks at BT stops.
10139	When you say electronic signage, do you mean at the bus stops that would be cool.
10187	Each bus should have posted the schedule and route for each driver to see, ucb and ums.
10194	I would love a printed map and schedule. I would like better signs at the stops with schedules and maps, "BT" on the sign is insufficient, especially for new residents. I was here a long time before I realized that those little "BT" circle signs were for the bus. I was used to the fantastic bus system in State College, PA, with signs, schedules, enough routes, etc.
10275	Texting the bus # is preferred as it's instant, but I'd like it to be improved as the response can be off sometimes.
10302	Generally I am flummoxed by how underserved the professional adult population is by BT. I moved 30 minutes from Blacksburg, but when I was living in Foxridge during the holidays it was terribly difficult to get to work in a timely fashion. This seems typical of the mindset of Blacksburg legislators, however, who don't really want to do the work necessary to figure out how to make this a more vibrant and livable place for people who actually LIVE here fulltime.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
10317	More up to date website info, and an app that I could download on my tablet would be nice.
10527	Email.
10679	More trips so that if I miss my bus I'm not late.
10822	Blacksburg alerts.
10941	At University of Maryland, there were real time signs at each stop that said how many more min. You had before the bus arrived. That was over 5 years ago - would be great if VT got something similar.
11041	App, include stop conditions, build covers at stops and get the city to clear sidewalks. When there even are sidewalks.
11058	Print out route maps at covered stops.
11068	Text message, or phone call message.
11077	My secretary.
11115	Text.
11143	Twitter was very useful during weather incidents.
11303	Real-time maps of routes on the website -- not pdfs.
11580	Provide paper timetables that riders can pick up from the buses or downtown.
11667	On an e-mail listing.
11686	Newsletter through VT daily news.
11714	Maps and schedules posted at shelters.
11749	What wrong with the signs that already exist?
11889	Text.
12088	It would be nice to have an app that tracked where the bus is on the route like some big cities do.
12122	The website needs to be more specific about alternating routes.
12172	Free high quality app.
12204	Send out alert to people who subscribe.
12219	Email works for schedule changes.
12221	I would like to see maps and schedules at every bus stop.
12244	Printed brochure.
12265	App that does provide accurate real-time data.
12287	Signs with schedules at major bus stops such as West Campus.
12374	Signage in Newman Library.
12475	Ask a bus driver.
12497	My kingdom for a paper schedule in brochure form!
12519	I used to like the paper schedule which I could hang in my office.
12674	It would be nice if they had a text alert system that you could customize depending on which routes you frequently use.
12693	Phone call...like VT alerts in the case of complete shutdown.
12706	Text alert with information about specific route(s).
12776	Option to roll phone for BT Access (961-1803) to BT bus dispatcher 961-1185 when no receptionist during normal business hours.
12805	Not waiting to look AT YOUR WINDOWS before posting information.
12824	Email or text stating route changes or delays.
12865	Ride, BT about once a month, it's great, wish you had service to Craig County!
12974	Real time/electronic marquee at stops for the Christiansburg bus would be wonderful!
13194	I've never ridden, but I feel BT does a great job.
13405	Text message.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
13433	App with reliable real time information that isn't buggy and isn't like trying to find my way through a maze.
13446	Regular printed brochures for the major routes.
13586	The following suggestion is the main reason I am filling out the survey. It is suggested to place printed timetables of regular routes on the signposts of the relevant route, instead of a redirection "go to a web site" or "download the application". It can fit on one sign, and it would not have to be updated more than about once every few years if and when the route schedule for that route changed. The cost would be negligible, but it would be of great assistance in planning transportation, especially for riders who do not always take the same route and have the regular schedule memorized.
13598	Alerts of changes sent to me and tailored to my selected route.
13650	Re do the whole website, simplify, stop chasing technology and get your crap to work!
13678	Maybe BT alerts to phone or email, or a better functioning app.
13776	App with real-time location of bus.
13801	Please, Bring out printed schedules back. They were the best.
13977	In a VT alerts email, like when we receive an email to say the university is closed due to weather.
14066	App that takes you step by step from start to destination, like MapQuest driving instructions.
14175	You need to redesign the app from the ground up because it is horrible and impossible to use and it is not coordinated in real time.
14188	How about a print timetable!! Not everyone has a smartphone to find route info.
14233	BT website.
14606	Send text when pre-planned route times are approaching to ensure get to pick-up site on time.
14735	Email.
14774	Is there any way to alert the driver that I want to be picked up? I understand this wouldn't work if I am too far away from the stop.
14827	VT news.
14896	I get most of my BT info via the Blacksburg Alerts e-mail system.
14898	Blacksburg Alert.
14994	Email.
15059	List of bus routes that stop at a location alongside a time schedule under normal/weekend circumstances.
15088	Advertise on TV.
15432	From the drivers themselves.
15756	An app that tracks where the bus is. An information desk or electronic sign that has all of the upcoming busses times and how far away they are (time wise) in squares.
16012	I use Google maps frequently.
16039	Regular routes, regular times, schedule signage at all stops.
16080	Texts would be great.
16258	Text messages for pre-set areas requested by user.
16358	Blacksburg Alerts is typically how I hear about BT detours or cancellations.
16690	Blacksburg Alerts (I think this is used already) and VT Alerts (I don't recall if this is used for BT info).
16778	I would like an active map that I can click on my begin point and end point and have my options displayed with expected route times.
16812	I would like to have a way to put my origin and destinations into an online map to get my route options.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
16918	An alert if service will shut down by calling or texting my phone.
16990	A text when a particular route is changed would be great.
17040	Radio and TV stations could be used more with quicker updates.
17215	3rd party apps.
17287	Text to cell phone.
17395	I want to have a hard copy of the regular schedule like you provided before (up to several years ago.). I don't have a smart phone, so I can't check while I'm on a trip.
17427	Get the app to work properly in real time.
17455	Real time bus tracking on your website. Check NC State bus service, etc.
100025	Notifications on app.
100039	The app should have push in notification for any information that BT gives out.
100041	Text during bad weather conditions.
100146	Make the app better because half the time it doesn't work, and make it actual real-time not just a schedule. Because the buses are never on time!
100220	Real time Google maps.
100268	Just email me at the start of the day if there are major, novel route changes or stuff. If you know a bus is going to be full, message me if I'm waiting at the next damn stop.
100279	"BT Mobile" app on Google play store.
100363	A better app.
100383	A good app or website (key word being good).
100459	A better app.
100523	Text, like VT-alerts.
100577	I use Google maps to schedule my route.
100591	Through an app that actually works.
100603	I prefer to use Google maps to get current bus schedules.
100604	It might be nice to be able to opt-in to a text or email alert service for routes you ride frequently.
100621	A proper, updated Android application.
100684	Provide tracking in real time for all the routes currently running (similar to Radford Transit), Put up electronic signage at bus stops displaying routes and times until arrival.
100710	Bt4uclassic.org/mobile.aspx.
100714	Text messaging system where you text the name of the route and stop to a certain number to see the next few times a bus will be available at that location- for those without a smartphone or quality internet service. For example: text UMS Burruss to (insert number) and they send back "next 3 stop times at destination: 11:25am, 11:40am, 11:55am".That'd be pretty cool.
100717	An app with accurate and reliable times.
100814	Text message if busses are cancelled because of weather.
100844	It would be cool if there were digital signs of some kind in high traffic bus shelters, downtown, etc. Indicating current schedules. Some sort of text service for emergency announcements would also be nice. I'm not sure if this is currently available.
100849	So far I've heard the app is barely functional, so having a 100% operational app would be great. The text alerts need to be faster and more reliable (many times I haven't gotten a response).
100896	Digital signage at major bus stops/time stops was actually a project proposal I actually came up with. I saw it suggested in this survey, but I think it would be an incredible idea.
100943	Google maps.
101046	Add trip planner feature to the BT app; including current location and destination.
101083	A better app.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
101116	A better app.
101376	Use the same GPS technology that Uber uses to show real time where the bus is.
101408	Text message alerts.
101412	An App, but some friends have said it wasn't updated fast enough.
101517	Text messaging.
101579	It would be helpful if the University emails about closings/delays had more BT info than just a link to their website.
101588	Google Maps.
101606	I would prefer getting a text.
101639	Outside app that I paid \$1.00 for.
101645	Text/email updates on specific routes.
101760	The text feature that used to work like 2 years ago that is advertised on many of your signs.
101816	WORKING APP.
101862	Application.
101865	Text updates.
101986	Ihokie.
102044	Texts.
102110	Updates at bottom of VT TV.
102175	Text.
102208	Google maps.
102314	I generally use the website, but a more interactive website that doesn't require a PDF download to find bus schedule would be better. A mobile webapp could even grab GPS location and give next bus schedule.
102330	Cell phone. SMS messages.
102350	Text alerts.
102499	SMS message.
102693	Better improved app.
102800	Google.
102816	Fix the app.
102820	Txt msg.
102828	For emergency notifications, texts would be appreciated. But definitely not on a daily basis.
102858	SMS updates.
102959	Stop-side info.
103018	A functioning app that will actually update real time.
103028	Keep the app and website updated minute by minute.
103035	Maybe an email listerv like vtalerts which sends notifications for people who want to know stuff. And I could select the routes that I want info about so that I'm not spammed with Hethwood route changes, and what not.
103153	Dynamic signage at the stops, or inside the actual bus.
103292	Twitter.
103299	Find a way to make his rides from 7:45 to 10 less crowded.
103349	Its better to have an app that tracks the location of the bus to see if it is ahead of schedule or behind schedule.
103427	As a driver, please continue to use When to Work (major platform I use other than a call to office or dispatch).
103476	Subscribe to text alerts for specific routes (closings, detours, etc.).

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
103501	Ability to sign up for texts on detours, route changes, service changes, etc.
103574	A *usable* mobile app, a *functioning* website, or electronic signage that actually exists...
103640	Maybe an electronic sign by the major bus stops that have a shelter. The signs can have an up dated map that shows real time travel of where the busses are.
103696	Never seen electronic signage? Update the app!
103751	Electronic signs would be great, and hopefully not too expensive. I know the City of Portland has something like this.
103812	Opt in text alerts would be dope.
103863	It would be nice to have the timetables of normal routes at the bus stops (i.e. Where there are not time checks).
103865	Google Maps.
103909	Better apps.
104027	I wish there were real time updates at the bus stops but I understand the investment would be costly.
104067	Printed information on bus stop signs.
104132	Google maps.
104134	Update the APP.
104162	Being able to sign up for alerts.
104218	VT email address alerts on route closing for weather/football games.
104225	Texts when the bus is 5 minutes away from the stop. Or a tracking device in the bus that riders can access on the app.
104237	I would like to see major stops have a small ipad sized screen which could display the next available bus for each route that serves that stop. Solar powered screens or something of that sort.
104288	More double decker buses.
104321	Texting the sign number.
104418	I would love a bus from Surge to Mccomas.
104519	Text updates.
104520	I use Google maps. It is the only easy to access and reliable source I have used.
104647	App that works.
104730	Map/timetable on website that doesn't require downloading.
104766	Text messaging subscription for detours/delays for certain routes.
104825	There are many bus apps that are better than BT's actual service app. For example the orange one created by a student. This app is often way more reliable than BT's own app. One GOOD and RELIABLE app would be the best way to get information to the mass of students.
105118	A better app that works for Android devices.
105122	Texts.
105148	Text message.
105281	I with the progress bus picked up at burruss again. Walking to squires is very out of the way.
105316	There should be a way to sign up to get emails about changes in specific buses that you use regularly.
105318	Text alerts in major weather emergencies (when buses cancel due to snow).
105357	Your app never works or loads or has any of the times for buses. It works maybe 15% of the time. I deleted your app.
105408	Viewing screen with updates on bus times and locations.
105449	BT specific text message alerts that you can sign up for, even for a specific route of interest.
105724	A better phone app.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
105774	Email updates, or text alerts would be great.
105865	Texts in reference to which bus line one takes, or email alerts.
105927	Listserv.
105965	Better app.
105973	Wechat.
106024	Text message.
106258	Possibly regular surveys to gauge student/rider opinions about service through BT.
106275	Have the app display real-time arrival times, so I can tell if the bus has already passed early, or if it is running late.
106300	Have an app that functions.
106316	Ihokie app.
106654	Real Time Info signs at all stops would be awesome.
106703	Text message updates.
106720	Email.
106748	Depending on how feasible it is, BT could have users sign up for an SMS update feature for instant, real-time updates. The advantages here are - it's simple, fast, and even non-smartphone users can access it.
106932	Updated, working phone applications. Live message board or schedule boards placed around campus, or at least Burruss and Squires.
107077	Text alerts.
107168	Opt in texts with alerts to large deviations in schedule. Issues such as snow delays and detours. The best would be if you could sign up for alerts only for specific routes.
107260	Perhaps allow people to subscribe to a text service, which alerts of delays route changes weather etc.
107273	I would like to receive an email from BT when they change routes that I use often.
107348	Google Maps.
107506	It would be nice if you could create an account with BT4U, and receive notifications via the app (if it ever works properly) about when buses are coming to particular stop during XX hours. So say you leave work every weekday around 7 pm, it would be good to have a notification as to when the next bus is coming so you don't miss it by one minute and have to wait 30 minutes. Real time updates personalized to the individuals. We already have to deal with the duomobile, so we've got Virginia Tech apps on our phones that have log-in information. Make it worthwhile.
107535	A "trip planner" (where you can enter your point of origin and destination and an algorithm calculates a bus route for you) would be very useful.
107581	If they aren't running I would like a VT alerts or some sort of email.
107727	There is always an issue with the UCB and UMALL buses getting mixed up. I'll get on a UMALL bus but it'll take me on the UCB route. I get on UCB and it might take me on the UMALL route. It's more of an inconvenience when the buses swap like that when I'm on them. So if this issue could be clarified I would really appreciate it.
107759	Email.
107777	Just a more user-friendly app. Currently, I find Google maps more helpful than the BT app.
107778	Emergency weather texts.
107821	Text message.
107837	Real time information and schedules in BT website.
107876	An app that actually works.
107945	Signs with routes.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
107996	Text alerts could be useful in the event of emergency updates regarding routes and schedules-- especially where weather and inconvenient traffic might be concerned.
108139	I would like the LIVE MAP to come back.
108286	Real time always up to date information about routes.
108415	Text message.
108490	Text (like the one you had at some point.).
108614	Have them be able to text your cell phone with the route schedules you request.
108869	A fully functional app.
108893	I didn't even know most of these things existed.
108928	Make time tables easily available.
108970	Make a decent app.
109006	App
109025	Text message alerts.
109028	Emails, or text notifications; similar to VT Alerts.
109031	Physical scheduled at the bus stops. Or electronic schedules at the bus stops.
109061	Text.
109104	Email.
109109	From my b.o.c.
109248	Town crier.
109356	I wouldn't mind email notifications. Maybe an option to sign up for notifications just for certain routes when they are affected?
109360	Real-time notifiers at all the stops for all the bus that go to those stops.
109497	Google maps.
109529	In case of an emergency, having the information in VT alerts would be nice.
109638	I wish the BT website/app would work like this: you give start and end point and it gives all possible routes of how to get you in between those. Right now it only shows one route at a time, and that can be hard to figure out, especially for someone unused to the bus system.
109789	Texts.
110059	Better app, better website, better everything.
110091	It would be helpful if we could subscribe to text alerts about changes in our frequent routes.
110111	You need a live feed bus app. Something reliable.
110207	I would appreciate the option to receive automatic text updates about my typical routes.
110211	Improved app, and website.
110280	Get emails sent to VT email about weather closings and delays.
110442	Email subscription on route/service changes.
110488	An app that works!!
110556	Live updated bulletin at major stops like newman and burruss and mcomas.
110583	Email/text alerts from BT when they shut down for inclement weather.
110602	The app is very handy but it can sometimes be hard to decipher if you are new.
110693	Small digital signs at the bus stops showing real times of busses coming would be expensive but truly amazing.
110697	Text message alerts.
110757	An email that alerts me when the bus is not running.
110834	Sign up for a text service where you can opt to receive a text stating when a bus for a particular stop # is expected to arrive each day.
110846	Text messages.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
111032	Google Maps.
111111	Text Message.
111137	Text alert.
111266	Cards located on the bus with updated schedules (for all bus routes). Cards or a poster I can take a picture of.
111389	I would like to know the regular bus schedule for every day, and at what time the bus schedule switches from every 15 minutes to every 1/2 an hour rather than having to look up what time the bus is coming every time I want to ride it.
111454	Email.
111536	An app that actually works and is updated more often. The website is the only place I can receive the stop times.
111601	A real-time app that works.
111633	Text message.
111946	Be able to sign up for text alerts.
112038	Google maps integration.
112047	Text.
112119	How to use the service.
112346	Apps that actually work well.
112350	Carrier pigeon.
112355	Independent apps.
112369	Google maps is very reliable and is what I use 99% of the time.
112422	3rd party apps.
112423	Electronic real-time display signs at major bus stops (on and off campus timechecks) -> every stop would be nice but probably really expensive.
112819	Email.
112909	Improve the app so it doesn't crash as often, or freeze. Also use better mapping system within app.
113000	Text of schedule.
113008	Text alerts.
113058	Electronic signage, heated seats.
113133	Keep working with Google Maps. Keep them updated with delays or cancelled buses.
113135	Times posted at stops would be helpful.
113279	Would nice to be able to text a question and get a fast answer.
113296	FIX YOUR APP, WEBSITE, AND CUSTOMER SERVICE SKILLS.
113547	Email me with any major changes daily; I could subscribe to alerts for specific routes that I use.
113636	Text alerts like the VT alert system.
113645	I liked the phone call automated system, but have never been able to get the text system to work.
113726	Through VT email.
114015	Text message alerts.
114084	Google maps.
114097	BT alerts via text message.
114129	Automated text alerts that students can subscribe to- example, I could subscribe to Hokie Express alerts that would warn me of route changes, etc.
114171	During inclement weather, texts for those who sign up for them to inform riders about closures and delays.
114278	Printed timetables at bus stops or hubs.
114310	An app that actually works.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
114327	I've used the BT4U phone call automated system and that is pretty helpful.
114338	Texts if bus is running early.
114436	Please make sure your buses are more on time. I have waiting for a University Mall bus 25 min after it was supposed to be there plenty of times. Also make sure your drivers actually know how to drive. They have made me very carsick multiple times.
114530	I really like the call in option. The audio though is painfully slow, and you can't skip the audio until it is complete. I would also love to see in synced to actual bus location. Also I would love to see print outs at the stops themselves of the regular schedules.
114624	Maybe a text alert system like VT alerts?
114698	Google Maps.
114749	Real time clocks at major bus stops (Burruss, torg, Emporium, etc.).
114756	Text alerts.
114935	Text message.
114981	Texts to alert BT closure due to weather.
115044	Listserv for transit riders for info.
115062	BT classic.
115070	You should be able to check in with a bus and get an alert for 5 mins before it arrives.
115131	Providing the GPS location of each bus is the only way that could suffice me.
115387	Email updates about cancellations.
115393	Sign up for text updates for specific routes.
115483	Text message.
115589	Maybe a text system you can subscribe to for each bus route you take and it'll send you real time changes.
115676	Paper bus route handout available on the bus. Info should NOT be dependent on someone having access to website or cell phone, since not everyone can afford those luxuries. A public bus needs to serve and focus on low-income folks.
115691	People could sign up for cellphone notifications (maybe through the app).
115974	Text alerts!
116090	Improve the app for smartphones.
116184	A single accurate app.
116197	Text messaging to know when the buses aren't running and/or ask questions/comments; BT's phone number posted on BT marked signs;
116356	Maybe students could receive text messages.
116926	VT Alerts.
116943	Google maps.
117018	Real time display can be shown in major stops.
117137	Text message/email alert list.
117273	Automated emails (i.e. Listserv or Google group).
117411	The app is great but it doesn't work most of the time!
117487	Mailed flyer or magnet of normal bus schedule.
117614	Little business cards or 1/4-sheets of the routes that people can take. N.
117672	I would prefer for BT to not charge me money that I am not benefitting from.
117833	If there are delays or changes in service, model the VT alerts system so we get a text message if we sign up for it.
117859	Text alerts in cases of inclement weather or route changes.
117976	Maybe an email alert service you can sign up for and receive emergency info.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
117993	Texting, but it is not frequently working.
118062	Real time alerts, through an app or text messages.
118093	Option to be texted when a certain route was being changed.
118099	Real time information on where the busses are.
118110	Text messages during bad weather conditions.
118118	I currently use the BT4u website. Real time info about changes on there would be sweet if it's not already an available.
118128	Electronic boards in the respective stops showing when the next bus to the stop will be coming. During cold weather hands become cold while we search on mobile. It does not work when internet connection is bad. The second point could be solved by having a method like sms or call to find the information without the need of internet.
118157	Text alert.
118174	Emails sent.
118293	A 3rd party android app called BT4VT.
118297	Text alerts if something's changed (like a bus not showing up at a stop at a specific time).
118373	Signs at stops listing routes that stop there.
118406	At the major time checks, could there be the normal bus schedules posted there.
118410	BT app for Windows phone.
118591	Whoever is manning the Twitter account is great, but I understand that method is exclusive to those who don't use social media. Maybe if there is a email list that goes out kind of like vtalerts or Blacksburg Alerts?
118607	Real-time map showing bus location.
118657	Email.
118789	I am paying for this with my college tuition/fees, but don't even live near the bus route! Why am I paying for this service!?!?!? And for this survey, which I'm sure wasn't implemented for free!
118825	Email, text alert, and app.
118833	Reliable app, electronic sign at bus stops with real time info.
118859	Texts similar to vt alert systems.
118926	Text message.
118958	If the app could have the real time location of all the buses in the route, that would be helpful.
119067	Synchronization with Google maps.
119527	Play multimedia in the main bus stops to let us know what is happening with the bus, delay, on time etc.
119563	Update your app, super slow.
119617	Map with all routes showing transfer possibilities between routes.
119717	Text messages and emails on ph.
119995	Google maps.
120012	Email all students with altered schedule info.
120020	Text alerts.
120211	Text message.
120219	Google maps.
120261	Better texting system, maybe text stop number and get bus times.
120266	Google map app.
120307	Please make more than just TCB service Shawnee apartments. The construction makes it inconvenient enough. It is a struggle that only one bus services this entire area.
120308	Make a better app.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
120485	Google Maps.
120518	Text message.
120531	Text message updates when there are changes in schedules/routes would be nice.
120629	Google maps.
120707	Text messaging service.
120729	Google maps.
120734	E-mail.
120841	Text message subscription.
120845	There are several third-party apps already that do a much better job of giving route information, including Google Maps and BT4VT, which I use instead. These apps are infinitely better than your in-house one.
120884	I like to use Google maps.
120965	The app doesn't work too well. Only has Hethwood, not A and B which are different routes.
121079	Google maps public transportation routing.
121143	If there were maps at stops which show where the buses go, that would be helpful to students who may not know the routes as well, or are riding another bus.
121145	There's an Android app VT All-in-One that is way netter than the BT app. I use it instead.
121171	Just improve the app.
121545	It would be great if the texting actually worked, I used to use that all the time.
121787	An app that actually works.
122065	Texting that actually works.
122113	Texting.
122132	Perhaps a place to input your address would be a great way to find all the bus routes that service your particular area (since it's not quick and easy to find this out at first).
122158	Texting about weather information.
122218	Google maps.
122266	App.
122293	Text messages if you text a certain code for the bus schedule.
122396	Email listserv.
122606	A text would be awesome.
122615	Text updates.
122618	Special email lists or SMS lists for live updates (I do not want to install a phone app, so email or SMS would be a good compromise for me).
122709	Screens displaying real-time bus arrival times and tracking at major stops.
122812	Have a program like Siri on the iphone. Be able to say I am here, and I want to go here by this time, but make it really easy to use.
122827	Maybe each stop can show a countdown timer about the bus calculated with the real time bus location. At least in major stops like squires and burruss.
122841	A new, functioning iphone app.
122891	BT App needs a major upgrade, it is often wrong. GPS location of the next bus would be awesome.
122990	Informational pamphlets including stop frequencies and maps.
123001	An app or signs at bus stops with real-time schedule info.
123017	VT alerts are the best to notify about the schedule changes, and Google map has all the timing!
123137	Possibly text us like VT Alerts does.
123138	Text.

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
123156	Email the students.
123173	Google Maps being updated during changes in regular schedules.
123198	Sending out a mass text or email when busses are out of service.
123212	Please make the Harding bus every 15 min in the afternoon till at least 5 15. It would make such a difference.
123216	Maybe a live real time map built into the ceiling of the bus stop covers that's powered by a solar panel on the roof. Would show real time locations of the bus.
123242	Text message alerts- I am not sure if this is available or not.
123265	Paper schedules.
123288	A GOOD app that refreshes better that doesn't crash every other time opening it.
123456	Maybe a route subscription service, where you specify which routes you're interested in and BT send out a message or email when something is amiss.
123561	The electronic signage at every stop.
123610	Bring the text app back. Downloading apps on your phone takes up space where I can just text and get what I need.
123636	Text alerts when buses have to use reduced service.
123773	Text alerts.
123848	Can they email out to VT community when there is reduced/cancelled schedules.
123851	Text notification.
123857	Text messages.
123892	Texts.
123944	Text when service is reduced or not offered during a major weather event or on holidays.
123952	Text message.
123960	Name of bus stop on sign. Bus map and schedule posted on sign.
124088	Have electronic signs at the bus stop saying the time the next bus is getting there/leaving the stop.
124175	PLEASE PUT ELECTRONIC SIGNS AT THE BUS STOPS.
124264	Transit App.
124309	A real time app that showed bus location through GPS devices on the bus.
124471	Text alert, email alert.
124534	Google maps.
124677	Roanoke/Salem public transit website (a page on or link from their site would be convenient).
124704	Text message alerts for changing schedules would be nice, especially if you could decide which routes to follow.
124737	Google maps should show times accurately.
124747	I use Google maps since it's a lot more reliable, along with real time results.
124776	Text message alert system! Create a listserv for texts similar to VT Alerts.
124952	Email.
124998	Have electronic signs at stops with real time arrival estimates announcements.
125037	Route answer stop details.
125179	Google maps tells me when the next bus is coming, and is more accurate than BT info.
125206	Alternative apps that stopped working after the UCB/Patrick Henry construction which used to be more accurate.
125227	Text alerts.
125243	Text messages for important information.
125266	Can you set up a listserv of sorts that emails if a bus schedule is changed either temporarily or permanently?

Q14. Continued.

<u>Respondent#</u>	<u>Response</u>
125298	Text.
125346	Text.
125351	Text message alerts when a change in schedule happens.
125377	There should be a display at all the bus stops showing the time of the next 3 buses.
125390	An app that is actually good...
125403	Phone notifications.
125419	Sign up for text messages similar to VT alerts but just about the busses and delays.
125470	Google Maps by changing transportation method to bus.
125564	Text Alerts.
125580	Notification w/VT Alerts.
125730	Route schedules posted at bus stops.
125748	Improve the app.
125768	The BT 4 You phone line thing-- but making some MAJOR changes to make it much faster and more efficient to use, as it currently is extremely poor in that department. Also, electronic signage at major stops (Squires, Burruss, etc.) Listing next bus times.
125799	Texting the route and stop number for a stop time. Phone no longer has application abilities.
125833	Improve the app please.
125888	SMS text sign up. I could sign up my phone number, and you would text me when bus routes close.
126333	From text messages.
126737	Email list.
126880	The app is a great tool but just needs to be severely redone. Sometimes the information is not accurate and have been stuck in freezing weather way too many times because of it.
126940	Please reopen the original TOM! When the road reconstruction will be finished?

Q16_5. What other social media platform(s) do you use?

<u>Respondent#</u>	<u>Response</u>
10137	Google+?
10274	Pinterest.
10877	Tech email.
11310	Periscope.
11495	Google+.
12172	Text and email.
12226	Tumblr.
12377	Linkedin.
12499	Linkedin.
12588	Tumblr, Google Plus.
12763	We-chat.
12776	Facebook only for university use.
13124	Email.
13196	None (I know, I'm weird).
13355	Linkedin.
13451	Whats App.
13832	Linked in.
13847	Periscope.

Q16_5. Continued.

<u>Respondent#</u>	<u>Response</u>
13928	Youtube.
14049	Wechat.
14224	Email.
14233	Wechat.
14550	Google+.
14703	Linked In.
14710	Email and websites.
14813	Yik Yak.
15088	Linkedin, researchgate.
15213	Reddit.
15423	E-mail; Web.
15755	Apps.
15819	Linked In.
15873	Tumblr, Reddit.
15966	Linked In.
16358	Reddit.
16413	Email.
16512	Only use emails.
16961	Linkedin.
17018	Tumblr, Pinterest.
17060	Linkedin.
17144	I use FB to keep up with friends only, not for any kind of business/organizational reasons. I do not and will not use the others.
17152	Whatsapp.
17160	Peach, firefly.
17291	Researchgate, linkedin.
17404	Wechat.
17455	Wechat.
17462	Linkedin.
100247	Google+.
100459	Youtube.
100705	Whatsapp.
100759	Yik Yak.
100844	Linkedin, Yik Yak.
100882	Tumblr.
101290	Tumblr.
101631	Whatsaap.
101802	Linkedin.
102097	Tumblr.
103035	Tinder ;) just kidding. I don't do social media. I think it's ruining the minds and dissolving the connectedness of the masses.
103323	Tumblr.
103618	Yik Yak.
103628	Linked In.
103720	Reddit.
104113	Tumblr, Yik Yak.

Q16_5. Continued.

<u>Respondent#</u>	<u>Response</u>
104239	Pinterest, LinkedIn, Medium.
104431	Tumblr.
104450	I don't use facebook on my phone. I don't use any social media on my phone.
104528	Google Plus.
104712	Tumblr.
104730	Quora.
104780	Yik Yak.
104795	Reddit.
104970	Tumblr.
105148	Reddit.
105329	Wechat.
105357	Tumblr.
105577	Telegram.
105889	I have no twitter, but I can see your announcements there because they are available to everyone, thanks!
105973	Wechat.
106076	Yik Yak.
106231	Pinterest, tumblr, vsco, venmo, Yik Yak.
106397	Yik Yak.
107204	Tumblr.
107228	Tumblr.
107270	Wechat.
107432	Reddit.
107523	Tinder.
107581	LinkedIn.
107612	Line.
107756	Tumblr.
108415	Yik Yak.
108724	Whatsapp.
108804	Yik Yak.
109071	Reddit.
109109	Mad libs (bus driver edition).
109356	Tumblr.
109497	Reddit.
109544	Yik Yak.
109637	Pinterest, tumblr.
110125	Google+.
110250	Tumblr.
110430	Group Me.
110723	Reddit.
110846	Reddit.
110847	I use facebook on my laptop but not on my phone, if that matters.
111546	Yik Yak.
111587	Tumblr.
111623	Pinterest, linkedin.
111743	Wechat.

Q16_5. Continued.

<u>Respondent#</u>	<u>Response</u>
111831	Wechat.
112038	IRC.
112399	Vine.
112489	Yeti.
113135	Linkedin.
113221	Telegram.
113296	None I am a functional member of society.
113355	This survey is not letting me select social media platforms, but I only use facebook.
113523	Yik Yak.
113609	Yik Yak.
113837	Tumblr.
113843	Tumblr.
114749	Yikyak, tinder, ask.fm.
115262	Wechat.
115447	Wechat.
115477	Yik Yak.
115543	Yik Yak; Tumblr.
115589	Tumblr, Yik Yak.
115676	But would prefer to keep those as SOCIAL media platforms, not what I use for my bus route info. Would prefer better phone app plus website plus paper handout (for when my phone is dead or out of minutes).
115815	Reddit.
115822	Whats up.
115889	Google maps.
116150	Tumblr, youtube.
116246	Tumblr.
116404	Tumblr.
116521	Yik Yak.
116625	Yik Yak.
117614	Gobblerconnect.
118156	Reddit.
118373	Whatsapp.
118440	Linkedin.
118492	Whatsapp.
118494	Linkedin.
118531	Tumblr.
118647	Line, wechat, Slack.
118912	Yik Yak.
119155	Reddit.
119195	Whatsapp.
119518	Reddit.
119564	Yik Yak.
120086	Reddit.
120232	Whatsapp.
120233	I don't use social media platforms. I am more likely to check emails.
120311	Reddit.

Q16_5. Continued.

<u>Respondent#</u>	<u>Response</u>
120590	Whatsapp.
120734	Yik yak, pinterest, tindr.
120845	Google+.
121075	VT website.
121131	Periscope.
121143	Yik Yak.
121332	I only use my email.
122038	Pinterest.
122191	Whatsapp.
122296	Youtube.
122301	Wechat.
122547	Tumblr.
122711	Whatsapp.
122782	Linkedin.
122957	Wechat.
123081	Linked In.
123137	Pinterest.
123173	Reddit.
123265	Whatsapp.
123778	Tumblr, Google+.
123902	Linkedin, Pinterest.
124059	Whatsapp, snapchat.
124346	Google+.
124677	It would never occur to me to check "social media" for something like this.
124737	Do not rely on social media for information. It is prone to getting lost in news feeds. If there is important information, send it through VT alerts or something more official.
124947	Google+.
125026	Youtube.
125206	I don't use any personally, but I would be willing to use Twitter to receive notifications.
125944	Yik Yak.
126223	Linkedin, Whatsapp.
126333	Wechat.
126381	Linkedin, researchgate.
126453	Wechat.
126505	Yik Yak.
126514	Wechat.
126718	Wechat.
126843	Yik Yak.
126913	Wechat.
126935	Wechat.
126942	Wechat.

Q17. What would you most like to see improved about local bus service?

<u>Respondent#</u>	<u>Response</u>
5	I would like to see it more accessible to teenagers. Travel from school to recreational facilities afterschool. Many times it is intimidating for teenagers to ride with college age and older riders. I think it would be beneficial to have a BT bus go to schools in the evenings to pick up and drop children off at local recreation centers. It would help keep them safer.
10013	More bus service places and so that we can start taking the bus more often than we do right now.
10015	Additional stops that will reduce my commute time. I travel from Toms Creek road near the freeway to Goodwin Hall.
10026	It's fantastic. I've been in other place, cities and college towns, and BT is better than any.
10043	It would be nice to have the paper Bus schedules back. Belief it or not, many people do prefer this method of information dissemination- especially when they are new to campus.
10048	More stops with cover, more frequent loops.
10073	An interactive map with all the routes in one place. And more buses after 10, especially from the Emporium since student staff work until 10pm and then need to wait for the 10:55 bus.
10086	Better drivers.
10093	An app that works and a reliable schedule.
10104	Run more often during student breaks for employees.
10137	Ooh. Please check BT stops to ensure articulated buses can be used at them properly. Seems like the rear of articulated buses stick out into intersection/crosswalk/etc at some BT stops.
10139	First, I love the BT system. I've used it in the past and the only reason I don't use it now is because I carpool. Also going out closer to the schools would be nice. B-burg middle and high school However you can bring more riders and less cars to campus is a win.
10161	Clay St. Route, up Clay, down Lee St. For example?
10165	More convenient and timely stops for what I need (CRC to Wallace Hall); routes that still run frequently even during VT breaks, better understanding of bus routes and time schedule, especially on football game days. Maybe a mailer or flier could be included with VT football season tickets? (And include pricing info, too!! Seems like the BT makes ALOT of money on game days with \$5-10 per person, per ride (not round trip) to outer lots. Maybe include a "BT pass" for a lower cost for those riding the bus from outer lots to the stadium, purchased when season tickets are purchased.
10186	Timing....make sure the buses are either on time or ahead of schedule.
10187	The Math Emporium traffic can overrun the bus system, there needs to be some coordination with them to have the necessary number of bus for that traffic. When the usm bus is overloaded it affects the ucb route. I get off of work at 5 and in the fall would have to wait for 20 to 45 minutes for a bus to open up. (bus missed route form traffic congesting or full bus.) Word of mouth says this happens during the 3 pm time also.
10191	Change the design of the BT web site: display route and schedule information on web pages instead of a PDF file Improve the mobile app: display real-time bus information for every route.
10194	Service to Blacksburg High School. Printed map and schedule. Better signs with schedule at all stops. Better service to shopping destinations in Christiansburg. Teenagers are an important segment of the population who don't drive and should be served by the public transportation system. They could be much more independent if they could get themselves home or even into town on the bus, if they need to stay late for makeup tests, after school activities, etc.
10212	CRC route in weekends.
10257	While I do not use the transit system regularly, when the weather is inclement or my car is in the shop, the option is very much appreciated.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
10275	More routes and times for the commuter bus. Having to catch the bus at 7:25 just plain sucks as I don't have to get in until 9am per my job at VT. Also having to hike a hill when in my suit is not optimal hence my request for a closer stop.
10290	Greater and more frequent Corporate Research connections with main campus. I would use the bus to get to work if it didn't take so long. Also, I'd use the bus to go to main campus during the day for work as well.
10302	Detach itself from the University or find some way to supplement funding for bus service so that public transport functions like it should in a real town.
10304	Communication of delays to those waiting at bus stops. This could be accomplished with an app. If there is an app, it has not been well publicized to regular riders. Undergrads ask me when the bus is coming, and I would think they would know how to find that information on their phones if there were an app. Texting bt4u has not worked reliably in over a year. Calling the automated system is the method I currently use. Regarding inclement weather: since BT is a municipal service, the Town must be responsible for clearing sidewalks near the bus stops. Conditions around bus stops are deplorable and dangerous, and property owners refuse to be responsible. The Town must do the work to help ensure the safety of bus riders, many of whom are older or carrying small children.
10317	Routes that don't constantly change. Buses available every 15 minutes instead of frequent "break" service, especially during the long summer and winter breaks.
10332	More frequent routes on the weekends.
10366	An app that works reliably for trip planning information.
10377	Better connection with other towns' transit system; high frequency campus loop with smaller shuttles - maybe one on the west side to go around the drillfield and one on the east side. You could catch one to get to the drillfield and then jump on another to get to the other side of campus. Run high frequency during the day to facilitate getting across campus.
10391	Easier service to CRC.
10393	I don't take the bus because of scheduling and amount of materials I have to lug around with me. I tried once, but found myself waiting in front of Squires for 40 minutes until my bus came. It took me about 50 minutes to get home as a result. I can walk it in that period of time. I can't afford to lose that much time. And then I need to transfer to get close to my building. With the amount of "stuff" I have to carry, and the time involved, not worth it.
10397	The CRC route needs to run on the normal 20 minute intervals during break periods and during the summer for VT employees that work in AISB.
10417	That they would use hubs on the outskirts of campus to drop people off and didn't have so many on campus stops causing traffic and large amounts of people getting off some of the busiest spots on campus. It is very nerve-racking and frustrating that people getting off at campus stops don't pay attention to the traffic surrounding the stop.
10419	Improved communication with CRC in a near future.
10422	I'd like a route that goes down Givens Lane to Progress street.
10426	More accessibility. To go from CRC to CVM, I would have to take two buses and walk a ways. For my son to get from Blacksburg HS to the CRC, he has to take a bus, walk across campus, then take another bus.
10440	More frequent service on Sunday's and Saturdays, especially during Breaks.
10448	On time service.
10476	I don't ride the bus, but seeing twitter posts about whether the BT is or is not running during a snow storm provides an additional measure for how bad the snow storm conditions are.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
10489	More friendly to the elderly.
10510	Easier information dispersal.
10524	Pick ups on Innovation dr. And more frequent rides from CRC to campus.
10542	Nothing - I think you do a great job.
10548	The VT campus mcbryde bus stop. The fact that riders are expected to step through the mud to get on and off the bus is inconvenient to say the least. More frequent buses at night. Better connection to Roanoke and airport.
10551	Continued predictability... The app that talks you when the next bus is to arrive us very helpful.
10585	Nothing. I think it works great. In recent years, I'm riding my bike instead of the bus.
10592	Schedule--easy to get and print.
10604	I don't use the BT as I live well outside of the bus routes. It'd be helpful to expand the routes, but at the same time, that would present a major fiscal burden to BT... So yeah, I don't know...
10650	Pretty good as is.
10664	Buses are sometimes too crowded with students, but that is probably something that can't be helped.
10679	More trips and better routes do that I can really use the bus for more than just getting to work.
10714	A better connection between south main street and the West side of campus near Washington street. At present it takes 2 buses and a walk to a second bus stop in a short time to make the connection.
10715	More options that are not campus focused. Inconvenient to use to get around town if you don't need to go to campus. Takes too long to get anywhere.
10736	A better transit hub where transferring from one route to another is easy, especially during bad/rainy weather. The current duration of the trip and method of transferring to get from a North Main location to the veterinary college on Duck Pond Drive is what prevents me from considering the BT as a way to get to and from work daily.
10737	Service to Radford at commuter times of day.
10753	More stops and frequent times in Christiansburg, especially in residential areas. I commute from Christiansburg to campus and the majority of the stops are around the mall area and very few around downtown Christiansburg where I live.
10757	Extended route.
10765	I'd like to see the christiansburg-blacksburg commuter service the CRC. Route could be modified to go from prices fork, up west campus drive, around the drill field, back up west campus and out to the CRC instead of going through downtown. Return trip would be reverse.
10790	I do not use the bus because it does not reach the neighborhood where I live (2+ miles from the closest bus stop).
10811	More thorough and faster enforcement of the snow-removal ordinance to I don't risk life and limb walking to/from the stop, not step in ankle-deep slush to get from the curb to the bus door. Tenants and property owners on South Main St are flagrant scofflaws.
10820	Expanded routes in more neighborhoods to provide more access to bus service to non-student population in Blacksburg.
10822	Put signage on the left/driver side of the bus, so I can tell what bus is waiting or drove by.
10832	Radford option.
10877	It be great if the BT would add a stop to the psychological Services Center located at 3110 Prices Fork Road. We have a number of Tech Student that work and visit our office daily and the last stop is at Food Lion at Hethwood. In good weather not a problem but it a 15 minute walk in bad weather. One of our undergraduate worker and walks daily from the Hethwood stop to the office.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
10924	Unfortunately I live too far out of town to be able to ride the bus.
10941	Real-time postings at signs (how many min. until bus arrives updated, displayed, and posted on there). More accurate arrival estimates.
10950	Expand the commuter route to and from Christiansburg.
10971	CRCH buses show up on time during reduced schedule. Typically the first day of reduced schedule, the first CRCH bus doesn't show up at my stop at all. This has happened on multiple occasions.
10985	Consistent routes. Each route code (MSS, MSN, TOM, TCB, etc) should always be the same. When there is a variation, it should be something like MS1, MS2, MN1, MN2, TC1, TC2, etc. The full names could still be Main Street, Toms Creek, etc., but if the three-digit code changed for each variation, it would make understanding the different levels of service and the effect from different times of day easier to understand.
11019	I do not currently ride as there is no bus stop within a mile of where I live.
11029	Mobile app.
11039	Summer Sunday TTT service. I ride the bus almost daily and am overall pleased with the service. I realize that the students run the economic engine, but the rest of us are still here in the summer. I have no problem with less frequent bus times during breaks or summer. With the greater push for more summer classes, summer academy, etc., BT might want to revisit Sunday TTT service.
11041	Maybe more stops, but the service is really a wonderful thing in Blacksburg/Christiansburg. Mostly the stops need to be made hospitable and informed. The city, north main is the worst but the problem is everywhere in town, needs to clear sidewalks if anybody expects the service to be used in bad weather. And that's when it is most needed.
11044	No downtime when some students are gone-fully electric busses. Http://www.proterra.com/ But-don't let this give us an excuse to raise taxes or prices-we can be more efficient! Actually, Proterra has presented at regional conferences and shown that their fleet can result in a cost-savings to localities that get through the initial implementation stages.
11049	Later service to Christiansburg mall area.
11068	More digital signage apps around town.
11069	More buses scheduled especially to Christiansburg.
11084	I am an irregular user of BT (a few times a year), but have always been pleased with my experiences.
11124	For my personal needs, I would like Hethwood to run earlier. I realize that isn't realistic for the general public, but I would ride more often if I could get to campus by 7.
11127	Connectors with the Radford Transit.
11143	I think it's pretty good. Reduced hours during breaks are unfortunate.
11160	Local bus service is good. I just wish that I lived closer to a stop.
11225	More routes -- the only route available to me involves a 1 mile walk. A route through Airport Acres would make it likely that I would use BT at least 3 times per week.
11229	Don't know. I am from another county and does not serve me at all.
11232	To have more courteous drivers. Allow riders to set down before driving off and sending them tumbling towards the rear of the bus. Several drivers are complete jerks.
11272	Improved afternoon schedule from Blacksburg to Christiansburg; last time I checked I could get to the mall by 3:something but couldn't get from there to Christiansburg until 5:something.
11278	Better stops on campus - more buses during peak times.
11298	I am off campus and cannot use it, so I have no idea.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
11303	Stops at the North End Center and the Inn at VT. Overall I think the bus service here is outstanding.
11310	More routes.
11326	More routes.
11330	Routes and stops that are more convenient to me.
11337	Dropoff location near cheathem.
11348	BT is great, it beats driving. I would use it daily if I lived near the bus route. I don't see the bus route extend to where I live. I would ride the bus if I could park my car at the time check area for the day. Thank you.
11362	1) As mentioned previously, a stop near NEC on the Turner Street side. 2) A better method (and since none exist currently, anything would be better) of knowing viewing when a bus is full and cannot/will not take any more passengers. During busy times of the year, I do generally expect buses to be filled to capacity, but if there was a way to see it on the real-time map on the Web site, or as a "check" or "X" on the scrolling text on the outside of the bus itself, or similar markings next to the route name in the app, it would ease my frustration by helping me decide whether I should wait 15 minutes for the next bus, or find a different method of transportation. Yes, it's a small detail, but some way of displaying it would make my life 10 times better! Thanks for considering.
11369	Better/more connections to Christiansburg and Radford. Especially if there is a train station coming to Christiansburg.
11376	Occasionally when I rode the bus it was too crowded. I guess that is a good sign that it is needed! It seems to be pretty effective overall.
11409	More frequent routes to Christiansburg will give me the opportunity to leave my car at home and avoid all the traffic inside the university.
11411	CRC continuous service!!!
11416	Better anticipation of volume of students needing bus service in the morning. Too often buses are packed full in the mornings. Typically right before an 8 am class time or 9 am class time. Sometimes there are two buses at the same time (Yay!), but not always :-).
11421	A route in my neighborhood so I can use it.
11425	More routes, more reliable.
11450	No ideas - I do not use their services.
11458	Quieter buses, more buses during peak usage, increased reliability as far as schedule.
11470	More options to get to Christiansburg, Weekend CRC hours.
11487	Routes to neighboring counties.
11495	Would like to see a countdown flash on the bus's digital signage showing when the bus is about to pull away (10 second countdown). This would help those who are late or running to catch the bus gauge whether they will have time to make it to the bus or not.
11506	More covered bus stops.
11542	Add more routes service the meadowbrook mobile home park.
11544	It is fine.
11573	Smart Bus riders have been told that we cannot get a stop more convenient to the Hillcrest/Coliseum side of campus because BT says that is competition to them. Smart Bus riders disagree and feel like we are not being served properly with a pickup point closer to where we work.
11580	More regular posting of bus timetables and route at bus stops, and stop relying on phones, which some people don't have.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
11591	I don't and cannot ever see me riding a bus. I feel the stereotypes of bus patrons are, all and all, accurate.
11624	Never used bus service.
11631	Clear bus routes that you can determine exactly where the bus goes, maybe printed in the phone book or published online. I have looked for these routes and was unable to really nail down what bus I needed to get where I needed to go.
11632	Bus service is local, many commuters are delayed due to bus stop locations not allowing traffic backups behind bus. Agency should work with city to make shoulder lane to allow less traffic backups. This should have been planned if the City of Blacksburg is going to have one lane traffic through town and most of the major roadways around town....
11646	More weekend service would be nice.
11651	Do not use.
11653	Route planning maps easier to follow and understand. More frequent pickups. Service provided later in the evening...like until 11pm.
11654	Add some lines directly head to CRC.
11667	Wish there was a stop on my street, you do come in my neighborhood so that is good but it's too far a walk for me to catch the bus I live on George Edward Via. Especially when it's cold and rainy.
11683	Keep up your outstanding service. BT is a role model for the NRV and Southwest Virginia. The shuttle buses for sporting events at VT is awesome.
11686	Stop on West Campus by Stroubles creek bridge.
11698	Expand routes to residential areas so that fewer people have to drive to campus.
11709	Stops extended into Ellett Valley.
11710	The service is fine. I would like to see the same level of service in the afternoon on Harding Avenue as in the morning, but I understand that ridership may not support buses every 15 minutes.
11749	CRC route. Would like students to arrive to class on time.
11753	So far so good.
11762	I am faculty/staff. I rarely use the bus service. When I do, I use this mainly when I have to get to a meeting on campus, or to the library, or if I do not have a car that day, my husband is using it, to go to University Mall, basically Panera to kill time waiting for him after work. I would like to see a route after 5PM that takes us to the mall in Christiansburg.
11770	I used to take it and think it's pretty good.
11826	I don't understand the bus routes. I'd use it for quick trips but I don't know if it would be timely.
11827	More service in the weekend and summer, because the bus service is not for only students, a lot of people work in the summer and don't have a car.
11834	Knowledge of routes.
11837	A stop that's closer to my house. I live about 1 mile down Glade and I always see student, faculty and staff walking down Glade to the bus stops on UCB. A stop down on Glade would provide a closer stop for many people.
11877	A park and ride in my area, or a bus stop on my road, I have to walk up a very long steep road (Davis Street) in order to get to the hospital bus stop. At my age it's too long and too hard a walk.
11878	I hope it'll be more frequent available.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
11905	Areas serviced. I'm too far from the bus to walk. Once a day service up and down Mt. Tabor Rd for employees would be awesome, but a parking lot on North Main would be great too. Anything to avoid parking and paying for parking on campus. One bus in the morning going into campus that arrives before 8 and one that leaves slightly after 5.
11910	Availability times, I have yet to ride the bus but I would travel with a bike at times and hope there is a safe and efficient way to transport the bike.
11928	Expanded routes and times that accommodate staff getting to and from work. I would like to use the BT, but the closest stop is more than a mile from my house and I am supposed to be at work at 7:30 am.
11937	Start earlier.
11952	Frequency of service between major business centers in town; Boulder Colorado is an example of great bus service with their LEAP, JUMP, and SKIP bus routes that run continuously in easy to know circles that interest. - commitment to stop idling busses on campus periods greater than 15 minutes.
11966	Better timing information.
11976	Hours of operation.
12026	Bus drivers should REALLY do time checks and make sure they leave on time. I've missed the bus on many occasions because I arrived on time, but the driver had already left the Ascot Lane stop.
12027	Nor sure there anything productive BT could do during cheap gas other than park their buses out my way. When gas get expensive again...demand will come back.
12031	Better service to Christiansburg downtown.
12044	RUN THE TROLLEY LATER IN TH EVENINGS.
12076	I don't know if this occurs already as I do not commute via the bus but interpersonal skills still matter; are drivers trained in being welcoming, saying good morning/good afternoon, how's your day going? It could make all of the difference from a customer service/satisfaction stand point!
12088	I think that buses are often so crowded that students can't get to class.
12118	More bus stops on N Main.
12122	Many buses are probably going to be needed with new construction changes. This is not BT, but there need to be more trips to the Roanoke airport during rush hour.
12134	New routes.
12172	Clearer bus route and schedule info on a free app. More routes to Christiansburg and Roanoke and Floyd.
12201	Increase Bus frequency - clarify destination and time for buses indicated on google maps.
12213	Expanded routes/times, especially on the weekends.
12216	An app that provided real-time information, electronic signage at each stop would be nice if it was real time and not just the expected times and for the CRC route to be on a 20-minute loop during summer session.
12219	More user friendly app and website. More frequent buses. If there were a bus every 10-15 minutes I would use it more often because the wait wouldn't be long no matter what time I left the house. As it is, I can be at my office in the same time it takes for the bus to arrive.
12243	Extended routes and more drive to become community accessible across Montgomery County. More public transportation stops and frequent times. Extended growth in Christiansburg and downtown Christiansburg. Make it easier for VT employees/professors to use the bus in a timely way from Christiansburg.
12258	It is just fine the way it is.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
12265	In general, I think the bus service is very useful.
12287	More frequent service especially to the CRC.
12296	Reach commercial areas.
12301	I very rarely use the BT; but when I have, it was a good mode of transportation.
12331	Drivers should be taught to honor bike lanes. I have been nearly hit on my bike several times.
12333	I do not care.
12362	Based on what I know, local bus service seems excellent.
12377	Create dedicated pull-off areas for off-campus bus stops so that buses don't have to impede traffic when stopping to allow passengers to board or disembark.
12379	Certainly, the hub and spoke system works well for the most likely riders. As the university grows and vehicular traffic restricted on campus, BT will become more critical for access to campus. Additional routes will become necessary. I am bit surprised that there is not an express service to the Christiansburg park and ride to coincide with the megabus. I suppose that is covered by the smartway system or Radford transit. The challenge is a scheduled service with multiple stops and a dedicated express service would be subject to Megabus irregularities. Connecting the services is key.
12388	Just the access to route information. I think it's excessive that I have to download a PDF in order to check route information. I feel like the BT website would provide a better user experience if the graphics and tables were right on the site.
12423	More service at night and on the weekends. Clearer and more available route maps.
12440	More flexibility in times leaving from Christiansburg.
12454	Better marked routes, greater frequency of buses.
12466	I wish I would use the service. Presently I drive my personal vehicle. I have used BT during sporting events. I suspect in the future as parking gets more and more scarce, I can see where I will have to use BT service to get around campus.
12475	Bus service is fine, but it takes longer (no fault of BT) to travel from Univ. City Blvd. To West Campus Drive and back.
12496	A stop from my house that's closer to where I work - Hethwood to downtown. Now if there is already one, my problem is I don't know about it and haven't looked into it.
12497	I think the drivers should wear a shirt, jacket, or some other official-ish looking piece of clothing that clearly identifies them as the driver. It's disconcerting to step on to the bus and see "just some dude", particularly when they're just college kids. Also, when they're standing outside the bus, it's hard to know who to show my VT ID card to.
12499	Sunday and holiday service, but I realize that the readership levels probably cannot justify offering service as frequently as during regular weekdays.
12515	Addition of more pull-outs, so that when BT stops it doesn't block the flow of traffic.
12519	More frequent service, and perhaps some priority lane when the students are crossing-that delays the buses!
12521	BT is pretty darn good.
12541	I would like to make BT transit part of my commute from the north side of town.
12552	Bus drivers who take care not to speed up and slow down too quickly. Enforcing the use of the handicapped seats by people who need them. I used to use the bus and got disgusted at the rudeness and indifference of young people when the bus was crowded.
12588	I don't know. I currently don't ride the BT.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
12605	How about for staff appreciation day provide special buses classes that let staff learn how to use the bus, then give some special routes for the day to and from the event to various events on campus. It's intimidating to get on the bus with all those students who know where they are going and what they are doing.. We need better training on the routes. Thanks.
12631	Introducing Saturday CRC route during summer.
12649	Service to Woodbine and Wyatt Farm. There are literally dozens of students and faculty who live in these neighborhoods. The "lack of infrastructure" argument is lame since services goes up Giles Road. That road is far more hazardous than those in Woodbine and Wyatt Farm. Plus, school buses seem to do just fine. Or is the school system really risking the little ones' lives?
12665	Greater frequency.
12674	Offer more buses more frequently, this year the students using the bus system seem to have increased, making it extremely difficult to use the bus during high traffic times. I have had to sit in the below freezing weather for longer than 30 minutes to be able to take the bus. This is really frustrating and not good for my health.
12686	I'm concerned that the lack of attention to following the safety rules is going to cause injury or accident. I've watched people use the back door of the bus as an entrance even after the driver has asked them not to. I've watched drivers back up without getting out to view the back of the bus. I've seen drivers on their cellphone and also in the seat on a tablet. The riders are generally good but I have also seen them be very rude to drivers that are just trying to do their job within the rules.
12687	Salaries for employees and working conditions.
12693	Smaller buses and more Christiansburg service...at this point Christiansburg should really have its own operation beyond BT.
12704	Service in my area.
12706	More advertising for the Christiansburg market.
12722	Expanded routes.
12739	Some more stops outside town for those of us who would like to commute on the BT service!
12763	Running on time, some days it is, some days it isn't. That is partly why I don't take it as frequently as I might.
12776	Being abandoned by accident for scheduled BT Access transport home and no way of getting a BT radio dispatcher to correct missed pickup for return to home..
12786	There have been a few times this semester that the bus was filled to capacity and could not allow additional riders on; at times, the Main Street bus seems too full at certain times of the day. Perhaps the larger bus could be used during key class change times?
12805	Staying off Campus until crews have time to clear roads , sidewalks, and steps to assure the safety of everyone. Communicate with Facilities before coming on campus that clean up has been done.
12824	Expanded.
12841	Earlier start schedule. I leave home for VT no later than 6:40 a.m., arrive around 7 a.m. The present schedule does not fit my commuter needs, therefore I drive.
12847	More bus stops.
12865	Keep up the great work!
12876	I do not live in town so I have to drive 13 miles to get to the BT. I don't know the schedule, so don't readily use the bus. I might be able to use it to cross from Wallace to Surge to teach.
12882	Pick up Blacksburg south east Allegheny part of town.
12906	Add rail to the transit system (I realize this is a long-term suggestion).
12913	More rural availability.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
12920	On the rare occasions that I have used the bus, I have been very satisfied with the service.
12936	More connections between Blacksburg and Christiansburg at more varied and later times in the evening.
12974	The bus service itself is great, I really love it and appreciate the fact that it has a bike rack! Emphasis on strengthening the app would be ideal though with the emphasis on technology now a days and I utilize that as my primary source of information regarding the buses.
12986	Expanded service to Woodbine Development in Northeast Quadrant of Blacksburg.
13000	I want to see a minimalistic web interface that only shows a map with routes and real-time information about the location of the next bus.
13008	I have never used BT. But I think it is very important to our community. Whatever can be done to make BT even better is a good thing.
13017	Expand service to Prices Fork area.
13018	Encourage faculty and graduate students to use it. Most of them do not know that it is free with a Hokie Passport. Also, a sheltered area at the bus stops would be nice. Students stand out there freezing or getting soaked while waiting for the bus. I'd like to see actual bus stops, where the bus can pull over and let the traffic go by. This is especially important on Tom's Creek, which is now being very heavily used. There are too many bus stops on Tom's Creek, with the result that traffic gets very back up. This is particularly dangerous during school hours at Gilbert Linkous.
13019	The web site. I don't have enough information or history with the operation of the bus service to make other suggestions.
13022	Earlier morning routes.
13059	As I mentions previously, it would be nice if the CRC route kept the same schedule year round as there a many folks that work in the CRC (including myself) and it would be very beneficial to them.
13104	The existing app really needs the ability to both recognize the actual stops, and to ask questions about times other than right now. E.g. A reasonable question might be "I want to know what time in the morning I need to be at the Fairfax Liberty Lane timecheck to catch a bus that will get me to Squires by 10:00 am tomorrow", or "What is the last bus southbound tonight, and where on campus do I catch it?" The fact that the app doesn't even seem to default to searching in the NRV, let alone Blacksburg, is bizarre.
13140	More service during summer and winter break on-campus. A lot of faculty and staff work during the student break times.
13146	Routes that go out to the Price's Fork community.
13147	Driver courtesy. When leaving their stops some drivers turn on their left signal then pull out. Not looking to see if anything is coming. I've seen this many times on campus. The road is only so big.
13155	I am satisfied. It serves my needs.
13161	I am happy with the service. I don't use it during a typical week, but I do use the bus if I want to go downtown and don't want to park, or if I know that I will be having a few drinks.
13168	Make the sure drivers accommodate those of us with difficulty getting onto the bus.
13178	Train the bus drivers to stop pulling out in front of cars. I've had too many close calls because the bus drivers know cars will stop!!!! Even when the car has the right-of-way!!!!
13182	I would love to see the buses run more frequently doing the breaks at VT especially going over to KWII. The Lewis Gale Montgomery Hospital and the New River Valley Mall. Even if they are just leaving from one central location Newman Library.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
13193	Expanded service to NEC AND I suggest putting a bus stop near the old prices fork road school as there are a large number of people that live in that neighborhood that would greatly benefit and use such a stop. It would also be a prime location due to the elderly and multiple family development occurring at the old prices for road school.
13194	Nothing. Very professionally ran.
13196	I'd like to see a GPS locator service integrated into the transit system. Other universities that I have worked at/attended have done this and I found it to be an immense help. For instance, people who do not have regular schedules tend not to memorize the bus schedules. For them, having a quick reference map that shows the current location of the buses on their desired route makes it easier to estimate when they need to be at a given bus stop on time.
13220	Better route selection.
13321	A stop in Gladewood, and more frequent service during university breaks.
13327	More regional service opportunities.
13331	Overall, I am very satisfied. I have not tried the iphone app.
13336	Extension of routes.
13374	Love to see more signage about times and routes.
13380	Running longer.
13384	I do not live in Montgomery County so any changes would have little impact on my day.
13397	I am on campus infrequently and rarely use the service.
13401	To repeat: extension of service to Price's Fork.
13405	I am an employee of VT and would like to know if my children can ride the bus for free (they are toddlers) when with me.
13410	Improve the local connection to Roanoke with more frequent, later evening, and Sunday service of Smartway.
13427	I think you all do an amazing job with what you work with. However, I do believe the site could be better. When planning routes, an app is great...but being able to see an overlaying map of all the routes and their times would be great.
13433	Reliable real time, easy to access, information on the location of the buses. It won't be so bad once the weather is nicer, but during the late fall and winter it's annoying to have to stand out in the cold for 25 minutes just to ensure I don't miss the bus when because it came way ahead of schedule.
13446	Perhaps some form of wireless electronic bulletin boards placed inside transit shelters/pick-up stations that show route schedules and normal weekday and weekend arrival/departure times (or adjustments to them due to weather, mechanical delay, etc.), much like the "arrival/departure" boards found in airports... These messages would rotate through the various routes that stop at the shelter. Also, having a larger kiosk board in each shelter that shows the routes and route shifts/changes of bus that would be needed to get from Point A to Point B.
13457	People who live outside the city limits have no way to access BT - need park and ride lots at the edge or within the current service area.
13472	More routes, airport rd specifically.
13500	The last morning pickup time for the commuter route in Christiansburg is too early for me. I would use the commuter service if I could catch it between 7:40 and 8:00 a.m.
13528	Clarity of existing schedules and routes.
13550	New route on clay street.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
13561	Assistance w/elderly and disabled...you could reach-out to groups, apartment complexes, and individuals to help them use your service. During breaks/holidays, the bus service goes down significantly, difficult for one who uses the service to get around. As of now, it seems they must do all the work to get started, and that isn't easy for an elderly or disabled person who has few resources. You could encourage those who may also meet DMV handicapped requirements to get a disabled placard for additional use, perhaps even instruct them on how to do this, if they might be interested.
13567	Why are you sending this survey to people in the National Capital Region?
13584	Comfort of the rides (buses are crowded and the way drivers brake sometimes makes me motion sick).
13589	Smoking prohibited during standing bus on campus. No peeing on Stroubles Circle bus stop.
13598	Reserved seating for older citizens when the buses are full and there is standing room only.
13618	I do not use it now, but after I retire, I believe it will be important.
13630	I still sometimes get confused about the map and names of bus lines/directions. The timetable and different levels of service are very clear. Even though I only ride one bus, I still have to stop and think about it for a bit. I don't have a suggestion for improvement, however. Generally, I think the BT is an excellent service.
13633	I wish ridership from Christiansburg to Blacksburg would improve - I know ya'll can't do that, but I LOVED the routes in Christiansburg when they existed rather than just general stops. But I also understand decisions too.
13636	More stops.
13637	I would very much like to see the buses STOP AT CROSSWALKS. Numerous times I have gone to cross on Stanger street and they NEVER stop. I've even had to step back to keep from getting hit. Once I was in the middle of the street and the bus did not stop. I don't know if they are in the mindset that they are off campus once they leave the drill field or they are going too fast to stop coming down Stanger street, but someone needs to have a talk with the drivers. Thank you.
13650	See earlier comments.
13654	More access to Christiansburg and Pulaski for employees.
13664	It would be helpful if bus service did not decrease so much when the students are gone.
13676	I live in Christiansburg and right now there is only one bus that picks up in my area - it picks up early in morning and drops off after 5 pm. It's perfect for those who work 8a - 5p. My schedule changes on a daily basis and I have not been able to use this bus service. I drive to campus on a regular basis.
13678	The local bus service is pretty good! I can almost always find a bus to take from where I work (library) to home on Kabrich St. Improvements could definitely be made with the app and website, though. Sometimes on the maps, especially on the app, it's hard to figure out which way the buses are going if you aren't already familiar with the area and the buses. I started taking the bus for the first time this year and found it hard to figure out.
13710	Bus line is not convenient to my house, which is why I do not use it. This is not a problem for me; I usually bike or walk instead.
13776	Regular service between Blacksburg and Radford. More frequent service between CRC and Campus. CRC shuttle and Hokie Express should operate as constant circulators or on tighter schedules so they do not have to stop for time checks at the library. The waiting at the time check adds several minutes to trips to and from campus that don't necessarily all end at the library.
13783	Transportation to and from Roanoke late night.
13785	Expand the routes down Glade Road, you could turn around in Westover.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
13801	I would much prefer the printed out schedules that some intelligently challenged in the authority decided to discontinue. App assumes everyone to have a smartphone. Calling the receptionist works only during office hours. Text is also not equally helpful.
13812	Adding a stop at the Vet Med school.
13821	MSS or CRC or even better BOTH, do the entrance to VTTI at least a couple of times every day, or even with the right app I could ask the driver to come to pick me up or something like that.
13828	I can't think of much. I like the routes and the drivers quite a lot.
13832	Greater capacity on Hethwood routes, greater availability between Washington Street and Prices Fork.
13836	An informational flyer with a summary of what's available and a URL for more detailed information.
13858	A park and ride place that is west of town or for the service to come further out on North Main. I'd ride the bus but the nearest site is so close to town that it's not worth it and there's no place there to park if I did pick up the bus.
13874	Service further out Tom's Creek Road including to the Village at Tom's Creek where many professors live would reduce the number of cars on campus.
13902	Keep up the good work. I am generally satisfied with the service on my commonly used routes.
13928	Summer, Spring Break service.
13930	Expand the route to Mount Tabor Road. I would be willing to ride my bike from my home to the corner of Mount Tabor Road and Happy Hollow and board the bus there. I think BT would get lots of riders from the Woodbine neighborhood and the new neighborhoods on Mount Tabor. Mount Tabor is difficult to bike between North Main and Happy Hollow (no room for bicycles) so if the bus came down Mount Tabor, turned into Woodbine and came out on North Main at the main Woodbine entrance (or vice versa), BT would see lots of riders.
13946	Access to Giles County. This is very important! So many people who commute to VT live in Giles.
13948	Nothing that I can think of!
13977	Every bus stop should have a covered bench so people don't have to get wet while it is raining. Students often bring their laptop to class and waiting in the rain for the bus could ruin it. I would like there to be a pull aside for all bus stops so it does not hold up traffic to let people on/off. The traffic on campus is bad enough and the bus stops only make it worse.
13995	Stops closer to the vet school.
14025	I think the bus is perfect, I used to use it when I was a student (2000 - 2003) and it was very convenient.
14049	Increase service between campus and CRC.
14066	Extend north Main Street riot further north but I realize likely not practical yet.
14075	I would like to see the bus come all the way out Progress St. To Givens Lane on the north end of town.
14076	More routes further away from campus especially weekends.
14082	More routes to farther places.
14095	Possible regular stops at parking services.
14099	The local bus service is not advertised or promoted.
14102	It would be nice if service could be extended to the Price's Fork area.
14121	Nothing, this is a great service and it meets my needs perfectly.
14135	More routes with more frequent pick-up times for working professionals.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
14159	Would love a bus that could get between VT campus and Christiansburg Park and Ride in 30 minutes or less.
14170	When VT closes, BT offer some type of alternative form of transportation.
14175	The accuracy of the schedule and the drivers being prompt and making sure you have enough room to pick everyone up even if that means following with trippers.
14188	Take BT only when needed - Buses are usually dirty. Seats are uncomfortable. Schedule is rarely adhered to. Stops very limited in some neighborhoods. Only run once an hour on my route. Don't offer any nights or weekends. But other than that everything is just peachy! Smartway bus is quite a contrast. Shows how it should be done.
14208	More routes - More routes - More routes.
14213	I would like to see more professionalism and pride in the drivers. I had an issue a few days ago when the driver on my route turned up his rock/blues music to a blasting high level. He started zoning out and just jamming to the music. I didn't think it was very safe and appropriate to turn it into a party bus. He had zero care to the comfort of his passengers.
14216	Timely updates on bus arrivals.
14232	It would not be possible for me to use the bus because of where I live and needing my own vehicle in case my child gets sick at school and needs to be picked up.
14301	Better coordination between BT and local government to ENSURE that sidewalks are clear of snow and standing water during snow emergencies and heavy rainfall. Better coordination between BT and local government to ensure there are NO situations where BT riders are forced to walk in traffic lanes due to the lack of clear and available sidewalks. Ensure there are well marked pedestrian crossing signs and crosswalks in areas like the current construction near the intersection of Prices Fork Rd and Plantation Rd. Flashing signage similar to that found near Turner and Prices Fork would be preferred.
14320	Nothing that I am aware of, I don't use the BT due to my schedule.
14321	Expanded hours/days for smartwaybus.
14326	BT is doing a great job. My only quibble is that I would like to see more frequent CRC service during the summer. It runs only once per hour.
14335	I have never used a bus service since about 1967, and that was the Greater Richmond Transit Bus System.
14337	More frequent service on the week-ends (30mn would do the trick).
14345	Expanded flexibility in the scheduling of the routes for Christiansburg commuters, perhaps more stops too.
14355	Maybe establish a business route for employees who have to attend meetings on campus or go to the IVTSCC or the North End Center. Have a BT route dedicated to just getting employees to key meeting locations on campus Mon-Friday, 8-5.
14368	I don't have any suggestions at this time. Many thanks for the great service you all provide. I have been riding since 2005.
14383	More UCB stops in front of mcomas.
14394	Easier info from bus stop -.
14396	It shouldn't take me three buses to get to my office in a town the size of Blacksburg.
14404	Covered stops, more extensive routes to Christiansburg.
14420	It would be great to extend the routes to the west of Blacksburg (like to Preston Forest area), but that's not likely to be financially viable.
14425	More buses on routes.
14429	Better information on the website regarding routes/times. Routes not just on main thoroughfares.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
14434	It would be great to have more routes that help get you around campus from one point to another. It would also be helpful to have better route maps on the website. Especially one that showed all of the routes together to help figure out which one is best.
14437	More routes.
14446	More routes accessible from non-student residential neighborhoods. (I recognize that it is hard to make this work, as the density may not be high enough. But you asked what I would most like to see...).
14470	Less overlapping routes to provide a more broad service area.
14482	Expanded routes.
14496	Expanded routes. The closest stop to our house is about a mile and a half away, but there is student housing closer to our house than that. I understand perfectly why the bus might not come to our neighborhood, but if it came closer to the student housing near my home, my kids and I would be more likely to use it.
14501	Nothing.
14504	Nothing. I recently moved into the ridership area from out in the county and will start using it more in the future.
14530	Drop-off closer to building front doors for Vet Med, ICTAS, Chemistry. Although not specifically Blacksburg Transit, the Fleet Service Office deserves great compliments for the Va Tech -VTCRI shuttle service. It is very much appreciated.
14532	More routes with earlier start times throughout the entire NRV.
14550	Expanded service to Christiansburg.
14553	Wider routes that cover employee housing areas with times focused on 8 am and 5 pm travel.
14558	I have not really used the bus service, so I don't know. I would like to use it more.
14571	1. More convenient routes. 2. An on demand service where I can indicate that I need a ride from location X to Y and get a response saying a driver will be at location X in less than 5 minutes. You'll need an app (or a system) that takes in these requests, finds the best grouping and the dispatches a driver (in a much smaller vehicle than a big bus) to pick people up and drop them at convenient locations where they can catch a bus to their final destination. We have interns who can't work at CRC because they are at the mercy of the BT and in the summer the service to the CRC is abysmal.
14592	Improvement to the app.
14598	More distant availability.
14600	Better weekend schedules and no fee on game days.
14612	Service to/from non-student residential and business locations.
14629	Better transportation between Christiansburg and Blacksburg. The current service arrives at Tech too late for anyone who teaches early classes and stops too early for anyone who has to remain on campus for meetings for departmental events.
14673	Nothing.
14680	I would like to see the Town of Blacksburg lead in developing route improvements within the town and to outlying districts surrounding the Town of Blacksburg. Transportation to surrounding communities, such as Prices Fork and Ellett Valley could have more impact on travel, commuting, saving energy, and being "green" than some current activities.
14703	I would like more real-time information about the routes (such as when there is a detour or when the bus is expected to get to a certain stop in real time). I have recently started a new job at VT and would like to take the BT again to get to that job when the weather warms, so it would be nice to have that information after going so long without riding the BT regularly.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
14710	I need to know how to go about getting to places on campus that are a little too far to walk in inclement weather or if I don't feel like walking to far locations. But there are ways I can find these out--I just need to be more proactive.
14719	The route maps are hard to read.
14723	1. How necessary is it to have riders show their ID? 2. The BT4U app shows arrival times only if they are coming very soon. (I.e., you can't find out the earliest arrival time in the morning if you check the night before.) 3. Is there a way to have a real-time indicator of where a bus is on its route on the BT4U app?
14731	I teach and live in NCR.
14756	Less terrible Sunday times, Sunday summer service, Tom's Creek A coming back.
14774	Reliability of service at intermediate stops. More shelters would also be helpful - I am less likely to ride the bus when it's raining, as I have to arrive at the stop up to five minutes early to ensure I don't miss the bus. Not a long time, but pretty long if you're standing in bad weather.
14787	Coverage of more area.
14793	Great service now. Would like more frequent service from campus to the CRC and return.
14807	More accessible bus stops.
14813	It's pretty good. I just live in a less populated place near campus (Meadowbrook) that has not bus stop so it is easier for me to drive.
14827	Better app (although it is much improved) and more extensive network.
14845	Please make the bus schedule regular all year round. Currently it is misnamed. It isn't the Blacksburg Transit. It is the "Virginia Tech Student Transit". Acknowledging that there are riders other than students is an important next step in going from a good bus system to a great one.
14847	The CRC route now takes longer and has less convenient timechecks. It is inconvenient during the day to wait 20 mins for the next bus, but I do so because it is a better, cheaper option for traveling to campus. The new timecheck in the CRC has no cover or benches, etc. And that can be miserable in poor weather. Also, the new timecheck is less centralized, which for me means about a 10 min walk if I want to ensure that I'm making the bus (instead of waiting at a closer stop and not knowing if the bus has already passed). I do really appreciate the service, however, and it is my chosen method for getting to and from campus.
14874	Expand Service Routes to further out prices fork.
14877	Train students to look for cars upon debarking bus, especially Tom's Creek near apartments.
14880	Stop limiting service during football games so that regular riders can still get around for the normal price at normal times during football games. Have additional service not different service. Make it feasible for people who work other than 8-5 to use the commuter bus. I live behind Oak Tree and could use it daily if it ran at noon and fifteen minutes or an hour later also.
14888	I would like to see the bus service extended to Toms Creek area across 460.
14896	More frequent bus routes on weekends and -- especially -- during times when campus is not in session (breaks, summer, etc.). When a bus only runs once an hour, it's too inconvenient to consider using.
14898	I would ride the bus if it came through Woodbine.
14951	Don't use this service.
14995	More coverage in different areas.
15001	Consideration of how to integrate with the broader Blacksburg community (i.e., non-students) who doesn't want to drive everywhere.
15005	I have never used it.
15032	Sessions that show how to use app; how to use buses efficiently.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
15037	I simply have never used it.
15048	I have no complaints. I enjoy using the bus and find the drivers helpful, patient, and courteous.
15051	Again, hire mature and careful drivers. Change your advertising policy. Act like you care about the community even if you don't!
15056	No suggestion. Very satisfied with the service and options.
15059	More information at each bus stop about bus routes and scheduling (say, 1:13, 1:43, 2:13, 2:43, etc. Etc for each time the bus goes by). Currently, I get to a bus stop and have no idea if/when another bus is coming. Thankfully most people have cell phones to look some of this info up, but otherwise one is just stuck waiting for a bus to (hopefully) come.
15063	More communication b/w university and BT regarding school closures/cancellations. Also routes extended out to Mt. Tabor area, or a park n ride for residents in that area to catch bus on N. Main. Thanks.
15088	Extend the routes to include suburbs.
15135	Not sure, I live a little too far away from the regular routes but I would love to take the bus every day.
15136	No real issues. I only use BT if it's raining hard, the sidewalks are covered with snow, or if it's hot in summer.
15143	Nothing.
15165	I have never used bus service and since I live in Floyd will probably never use a local bus service.
15186	CRC shuttle frequency during breaks.
15187	Having route information available at bus stops.
15195	Extend service to the end of North Main Street.
15213	Still the app. The live map is pretty good these days but I'd really like to see some arrow or indication of which way the dots on the map are moving. I know it's possible to click on the dot and see what that bus's previous stop was but this requires some dexterity and mental geographical math. Also, during the recent snow BT site said that the app would be out of date and buses might be late. What? So I should just wait at bus stops indefinitely hoping for a bus to show up? Not really sure why the app would ever be out of date if it's relying on signals sent straight from the buses. Anyway, BT is pretty great regardless of these complaints.
15237	Dedicated trolley service from Christiansburg to accommodate 7-9 a.m. Arrivals to campus, 4-6 p.m. Departures that don't meander.
15241	It would be really helpful if HWA could enable an additional stop in front of stop "Tall Oaks/Copper Croft Nbdn" when riding from Burruss hall to Stroubles circle. We would save at least 10 minutes per day if this was possible.
15277	I do not use the bus and likely won't in the future unless there is service to/from Catawba Road into town.
15306	Periodicity.
15316	Extend North Main Route out to Woodbine/Wyatt Farm. Currently I have a 20 min walk from home to the nearest bus stop and thus I take BT only rarely.
15323	BT service would be improved by closing more motorways on campus to other vehicles. For example, closing the Drillfield to cars (except perhaps for those with disability accommodations) would make it easier for the buses to get around, and it would improve safety for pedestrians as well.
15367	Better park and ride.
15390	More accurate/real-time tracking, time checks more in line with class times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
15391	Better service targeting the community in general, not just students. Better connections between Blacksburg and Christiansburg and within Christiansburg.
15399	Provide a stop a vet med so there is improved transportation to the main campus.
15418	Like to know if a bus was going to be late.
15447	Come farther out on North Main Christiansburg in the a.m. And evening.
15448	Service from Clay St/Fiddlers Green to downtown/campus.
15451	Nothing.
15503	Wider service.
15506	Please provide service to North Main: Mount Tabor, woodbine, Wyatt Farm, Maywood, and the New School. A lot of VT faculty and staff lives there that could use public transportation. At least try to see how it goes.
15526	Better connectivity and hours.
15531	I think BT is great. An excellent resource for many people, but I ride my bike most of the time. I use BT when there is snow and ice.
15546	Better routes. Need a direct route from university mall to food lion area on Patrick Henry. And buses need to not leave when another bus is just arriving. Not a reliable commuter option. And having limited routes during student breaks and bad weather does not work for non students. Also need better Blacksburg to Christiansburg bus service.
15552	A route closer to my house (I live in Blacksburg town limits).
15560	Nothing do not use as currently use my vehicle, so that I can park close to locations I need to go as have disability hang tag. Also my commute schedule varies dependent on last minute meetings, etc.
15562	Buses not speeding on campus, not yielding to cars backing out of Drillfield spaces, not yielding to pedestrians, not allowing space on Drillfield to pull around.
15587	Service to and from Radford/Fairlawn.
15594	A better schedule to Christiansburg.
15634	Remove stops that are every twenty feet, and instead add stops in neighborhoods where none currently exist.
15652	As mentioned an earlier bus would be helpful.
15671	Not a local resident, I commute from Giles County. No suggestions.
15672	I'm sorry, but my responses are not much help. I am A/P faculty and live on Walton Road in Christiansburg, so BT doesn't do me much good as I'm not on a route. It is, however, an extremely valuable service for those who do, and if I ever relocate, I'll look forward to using BT in the future.
15674	I currently live outside the town limits and therefore do not use the bus service; however, we have purchased a lot in town where we plan to build our retirement home. The fact that it was close to a bus stop was a very favorable factor when purchasing the lot.
15676	Service to clay.
15689	Seems pretty good. Just doesn't reach my home.
15703	It is OK.
15709	PROHIBIT drivers from playing their radios or other devices. I didn't get on the bus to hear someone else's choice of music or news station.
15755	More visible to people planning to stay in Blacksburg for a period of time on business or other applications.
15756	Better app. A bus the Goodwin. Ability to catch the bus when Hokie passport is lost.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
15777	Routes extending farther out in the north end of town, or a parking lot near the farthest stop for park and ride.
15779	More BT stops in residential areas such as in the Woodbine/Wyatt Farms neighborhood.
15810	While I do not use BT as I walk or cycle to work unless I need my car there for some reason, and I can easily walk downtown, I believe the BT system should work to maximize ridership to and from campus as well as ensure access from all parts of town to the major commercial areas. Regarding non-work travel.
15819	Pull-offs on busy roads.
15822	I haven't used local service but the survey has prompted me to look into it. If I want to go to the VT campus, would it be available.
15830	Routes and lines in more residential neighborhoods versus college apartment housing.
15854	More routes through the day between campus and Christiansburg ridership lot.
15873	Consistent, predictable timecheck times.
15878	Better information for infrequent riders or first-time riders on routes, schedules, and most importantly, how to use the system.
15886	Closer access for high schoolers.
15912	Have someone update the real time feed that drives your app and 3rd party apps to reflect actual changes to schedules, especially changes in route frequency when you have staffing issues.
15945	Its good for me.
15966	Remote service to VT NCR.
16019	Service directly to the veterinary school.
16039	Service area to more than students, consistent year-round schedules so that one could depend upon "public transportation" BT as I have observed it for over ten years is not public transportation - it is academic year student shuttles. Staff cannot easily or conveniently use BT to get from offices to meetings and return.
16043	More frequent routes.
16080	I don't know if it is possible but more commuter lines would be great. I would like to be able to come home a little earlier or later than 5:45 with leaving at 5:25.
16096	Routes.
16100	Better vehicles. Better real time information on displays near bus stops. Better Snow removal. Illuminated cross-walks at bus stops.
16130	An app to provide information about when the next bus will arrive is a great idea, so I would like to see it work effectively.
16135	Nothing. I used the bus years ago and it was awesome. Everything I have seen and heard leads me to believe it is still just as good. Only reason I don't use it is because I can't afford to live in Blacksburg and therefore commute from Radford City.
16159	Increase coverage of locations, especially North Main and CRC. Lots of students especially foreign graduate students rely on weekend service. Increase frequencies on weekends during peak hours like 8-10 AM and 5-7 PM.
16168	Pickup points by North End Center.
16169	Honestly I think it 's excellent for a town the size of Blacksburg.
16176	Real time information about bus locations. Don't arrive more than five minutes early. Maps and schedules that are easier to read. The app is helpful if you know where the stops are, but less helpful if you don't.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
16186	More consistency- when the routes change for reduced service, the MSS route actually changes. Perhaps a different code should be used to indicate that a large chunk of the route is not served. Also, the technology on the buses seems out of date. Many of the buses ride around with "check file" on the rear signage.
16187	I'll start by saying I'm not sure I'd use the service even if there were changes, however, I'll put in my opinions. I live in Christiansburg and know there is service between the two towns. To commute to work, I'd have to drive to a pickup location and then riding the bus would add about 30 minutes to my commute. I realize the ride is free, but if I already have to get in my car, I may as well drive the whole route and greatly increase my convenience. Again, I realize that this type of service can't be perfect for everyone, and it has to be cost effective for BT, but as it is, it's unlikely that I'll use the service for my work-day commute.
16211	I listed a lot of "unlikely to use" in the getting info of the survey, since I don't currently use the bus. I might be more likely to ride if the bus came out to the Woodbine neighborhood.
16215	In general, I find it very good. The recent route changes to the Progress street route are very much appreciated. One piece of information that I do not see anywhere is information on how full the buses are. I often have flexibility in my travel times, and prefer to travel when buses are not overcrowded, but there is no real-time information available on that. Overcrowding is the main reason that I do not use the bus more often (I am older, and feel uncomfortable jostling with students for space).
16242	Pull offs on the roads so the buses are not sitting in the road and blocking traffic. That is very dangerous for those getting off the bus.
16246	I don't use BT. I live in Giles County and have to drive every day.
16254	Route to more campus building and shopping area from north main.
16258	Expanded service area to the Elliot Valley.
16285	I live north of Blacksburg, in the county. There is no way I can use the bus to commute into campus other than to drive to town, park somewhere near a bus stop, and use a bus....so if I'm driving my car anyway, I might as well drive all the way to work and have the flexibility of using my car at lunch, and after work. In a perfect world, the BT could have stops a bit further out of town that could accommodate outlying neighborhoods for commuting employees, but I am sure this would not be cost effective for BT. It appears that the BT exists to serve the student population primarily, but in fact that indirectly helps town/county residents in their commute to work each day by reducing traffic volume. So, I would support whatever could be done to improve service to student ridership, although I do not know firsthand what that would be.
16295	More frequent service during break.
16301	More buses.
16311	Shelters at more of the bus stops and service farther down Price's Fork Road.
16315	I work at the NRV Mall as a part time job and would like to know the bus schedule runs to 10pm.
16321	More frequent weekend service.
16339	As mentioned earlier, an additional option mid-day for Christiansburg to Blacksburg commuter service.
16341	More punctual service for some of the Main Street South buses at busier times of day. Buses that run before 7am (at least 6:30am for the Main Street North would be really useful). And running to Burruss instead of Squires would be fantastic. But, in general I've been very satisfied with BT and I appreciate how well connected the area is despite not being a "big city." The drivers overall are very courteous and the ride is typically pleasant and on time.
16349	Not being a regular user, I don't have any suggestions.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
16373	Extend service to more of the county, BT is not a good option for my family right now as the closest bus stop is several miles from our home.
16423	I think BT is great -- have no real complaints. Though I do think BT needs to hire more fulltime drivers to cut down on turnover and improve driver morale.
16446	I would like to see a bus stop nearer to my house. I live across from the Village at Toms Creek, and it takes 15-20 minutes to walk to my closest bus stop on Patrick Henry Dr. This makes my total bus commute time to campus ~30 minutes, and very unpleasant in bad weather. So, I seldom take the bus, because I can drive to my office in about 2 minutes in my personal car. It really seems that the bus service is built around student needs rather than community needs.
16448	The service of the 'disability' bus leaves a lot to be desired. The drivers seem to be very nice. Posting route maps at some or all bus stops should be very helpful to riders.
16468	The mobile app.
16477	Expanded service to Plantation RD Research Compound (Tin City).
16485	Improve CRC service: - connect to MSS. Either combine MSS and CRC to make a loop with busses running both directions or have a transfer point, possibly in Professional Park or at Montgomery Regional Hospital. - provide better weekend service to CRC. We have departmental offices and labs there and our students cannot get there to work.
16501	More pull offs areas instead of blocking roads, such as on west campus drive in front of new building construction and along Tom's Creek--this really stops traffic and leads to student walking into traffic.
16504	Get the buses out of the drillfield (I know that's the long-term plan).
16508	1. Too many stops on Main Street between Clay and country club 2. Service names are hard to follow and understand. Go back to how they were.
16576	I think the organization does a great job!
16586	Earlier and later times on Sunday.
16627	More routes. Since there are buses that go between Christiansburg and Blacksburg, it would be great to include neighborhoods between those two aside from South Main Street. I would be more likely to take the bus if there were stops along Lusters Gate Road - currently there are bus stops for school children, so pickup locations are already established.
16635	More coverage, more frequency.
16643	More presence in Christiansburg for VT commuters.
16655	Otherwise you are doing a fine job and the drivers seem friendly too! Communication during changes in schedule would be the most important thing.
16686	I have gotten repeated requests to complete this survey. I figured it might be useful to know that some may not use BT services.
16690	BT is a great service and I use it as often as possible. I tie in with the megabus pickup would be nice (rather than having to use the Smartway bus). Perhaps just a single run that would get people to and from the megabus coordinated with that schedule. And perhaps a better location and coordination with the Smartway Bus. Parking at the CRC stop is OK, but labeling parking spaces as ok to use without a CRC or VT parking pass would be nice. I'm always concerned I might get a ticket there when I use the Smartway to go to Roanoke. This will only get bigger if the Smartway ties to rail service in Roanoke or even Christiansburg. I realize BT and Smartway are different entities, but I hope there is mutual communication. Thanks.
16710	More buses and bus lines.
16723	I do not live in Blacksburg. I do not use the local bus service unless with a friend.
16752	More frequent routes farther away from campus (i.e. The edge of Blacksburg/Christiansburg).

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
16777	Route closer to my home in Cedar Orchard, traveling up Clay Street.
16778	Easy use by occasionally riders. Currently it is easier to just drive then to figure out what route to take and identify the bus I want.
16812	More commuter times to/from Christiansburg.
16813	More frequent service and more convenient stops!
16840	That the passing and departure times from a bus stop (e.g. Sunset Boulevard/South Main) are more consistent. Buses that come from Fairfax road and do not pick up many students often pass by the stop at Sunset Boulevard too early; buses that are busy picking up students often come later. I tried to use the BT live app to monitor the actual route of the bus, but that does not work very well on my cell phone. Buses should have fixed times for each stop.
16848	When schedules change, I have often been caught unaware. I would like to see more done to inform people regarding potential schedule changes, such as a sign posted at the bus stop for a few weeks prior to the planned change's date. I would also like to see schedules available directly online in the Blacksburg Transit website, rather than having to download the.pdf files.
16912	I have never used any of BT services.
16913	The app having proper times.
16918	More service during the evenings in the summer and maybe a last run to the CRC arriving before midnight.
16930	More buses in more places more of the time.
16961	I would like to see expanded service to BMS and BHS during afternoon and early evening hours (when schools have events).
16989	I think it runs pretty well. I would seem overly expensive to extend the lines to serve people who live in sparsely populated areas like the Toms Creek basin, even if it is only 2 miles away from the VT campus.
16990	The app is really wonky and doesn't load very well. I more frequently use the bt4u.org website.
16994	I think it's a great service for a relatively small community! Real-time data would be nice, as would greater connections to other communities (including more frequent connections to Roanoke).
17018	I think we have an excellent bus service. However, since I no longer work on campus and no longer live in Blacksburg, it is not practical for me to take the bus.
17040	More stops in town and on VT's campus.
17060	Park and Ride service throughout Montgomery County.
17067	More marketing about schedule and app.
17081	More incentives (or increase awareness of) for staff like me who live in Blacksburg to use-- e.g., discounts, prizes, advantages, etc.
17087	Drivers that pay more attention to pedestrians.
17111	Buses to service more local neighborhoods.
17121	Ensure that the app works well. Several times I have used it and it does not load or show adjusted real times if the bus is delayed.
17134	More routes. Better access to Middle school and High school.
17137	More frequent service and less lengthy routes (particularly WITHIN VT campus). Thanks very much.
17144	Just as I said: a method to find out within the next 3-5 minutes the quickest route and best timing to get from where I am to where I want to go.
17148	Better communication to the public about the routes and changes made to the routes.....
17152	Better connectivity. Need to walk a few blocks to the stop, and have to change at Burruss.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
17160	Have some routes that serve less dense neighborhoods off of the main drags, at least once in a while.
17182	More stops between Christiansburg and Blacksburg.
17199	I don't use the bus service because I'm handicapped and walk with a cane. I know I can get special service to and from home but that service really hems you in on a time frame. If you need to work a little over or want to go home early you can't because the bus comes at the times identified. I would ride the regular bus as there is a bus stop near my house but I typically take my work home with me in a rolling cart and I figure I would not be able to get the cart onto the bus and if I did where would I put it? It is not like I could hold it in my lap. Too many variables so I prefer to drive my car and use handicapped parking instead.
17202	The drivers can be incredibly rude and dangerous. I've had them pull in front of me multiple times, even without signaling. They do not own the roads. I realize they're on a schedule, but other people have the right to drive on the roads as well.
17215	Service is excellent except for the online real time info.
17228	Additional lines or service added to areas that are excluded from current routes. I live in the Highlands at Huckleberry Ridge, so I have no other choice but to drive to and from campus. I would definitely use the service if there was a nearby stop.
17237	It would be great to have a sign at the bus stop saying when the next bus is expected but such technology may be too expensive. I think the phone app would provide the same information but some of my colleagues have said it isn't always reliable.
17246	I think the BT is a great service and alternate mode of transportation to work. In Blacksburg ridership is concentrated and if you live outside this area you drive to work because for example I would have to park my car with in site of work to get on a bus. Park and Rides do not make sense in our area because I suspect many commutes are really not all that far.... Opposite is true once you drive a long way why would you commute the short distance. Parking is a large issue for this. I am Staff so my choices are different from students and those who work let us say in Roanoke or Salem.
17251	More frequent service later into the evening.
17272	Better coverage of Prices Fork.
17282	I don't use the local bus service, but you won't stop sending me emails to take this survey, so I'm hoping that by taking it now you'll leave me alone now.
17296	Extend a route out to Price's Fork on weekday mornings and late afternoons - would need a park and ride, perhaps a good use for the Grange parking lot!
17314	More of the extra long busses on the Hethwood routes.
17318	As I indicated earlier, I live in the Toms Creek Basin and am appalled that the area receives NO service from BT. In the 29 years I've lived there, we have never even been surveyed directly regarding the interest in such service. Therefore, you cannot possibly have any credible estimate of the potential ridership.
17333	BT App that has real time bus location info and ETA info.
17341	Number of routes.
17354	It was not clear what time the Hethwood bus would run in the evenings this semester because the schedule online doesn't appear to agree with the times that the bus would leave Burruss Hall. Instead of leaving every 15 minutes, the bus would appear to leave every ten minutes or so and this change was not reflected on the website. It's not a big deal but it has been a little bit of an inconvenience for determining when to leave to catch the bus.
17356	Early bus each workday (6:30a.m.).

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
17357	Expand routes into Montgomery County for those who work at Tech but do not live in the corporate limits of Blacksburg and who would like to utilize alternate transportation to driving.
17395	More frequent and late, weekend service to CRC from Campus. Better connection between CRC to campus and Other routes (e.g., Harding Ave.) Hard copy of the schedule.
17404	Be more proactive. You play a key role in a small town like Blacksburg. Many people would be happy to use bus services if it's convenient and timely. So instead of cutting down the frequency of services you should increase it. This would be beneficial to the overall economy and environment of the town and state.
17427	More buses on weekends and school breaks, better coordination between different routes when need to switch (if one bus is late, on weekends I have to wait an hour to transfer), fewer delays when the drivers switch up.
17455	E-signage at bus stops and real-time bus tracking on BT website.
17462	Service extended to Radford, Va. Maybe at least a morning and evening commuter shuttle for students and faculty? A lot more traffic runs in and out nowadays on Prices Fork Road during the morning and evening rush hour. A commuter run might reduce that and ease up on campus parking too.
17471	More bus in the morning and afternoon when people come and leave campus.
100012	Bus service on weekends.
100013	Late night and early morning connectivity.
100025	Increased frequency on weekends. - Bus service on request (could start with a van) - be More environment friendly.
100030	Increased capacity during peak times.
100039	Service is great. No improvement that I can think of.
100041	App times more accurate.
100070	Crowding continues to be an issue, although the issue has regressed some as the semester proceeds, which is typical. The BT app also seems slow to update on the current schedule, which can often result in missing the bus.
100107	Something that would be helpful would be a feature on the website that could help you plug in your destinations and where you want to go and help you find the bus route (or routes) to get there. Kind of like on Google maps, but better incorporated to the BT website. Also a route map of popular places for freshman to use when they first get here..... Like TTT, PHD, UMS, etc so they know where to go and what times the bus are coming without having to search for it.
100146	Timeliness! More Sunday service to Math Emporium.
100148	Communication BTW riders and buses.
100150	Since moving to Christiansburg it just hasn't been convenient to ride any of the BT buses. If a timely bus route was available from Christiansburg to campus I may ride that.
100155	Bus stop times should be posted further out on the app.
100162	More buses on weekends and during periods when school is off.
100192	Introduce early morning buses on the weekends and increase frequency during the day.
100198	Continue the existing quality of service that BT is giving to the community in Blacksburg.
100203	Expanded routes.
100208	More frequent stops around campus, easier to get from one side to the other, better and more accurate app.
100220	More. Polite drivers.
100237	It's pretty great now but maybe a little more reliability if possible.
100261	Nothing - I'm very happy with service as it is!

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
100268	It is unacceptable for you to leave dozens of students waiting at a freezing bus stop because the bus is full. Send another damned bus.
100279	If the bus is said to leave at 10:15, don't leave at 10:14. That one minute really screws a lot of people who don't make a point of waiting at the bus stop. I live less than a 300 feet from a bus stop yet I get burned so often by early departures.
100283	The app.
100337	More double busses on progress street.
100351	Real time signage at bus stop. Easier than using data on my phone.
100363	More buses in the afternoon.
100365	Less crowded buses and bus that arrive on time.
100372	Electronic signs at all bus stops.
100383	Most importantly, the information stream from BT to potential riders needs to be improved significantly. In addition, the routing and scheduling polices could be adjusted in order to optimize the system. Being an ISE student has taught me to recognize inefficiencies in a system, and BT is full of them.
100387	Arriving on time and more buses to Main Street South. I've waited a half hour or more during regular service hours for a MSS bus.
100408	Electronic schedule on the bus stops.
100414	Better mobile app.
100423	More buses on weekends.
100426	Text alerts about when busses are not running - like when campus closes and how they send out text alerts.
100435	The frequency of the service during late evening and night hours. --Better summer service and reduced service in terms of frequency, especially on weekend.
100447	Increased frequency on weekends.
100459	Send out VT alerts for buses if they are running late or just stop running.
100479	One thing I'd like to see is clearing of bus stops after a snowstorm. Especially this last storm, I use a stop that isn't highly popular and I had to stand in the snow to wait and trudge through the snow to board the bus.
100536	There have been many times I've been waiting at the bus stop around 6:30 and the bus just never comes until the next 15 minutes. An interactive app that updates would be very helpful. Also, using the longer buses at very busy times of day like 9:30 or 5:15 because they get really crowded.
100539	On the app, don't list a stop if it's just to drop off and not pick up. When it was really cold, nothing said the bus was switching so therefore the right bus would never be there even though it says that time.
100549	Better crowd management.
100551	App reliability. Consistency of Umall and UCB routes.
100556	Same schedule year round not just based on when students are in town.
100561	Clarification between the UMS and UCB lines. It changed recently which goes to Sturbridge and it wasn't made very public so I got on the wrong bus and the driver was not nice about it when I asked her to clarify if UMS goes to Sturbridge.
100577	I live in Terrace View, and getting to and from classes during peak hours (8 - 9 am or 5 - 6 pm) is extremely difficult because the buses sent at these times are smaller (not the two section) which means they are usually full. I think the TCB route in the mornings (to get to class, especially mcbryde Hall stop) and the Progress St route in the afternoons/early evening (to get home) should be serviced with larger buses to avoid long wait times or skipped stops.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
100578	More frequent stops and more stops IN campus, not on the outskirts of campus.
100581	The online PDF schedules are very small and very hard to read - even when zoomed in it's hard to scroll through info.
100586	A better app that provides a little more real times specific information.
100591	Having more bus service on the weekend. The bus at my stop comes only ONCE AN HOUR on Saturdays and Sundays, which is why I feel reluctant to even take the bus on the weekend, when I can just stay home or have a friend pick me up instead.
100599	Frequency.
100604	Just more space. It seems like drivers try to cram as many people as possible on a bus, which is usually fine in the morning (depending on when you get on) and the afternoon but gets very uncomfortable at 5:00pm. It might be good practice to send tripper buses out to accompany the 5:00pm buses just to accommodate the amount of riders and slow pace of traffic around that time.
100621	I would like to see more buses during peak times, and a much improved Android application.
100626	Expanded service to more outlying areas.
100650	More buses during the weekend.
100679	Efficiency.
100684	I would like to more accurately plan when my desired bus will arrive, instead of estimating and being late for class/meetings. I recommend modeling after Radford Transit, as it is reliable and always on time, and you can always tell where the bus is so you can plan accordingly.
100705	*Longer TCB bus like Progress Street. Sometimes it is overcrowded.
100710	A an app with the same functionality as bt4uclassic.org/Mobile.aspx and nothing more (your current app has a lot of unnecessary clutter in my opinion - all I need is what I get at the mentioned link). An additional stop between HWD 1207 and 1208 would also be appreciated - the current walk from 1208 is pretty far to my apartment but the closest available before the 1209 time check.
100714	Real time information updated. Sometimes the times on the website are not current - either the buses are not spaced out in the time frame specified (like a certain bus will be at a stop in 5min-20min-5min intervals) or the times are off by 5 min each time (at least in my experience).
100717	Reliable and accurate times (specially for North Main. That one is the worst by far).
100759	Signs on buses say biggest places.
100766	I said this previously, but I wish the bus would run more frequently in the 4:00-6:00 range as people are finishing their days. Not only is it frustrating to have to wait 30 minutes after my 4:45 class lets out for the next bus and be hindered from other activities, but the bus is also then PACKED because a lot of people are finishing their day. I understand it's obviously not as simple as "just have the bus run more frequently," just something that has been difficult for me as a bus user.
100782	Like I said earlier, I think a stop near surge would benefit everyone on the tcb route. Also, on the weekends the tcb bus is almost always full by the time it gets to my stop (stop # 1327) so I have to walk to campus on weekends, so please try making the tcb rout every 30 mins on weekends. Also, on Sunday's, service on tcb ends early, it should make at least one more additional run till 11:33. And if progress street ran on the weekends, that'd be great. Thank you!
100814	Signs at bus stops about the times and routes that are serviced there.
100824	CRC route bus for weekend.
100825	A bus app that loads easily and updates live.
100830	Trips to Target in Christiansburg.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
100844	I live in Shawnee. With the bus route change due to the UCB construction, I no longer have direct access to a grocery store, post office, and other services by bus. This is very inconvenient, and I imagine it affects businesses negatively as well. I know I have frequented Himalayan Curry Cafe, one of my favorite carry out dinner places, less since the construction. I wonder if there could be a way to design a route to connect communities in this area with University Mall that would not require a transfer on campus.
100849	If there was less wait time and more bus stops it would be incredibly helpful.
100882	Better app, more buses to Christiansburg.
100883	More convenient routes to Christiansburg.
100884	Possibly more bus stops to and from the commuter parking lot.
100894	More reliable live map.
100896	Reliability. In addition, better knowledge of service needs. It's crazy to put only shorter/smaller buses on your second most travelled route during morning rush. They are always full. I either have to leave an hour and a half early for class, or miss it altogether/be very late. It's frustrating something still hasn't been done about this.
100902	Be on time! The Patrick Henry bus is often 5-8 minutes late. There have also been a few times where one bus hasn't shown up. Also, in my opinion the 10-minute bus schedule doesn't work very well. I would recommend just having an overflow bus for the especially crowded times on the 15-minute schedule.
100943	Routes and times. More buses that go everywhere.
100968	I am overall satisfied with the local bus service.
100988	Better accuracy of the app BT app that says when the bus will arrive/depart. It has a lot of potential, but is often wrong.
101008	An accurate way of finding out the time the next bus will arrive.
101017	More TCB buses.
101027	If possible, a larger bus in the morning hours for the progress street route. Bus is frequently full after stop at the Village apartments so have to wait for tripper or the bus on its next run through the route.
101038	Bus driver's attitudes.
101039	Be on time for the schedule.
101044	Bigger buses. Sometimes buses can't fit enough people to take them to class.
101046	Extended bus hours.
101052	More buses, more bus drivers, quicker getting to stops, better app.
101062	Similar to progress street a bus that goes around and picks up extra kids that get left behind during peak times for some other stops.
101076	More efficient. Less crowded. More direct routes. More drivers.
101079	More times.
101083	A much better app that functions all the time and has correct information.
101116	More stretch buses during peak hours and before general class times. Study the numbers of passenger in certain time intervals and deploy the long buses accordingly.
101119	I would like the buses to come at time where it is reasonable for me to get from class to the bus (10 minutes after class ends, not 2 minutes).
101131	Improve the app so that it is accurate.
101135	Drivers not leaving time check early. Especially the 7:45 am bus at Patrick Henry.
101149	Have the busses come on time.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
101184	Buses arriving at stops at scheduled arrival times, or at least close. Not skipping any scheduled stops because they are running off schedule so drastically.
101193	Buses on time and frequent.
101209	It's 7:33am and it's 6 degrees outside. I'm waiting at the bus stop by University Terrace with 40 people all huddle together like penguins. The Toms Creek Bus comes by and it doesn't even stop. The bus is full to capacity. I'm just trying to go to my 8am class because attendance is mandatory. So I wait another 15 minutes for the next bus to come. How does Tech expect to raise enrollment from 30,000 to 40,000 when the bus system is garbage. They are fools to expect that to go smoothly.
101220	More drivers on the busiest routes.
101227	Better communication and busses.
101244	The app! It would be such a great tool if it actually worked.
101290	Ease of planning how to get from point a to point b without prior knowledge of bus routes.
101300	Increased frequency after 5.
101318	I would like to see an app that locates me and gives me the 3 closest bus stops to my location. If I click on that stop number I want to be able to see the next 5 buses that will visit that stop. From there the traditional option to click on the bus routes and get route info should be accessible.
101346	Increased bus frequency on the weekends especially to Wal-Mart.
101357	Perfect.
101364	Adding an additional stop past the UCB/Tom's Creek intersection.
101376	Make the times on the app adjusted to when the bus will actually be coming.
101403	More often on evenings and weekends.
101408	More buses for the Hethwood line, as the buses are extremely overcrowded in the morning and people who live at stops after Foxridge get left behind and have to wait longer for another bus with room to come. Would also be nice if Hethwood had a stop at squires.
101412	Bigger buses in the mornings! Either I miss one because it's full or I'm cramped with way too many people (I've missed 3 buses in a row one morning). It's most often TCB and Patrick Henry. Progress isn't as bad, but it has longer intervals between when it arrives, so I usually don't like to take it.
101444	Closer stops to certain buildings.
101483	Nothing really. An app that is frequently updated is very helpful. And the bus routes work well within campus and off campus.
101495	Run more frequently, hokie express instead of 30 min at evening times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
101508	There needs to be a bus stop on Duck Pond Drive across from the veterinary school. I've requested a veterinary school bus stop in every single Blacksburg Transit survey I've taken for the past three years, and nothing has been done about it. There are 400+ veterinary students, 100+ graduate students, and 50+ master of public health students in addition to faculty and staff who would use it, but one has not been put in place. Currently, I work in the corporate research center (CRC), so the only place I go on campus is the veterinary school. But there is no bus stop at the veterinary school, and to get close, I have to take the CRC shuttle to the library, then the Hokie Express to a bus stop by the large resident parking lot off of Duck Pond Drive, then walk across the parking lot (because there aren't any sidewalks from this bus stop to the veterinary school) to get to my class or seminar. Therefore, I rarely use Blacksburg Transit because it doesn't go to the location I need to get to. It's the one building on Virginia Tech campus without a dedicated bus stop close by. As it is, I either drive or walk from the CRC bus stop by the football stadium and walk half a mile behind mcomas and the horticulture gardens. As you can expect, this is difficult to do with a foot of snow on the ground. Normally I would drive, but usually parking is limited in the C/G parking lot next to the veterinary school after a snow fall. There aren't many streetlights on this portion of Duck Pond Drive even though there are 20+ classes there that start after 5pm, so I've often seen students walking on the side of the road at night in an area of poor visibility. This is dangerous, and I'm surprised there hasn't been an accident. It would be far safer for students with evening classes would benefit from a bus stop that's closer to the veterinary school in a more well-lit area.
101509	Please run large capacity buses in the morning. Currently, BT alternates between large and small capacity buses. However, that is not adequate for routes like Progress Street.
101545	I like BT. Keep up the good work!
101554	Buses that run more frequently. More stops to service collegiate suites.
101573	Clearer bus schedule - where the bus stops, when, and at what increment of time a bus will return to a specific stop.
101574	Nothing. I did this survey to express the fact that a lot of people are dissatisfied with the app.
101588	More buses, especially in the winter and during breaks. It's Blacksburg Transit, not Virginia Tech Transit. I shouldn't have to get stuck somewhere for an hour because all the undergrads are gone, especially since I pay for the bus in my fees, which most undergrads' parents probably pay for them.
101596	Nothing, very thankful for the bus services.
101597	I hope to see more accurate bus times on the app. The website is usually reliable but the app is really bad about showing the correct times. Most of the time, the app does not even show the times and I have to go to the website and it takes longer.
101600	More routes to ALL of campus-(Litton reeves, mcomas, agricultural quad).
101606	It is annoying When the buses leave before the time on the schedule.
101608	Punctuality of buses and consistent route times.
101612	Redesign the App.
101615	Punctuality and the adherence to bus stop times listed on the site and the app.
101631	Frequency.
101638	More accessible schedule/route information. Electronic signs at stops would be amazing.
101639	Better access to scheduling/times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
101645	More convenient times: it should still come every 15 mins, but I think those times should be offset a little. For example, if the bus came at 10:40, instead of 10:30 or 10:45 and I were going to an 11:00 class. With this schedule, I wouldn't have to leave 30 mins before my class started to actually make it on time. With this, it would still take the normal 15 mins to get to campus, but I'd have an extra 5 mins to get to class. This would be a more efficient use of my time because I could get more done before getting on the bus and I wouldn't be waiting around for 15 mins for class to start.
101700	Having a possible checkpoint or wait time posted so students can get a rough idea of how long it will be until the buses arrive.
101722	Time stops on applications listed.
101739	Y'all are doing great.
101760	The platforms/sites/apps to find out when BT service runs and where.
101763	Real time updates on bus times and locations.
101787	Restart UCB bus service.
101794	A better app would be helpful that gives live time locations of the buses.
101801	More frequency on weekends.
101802	Please continue to provide such awesome service. Thanks!
101806	The frequency with which buses arrive at locations. Every 5-10 minutes is preferable.
101816	Being on time and a working app.
101822	Timeliness.
101862	Nothing in particular :) app would be nice.
101881	Two buses running the Math Emporium route during peak times.
101899	More frequent evening runs. Improved app and real time bus updates.
101917	Longer hours during break, low frequency is fine.
101926	Keep up the good work!
101934	Come more often in the evening and at night.
101956	Increased routes.
101986	I have found that many bus drivers fail to open the rear exit doors when a typical boarding stop is called and only one person wants to get off when many are getting on. I frequently hear (and am sometimes myself in the position of having to) people yelling from the back to open up the doors. I wish more information could be given at the bus stops giving a rough idea of when buses would arrive at each time of the day, and which buses service the stop. While this is information that you can learn over time, it is confusing for new riders as well as whenever I move to a new neighborhood. Despite fears of providing inaccurate times, most students know approximately which minutes of the hour the buses will come and they are fairly accurate. I am also just personally a fan of detailed paper schedules.
101988	New bus routes from toms creek to Kroger on university Blvd. A direct bus will be better instead of having to go to VT campus first and then changing buses there.
102044	More service on weekends- every 30 mins or something.
102070	Showing the schedules of the buses clearly online (or in the app). Especially after mid-night b/c at that time, the app simply doesn't show any times for any buses.
102089	More frequent time-checks (i.e. every ten minutes) for most of the day (9-5).
102097	Increased service during the day- so many buses from campus are over stuffed.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
102098	I would like for the buses to be on time more often and for the Emporium bus to run more regularly at later times. A lot of students can't go to the Emporium till later in the evening and are there until 10-11, when the buses only run hourly, so if you get to the Emporium and are there for 20 minutes, you have to wait 40 more to get back to campus.
102106	More times on weekends, every hour and starting at 10am sucks!!!!
102110	More frequent night and weekend pickups. Better visibility whether a bus goes to the basketball arena or drops off somewhere else on game day.
102139	The BT transit app.
102149	Buses that actually run on time.
102153	Communication with riders and availability in evenings and on weekends.
102161	1. MSS frequency 2. App should work always 3. Someone should answer the phone after 5 pm.
102171	Alerts when schedules are not on time.
102175	Late night and weekends frequency..
102208	PLEASE HAVE UMS BUS TIME CHECK AT NEWMAN LIBRARY!! And fix the website.
102241	More elongated buses and more bus drivers. There are too many people on one bus and every morning we can't pick up everyone along the PRO route. It's ridiculous.
102249	Buses arriving and leaving on time.
102250	Offered down prices fork further.
102252	I think that it is inconvenient that there isn't a route that runs anywhere near to edge directly to the far corner of campus like mcomas. The edge is close to campus yes but it is still a really long walk to get over there and especially if there are extreme weather conditions it would be nice to be able to take a bus. I have found that I can get there but it takes two different buses (toms creek to hokie express).
102292	The app!
102295	About 15% of the time, a bus will arrive late to a bus stop, especially for the VT Math Emporium. Although this is not a significant amount of time, it is still inconvenient. Also, the BT App and website need to be updated so the time that buses will be arriving at certain stops always loads when a user try to access the page.
102314	Overall I'm very satisfied. Reduced service schedules can be frustrating at times, but I understand not wanting to run mostly empty buses.
102330	BT android app that works. Text messages with updates on bus service.
102338	Expansion of routes to cover more areas especially on the south main. The whole area is only served by one bus! Better mobile app more frequency at evening hours. One bus/hour is not good.
102340	More frequencies please! Especially in the summer and off- peak times for Hethwood. Foxridge is far from campus and it is not appealing to wait for 1 hour every weekend for bus.
102350	More direct routes from Patrick Henry to the far side of campus (mcomas or Litton Reaves).
102355	At night buses don't seem to stick to their schedule very well.
102361	Improve layout of website, trying to figure out which bus goes where is somewhat challenging, and figuring out stop times generally involves a lot of backtracking and searching. On all bus route types on site, include what area they service as well, to avoid having to download every schedule to determine which bus goes where.
102370	Better bus stops.
102374	The bus service is really good and easy to use but sometimes the bus timings on the website from certain bus stops are not correct and I have to wait longer for the bus.
102410	Faster route times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
102462	At popular bus stops I would like to see when buses normally come by the stop without having to look at my phone. Even if it's just a laminates sign. Just a schedule to use as a guideline.
102470	Make the BT app suck less.
102477	All buses have stops in campus.
102487	A better app would be nice.
102492	Improve the app and provide better live schedule changes.
102496	At the outset, BT is awesome. It provides great service! Weekend frequency can be increased to twice an hour instead of once an hour. More buses for peak hours (8am-11am; and 5pm-7pm) during summer. Hourly service after 10:15 pm until 12:15 pm on summer weekdays will greatly help graduate students. Services around places where roads are closed due to work can be enhanced.
102500	Increased consistency. The HWA bus that leaves at 8:30 is always good, but the 8:40 one is all over the map. I plan when I leave for class to allow for if I miss the first bus, but it only works when the second bus is on time.
102504	Double the bus for the Emporium. Have the times for the bus displayed at all the stops. It would save so much time.
102540	The routes need to make more sense. I shouldn't have to switch buses just to get from my house on S Main to mcomas.
102548	I would like it to be less crowded on the HXP.
102569	An option to take the bus up to campus from Perry St. Lot.
102610	I think the route times need to be accurate on the app. It makes me mad when the University Mall and University Blvd route times AND BUSSES are completely mixed up. I've taken a U Mall bus that has dropped me off at the U Blvd stop several times. I also hate how crowded some of the busses are in the morning. It's unfair to students at later stops when there's no room.
102658	The bus service itself is great! I love all of the friendly drivers and getting where I need to be usually pretty quickly. I would however, try and make some adjustments to the app. Me and a lot of my friends just use Google maps because it's much easier to function and has the correct times and is always updating itself which is very helpful to the people waiting for the bus.
102662	I would like to see the BT app be improved to better serve students when they need to find a bus in real time, not just a general schedule of the busses.
102667	Open ucbl.
102693	App, route frequencies.
102711	Apps and the website. More real-time updates are needed, and the website sucks.
102749	An app that is more reliable with loading the schedule.
102769	Either more buses overall or more double buses. I think it happens too often that people either can't get on the bus because it's too crowded when it gets to their stop or are forced to crowd together in such close proximity, even to the driver and front of the bus. I don't know for sure if it's actually realistically possible to get more buses or doubles, but just any way to reduce this overcrowding I think would be a welcome improvement to the bus service.
102800	Better App performance.
102814	More incentives for people to actually take the bus instead of drive. More buses during early morning commutes.
102816	A new bus stop at West Campus Drive and Grove Lane. Take Industrial Park Drive out of the South Main route and put it into the Two Town Trolley Route.
102820	Better evening hours.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
102825	Shorter intervals between Toms Creek B and Progress Street buses. At the least change TCB back to 10 minute intervals instead of 15 minutes.
102828	I just want to make sure buses actually arrive to all stops during late night shifts. One time, I got out of work late (around 10:30) and I waited for TCB for an hour and it never came. I was then forced to walk home, taking about another hour of my time.
102829	COMMUNICATION WITH RIDERS.
102834	More reliable times on apps and sites, especially at peak riding times.
102858	More frequent and later evening services, especially in winter.
102869	For the times to be set.
102870	Fixing the weekend and late night bus routes. The TCB and UMS gets confusing as to where the bus is going.
102874	The app.
102884	Busses running more often lowering wait time and to avoid "bus full".
102886	More busses running routes in the evenings.
102957	More frequent service at night and more user friendly app.
102959	Weekend frequency improved, or times more strictly adhered to.
102965	An app w/real time would be nice.
103003	The bus fee for the school is an extortion. If this is a town service, why is it included in the school fees? I am not using this service and I am still paying for it...
103009	The north main and south main buses are very confusing to a lot of students. I have realized the buses indicate which direction they are traveling but are very confusing when looking up times or tracking them when looking for them on the app.
103018	The communication during inclement weather; the service runs very well when I need it regularly (Patrick Henry Route).
103028	More busses. Not able to get on a bus because it's too full makes me not ride the bus.
103030	Increased service during the summer, i.e., Sunday and later evening service...now it seems as if it panders to students who drink and does not take into consideration needs of short-term and international visitors who do not have cars as well as people who need special access service.
103035	Keep doing what you're doing. I've been using the BT as a primary means of getting around town for the past six or seven years and I love how convenient it is.
103041	Interactive map/app with estimated next time bus at specific stop.
103071	Time-check accuracy. I'm aware that unexpected things happen that can delay a bus, but I would at least like some way to know that it is delayed. I have wasted so much time waiting for buses that don't show up until 20 minutes after the BT4U app says they will. Also, probably about 2/5 times that I ride the bus, the driver takes the wrong route (maybe they forget which one they're on?). For example, the UMS bus will accidentally take the UCB route and vice-versa. One time that this happened, the students heading to the Math Emporium were dropped off between the town homes/apartments by the turnaround and the Starbucks and had to walk the rest of the way.
103088	Real-time bus locations on app. Buses that actually run on time.
103095	Buses that run more often with more locations. Also an app that isn't horrible.
103113	Have electronic signage at, at least on campus bus stops. Notifying when the next bus will arrive for each route.
103138	Maintain the early morning schedule where the bus comes every 15 minutes and not every 20 minutes throughout the day.
103143	More transits to places.
103153	A more reliable app or a better trip planner.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
103154	I think they are very satisfactory!
103170	The app.
103186	Honestly, a consistent schedule and a printed schedule.
103203	I think there should be more bus routes from downtown (especially bars) to north main street and progress street.
103238	I would like the local bus service to work on coming on time and following the schedule. I would also like more frequent times for the local bus to run to go to the Math Emporium.
103241	Not having 20-25mins between buses to sturbridge. Fixed app. Buses not switching randomly.
103255	The mobile app.
103276	Crowded routes and the app.
103292	Drivers, times on the website, better app.
103293	More busses to prevent overcrowding.
103299	Reduced overcrowding.
103349	Its better to have an app that tracks the location of the bus to see if it is ahead of schedule or behind schedule.
103403	Be more on time.
103427	Nothing personally, but as a weekend operator...numerous customers ask for greater frequency of buses running on weekends. Two rather than one each major route.
103451	Please hire more drivers. I know last semester was really rough because there were not enough drivers and I was late to class frequently. Also, I know driving isn't super fun, but there's a guy who does the Patrick Henry route, and he's amazing. He sometimes wears a hat. But he uses the intercom thing to communicate with the passengers to move further back, or just to tell some jokes. He is the coolest driver EVER. Please give that man a raise. I keep not asking for his name, but when I do I'm going to send you guys an email. Anyway, my point is, please hire more drivers that are cool. He has made my morning awesome on more than one occasion. And maybe have the drivers use the intercom more, literally just so they can tell us to move all the way to the back. People ride the bus every gosh darn day, and people still don't know to move all the way to the back and fill all available seats in order to get to where we need to go in an efficient manner.
103473	Again, more busses. On days when it's raining or most classes have exams, busses that normally aren't full and up filling up on the first few stops. I know it's somewhat unavoidable but on days like that it could probably be planned around.
103476	Make the buses run on time, and provide an active alert system, instead of just posting a change on twitter.
103479	For buses to come to the time stated on all the apps that have the bus schedule (BT mobile and ihokie).
103501	I would like to see more buses in service, if only during mid to late morning (~9 - ~10 AM).
103524	More busses at busier stops. A working app that tells real time bus arrivals at stops.
103534	Building a central bus station/connection hub.
103565	If you have a schedule, stick to it.
103615	The app/website etc never works nor does text or call to find routes. Always have to load the app two to five times wasting my time and data. More buses in evenings.
103617	Make me not miss class cause buses to full.
103618	The reliability of the App to show current and real time information. Also increase the frequency of busses on the weekends for people to be able to go to the stores and mall.
103628	Extended route service.
103640	The app is not always accurate.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
103644	Live.aspx page for current bus location.
103647	Live updates, such as electronic signage at bus stops, would be very useful, though costly.
103652	Please add more time slots to HWD bus routes.
103691	Anything to make them more efficient, I feel it is faster to walk from my apartment then take the bus most days , especially to Goodwin.
103696	Communication with riders and accurate arrival information. It really upsets me when I have to stand outside waiting for a bus for 20 minutes in the cold weather because I am unsure of when it will come. Especially when I have classes and quizzes that are on specific deadlines.
103712	More routes and longer service hours.
103718	The drivers being more aware of when someone pulls the stop requested and stopping at the intended stop instead of blowing through it and going to the next which can cause people to walk unnecessary distances if the driver had been paying more attention. Also the time check for progress street is way too long and could be moved up at least 5 minutes.
103743	More bus service or bigger busses during the class change times at Virginia Tech. Most times of the day are perfect for the busses, but during class changes, the busses aren't equipped for the amount of students that ride the bus.
103751	More buses, possibly more routes. I understand why there aren't more, but I do think a major emphasis should be placed on making bus travel the most time-efficient mode of transportation in Blacksburg, especially because the University plans to eliminate a significant amount of the parking that currently exists on campus. If we had the same routes but double the buses, so many people would ride the bus because it would become the most convenient option. At this point during peak hours, buses are crowded and often full as it is; clearly the demand is there.
103763	The bus service is great. The only improvement is if it ran more often in the evenings (till 730-8).
103772	Just a better real time bus app with schedule/routes.
103784	The BT app. I can't take the bus if I have no idea what the bus schedule is.
103796	Live bus tracking on mobile app (give up to date expected times the bus will arrive at a stop).
103809	Yes I would like to stop being charged for a service I do not use. Why is it tied into my tuition fees, I believe \$67.00 a semester. That is so many items that I can get off of the dollar menu at McDonalds. Almost 67 items. Do you realize how much bigger I could be with that many dollar items from McDonalds. It would be phenomenal. I guess I could ride the bus around in circles until I reach \$67.00 of use. Perhaps you can post on your website how much time someone would need to ride the bus to realize \$67.00 of bus riding.
103828	I live on Whipple street for the North Main route, and the bus stop there in front of the houses could use some sort of light pole people because a few times buses have missed me at night. Other than that, it has been flawless for the North Main route.
103836	Sometimes the 9:07 main street south bus is very crowded. The south main street bus in the morning should add one more bus.
103837	Real-time updates of where the buses are. Possibly a GPS in each bus that is linked to the app so I can see where the bus actually is?
103863	More buses in the mornings. They're always so crowded right before class.
103881	The amount of people on the bus. It sucks because everyone piles onto one little bus and they never seen another one. Or if it's full and just drives right by you then you're screwed.
103887	Improvement on accurate time,.
103909	Hethwood A and B coming every 10 min in the AM and every 15-30 at night.
103953	Busses are always full when it's time to go to class or go home from class so I get passed even though I am at the stop on time.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
103960	Later and more frequent service.
103963	When I rode the bus often, I noticed that when the weather was not good the buses got full even faster than usual. When it's rainy or otherwise bad weather out, it would be nice if there was an extra bus going to places near campus to pick up the people that the full buses left behind.
103991	Better phone app.
104019	I would like to see more stops where the bus can pull over completely out of traffic. I commute to Virginia Tech from Dublin so I do not have much occasion to use BT. Nevertheless, I support public transportation and know that BT performs a valuable service for Blacksburg residents and VT students.
104025	Please add TCB stop around Stranger Street.
104027	Real time updates at bus stops. I hate having to look at my phone constantly for bus time info.
104031	Increased late runs and for the drivers to not be late as often.
104045	More trips.
104050	Better, more dependable BT4U app.
104067	I would like to see a new route to help connect neighborhoods better. Currently all bus routes seem focused on getting students to and from Virginia Tech campus.
104078	If Tech is decreasing their parking, I would like to see buses running more frequently. As a freshman, it was very hard to get to apartments for dinners and such because the buses really didn't run at night. The Hokie express is also super inconvenient. The weekend day hours are basically the worst thing ever. I think it would also be beneficial to run a bus maybe every half hour from Oak Lane to Pheasant Run, then to the Village and back, to better provide safe transportation to apartment complexes.
104102	More busses to further areas, or more busses to areas with large populations.
104105	The UMS route coming every 15 minutes instead of 30 minutes. The busses always get very crowded and since many students don't have a choice but to go to the Math Emporium, I feel that busses should be there more frequently.
104113	An app that works. The actual bus system is amazing- I brag to my friends that go to other schools about how great and useful it is.
104132	More buses.
104162	More accurate times posted, and more frequent running in the morning. It can be very confusing what the bus schedule is, and in the mornings the buses are so packed that they can barely fit everyone trying to get to class and sometimes even ends up in people having to be late to class because the bus can't hold any more students.
104171	Capacity, being on time (it is not helpful if you're early) and frequency.
104172	Buses reach and leave time checks at times that are more accurately listed on website.
104196	The app, some routs that are more practical for those that walk to campus but would like to catch a bus that takes them to the other side.
104204	Different names for the stops, like buildings.
104216	Available later in the evening.
104218	They didn't accept my VET MED id card on one of the busses and I had to pay money. It is a valid student id not listed by BT on your list of acceptable cards.
104225	Extend the PHD hours so I can attend my evening classes. Also improve the BT app, it's not efficient and always shuts down and doesn't provide precise timing.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
104227	Earlier buses on weekends. Buses that ply more often on weekends. When searching for buses, the website should also clearly say, "The last bus on this schedule is at x" or something like that. Showing the next 3 timings of a bus arriving at a stop is a brilliant idea and is EXTREMELY useful. Thanks for that.
104237	I really enjoy using BT to get to campus, however it's sometimes confusing to try and figure out when the bus will be coming next. I use BT4U Classic because I like the written format opposed to the real-time map. It would be cool to have small screens at the umall, Litton Reaves, mcomas, Cassell, Newman and Burruss (along with other major apartment stops) to know the time the bus will come. Time checked stops aren't as hard to figure out but sometimes I miss the bus because it says it will be there at a certain time and it comes a few minutes before.
104239	More stops, because I was forced to buy a car. In my first month here, just to reach the campus it takes me 1 hour, even if I am leaving just 4 miles far. But I was forced to do it by feet, because the nearest stop is 2,5 miles far from my house.
104240	The number of buses on weekends and their frequency.
104251	I often miss the bus because the website shows a time but the bus is running on a different schedule (for example, website shows that bus will be there at 11.02 pm, but is actually there at 10.57 pm).
104280	The app for finding bus routes and times.
104288	More frequent stops later in the night after a long night of studying in the library.
104307	I think it's been fine this year.
104321	More buses to the Math Emporium.
104351	More buses. I have been passed by three full buses in a row before. THAT IS NOT ACCEPTABLE.
104393	The app and allowing for the live bus feed and locations to be a part of that.
104397	Larger 8:30 am bus T/TH on Hethwood route.
104398	Since I have not used the local bus service, I cannot offer any other feedback at this time.
104405	More routes that go to the Litton-Reaves/mcomas side of campus from apartment complexes.
104406	The BT4U app can sometimes mess up and be slow, but also sometimes gives false information about bus schedules.
104428	Bigger busses when classes get out. When you have the surge of people trying to get on busses is when you should have the large busses come.
104431	Being on time.
104450	Some sort of announcement when changes are made.
104464	Ease of finding the bus schedule.
104468	Easier app to use and bus stops directly to major academic buildings.
104489	Better accommodations for the amount of people riding, and better clearing of the bus stops when it snows. Currently on crutches and the ice is very difficult to deal with. Even the other day one of your drivers looked at me with my crutches getting off the bus and said they don't clear this out enough for you do they?
104504	The way in which bus times and routes are disseminated.
104516	Be on time.
104518	More bus's and better stop locations. The Hethwood A route can be improved. And with the addition of the new housing development on prices fork, this route is going to become horrible.
104519	More runs to the CRC.
104520	A really good and reliable app that is free.
104528	Additional service between Christiansburg and VT campus.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
104536	More accurate arrival/departure times.
104567	The UMS and UCB routes are confusing. I like to catch the UCB route from campus. Some days I will get on the bus labeled "UCB" and it will take to the Math Emporium. I'm not sure if the drivers forget to change the sign or what, but this usually results in me having to walk a ways in sometimes inclement weather because the sign was misleading. I'll sometimes ask the drivers where they are headed and they will say UCB but then go to the Emporium. Not sure why this is such a mix up.
104572	A better circulator route around campus. It's impossible to get on a bus by Perry St that takes you by mcomas and residential side of campus.
104574	Go further from campus.
104592	The times in the weekends for hokie express is inaccurate. We wait at the bus stop at the starting time only to find the bus never comes. So we go back in and come back 30 minutes later when the bus comes.
104632	I would like to see either a flawless bt4u website (right now it takes a while to load and when you try to see the exact (guesstimated) schedule for the coming day at like 12:30 am, it won't load until I wake up later that morning)), or see a BT transit/bt4u app that works with my iphone 4s. Thanks!
104638	The real-time bus tracking and app for Android. It's a whole lot better than it used to be, and I really like where it is, but it could be just a touch better.
104646	A Bus to Northern VA.
104647	Have the bus be on time. I don't want to wait for the bus for 40 minutes because it was supposed to come when I got there.
104667	Buses arriving at the exact times they are supposed to.
104712	While Google Maps has very reliable information about BT schedules, I have not used a BT app in years because they are somehow less reliable than Google Maps despite being transit company apps. BT should invest in creating a more reliable real time app for sudden late buses or emergency situations like bad weather. BT should also try to treat the Hethwood community as a community wholly belonging to Blacksburg. Heavily reduced service during weekends and sometimes no service during bad weather scenarios where other bus lines are still running only serve to alienate the Hethwood community.
104713	It may sound discriminatory, but I really don't like when bus drivers go out of the bus at time checks, smoke a cigarette and then go back to the bus, I know they are not directly smoking inside the bus, but usually the smoke smell (that also non drivers would bring with them) gets inside the bus and makes it very uncomfortable. Again, this is me, and not sure if there could be a way to prevent it from happening. Also, the stop at Fairfax Rd (the one with the glass) it has two sheets of glass missing since a long time ago, and basically does not protect from rain or really cold wind. Thank you.
104730	Limited early morning service and early weekend service for major routes. I.e. 6:30 a.m. Or 6:00 a.m. Main street North.
104766	Faster loading time for live map - real-time alert on detours/delays - alerts on buses being full.
104769	More buses at peak hours on routes. If I have to pay for this service - make it actually usable on a daily basis for people at EVERY STOP. I'm tired of seeing full buses all the time. Especially on inclement weather days when you KNOW everyone will use the bus.
104780	Better app.
104795	Really, a timer at the bus stops estimating when the next bus will arrive would be fantastic.
104805	Please have full service for CRC bus during summer time, please!

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
104810	I wish the bus came exactly in time, I know it is hard, but when it comes to early and I miss the bus I am bound to miss class. Also I wish there were more buses for my place, University Place.
104824	A schedule for game day busses before the game. At least one time check on each route so riders can estimate when to be at the stop.
104825	ONE, good, RELIABLE bus app. Too many with bad information, including the BT app itself. The orange VT transit app is so much better.
104844	Need more of the longer TCB and PHD busses around 9 o'clock a.m. On Tuesdays and Thursdays because they are always full at that time and sometimes we have to wait for several busses to be able to get on.
104855	Accurate information about routes and schedules readily available.
104873	There are way too many platforms and nested links on websites in order to access information about schedules, unplanned routes, etc.
104931	The app could be improved.
104938	The app, website improved.
104967	Preferred seating for old grad. Students.
104970	This are overall pretty good. Your drivers are considerate, as far as I can tell, and that's probably the most important thing for me, how I interact with the bus service on a daily basis.
104998	Have more busses or more long busses in the mornings for Hethwood. The busses are always full when they get to my stop at 7:30am.
105019	Reliable app.
105038	Improved app services.
105047	Accurate arrival times and more evening times.
105072	That they run on schedule more often and better service for South Main. On several occasions I have waited at Squires for well more than 30 minutes for a South Main bus to arrive. They seem to seldom be on time and I have witnessed buses leave time checks before the scheduled time or several minutes later than the scheduled time.
105118	An electronic time at stops saying when buses will arrive instead of just relying on the app, which sometimes does not work.
105127	Improved app with real time and with mapping that will tell you where each stop is located. The names of the stops are not very informational and I usually don't know where they are or how to best get to my destination. In addition, there needs to be better updates or prediction about how storms will impact bus routes.
105143	More on-campus stops so that students can use buses to get from class to class instead of just to get on and off campus. I often don't use the buses because there aren't any stops near the building I want to be at, and often have to almost run to get to class.
105148	The app and also bus stops further down North Main.
105149	I would most like to see a consistent schedule on the websites that I may be able to act accordingly to. Some of the bases tend to be highly tardy or disorganized when it comes to schedules so I want a schedule to reflect that occurrence or at least for the drivers to show up a bit earlier.
105191	Not much.
105224	Accuracy, ease of use for the app.
105227	Better quality drivers. This past year, I have been terrified by more than one driver and was concerned for the riders' well-being. There was also an increase in missed stops, and general confusion amongst riders and drivers. Also, fix the app and website for mobile-friendliness. They are atrocious.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
105234	Temperature is reaching extremes at times and, while you guys do a great job at keeping time, it can be excruciating/dangerous waiting for bus at bus stops when there are no roof or cover. Heating system and update panel (electronic signage) at the bus stops would be nice in case phone is dead as well.
105245	Pick - me - up.
105252	Use more double capacity buses during peak hours especially in the morning.
105301	The app.
105305	Nicer drivers.
105312	My main concerns are just for the larger capacity buses during peak hours like before 11am classes and after 2pm classes. I also would like the app to be more reliable. A lot of times the app just won't load for me.
105316	More frequent DT service on nights and weekends.
105317	More consistent scheduling in the morning, an app with actual real-time tracking of busses.
105318	More frequent buses during peak hours of the day especially around Progress Street/Tom's Creek. It's hard to fit onto the bus unless I leave pretty early.
105326	Seats on the bus that are folded up could be let down so there are more seats available.
105329	The air inside the bus, which makes me feel nauseated. Not very sure I am the only person feel this way.
105344	An app with real time.
105345	Better connection between buildings on campus.
105355	Quicker app so I can check when the buses are coming by.
105356	More transportation to and from Christiansburg.
105357	The app needs to be updated.
105359	Maybe you could look at the websites for larger cities' transportation services and see what types of features they have there. I know some of them help plan a route and what buses to take to get from point a to point b. I also use Google Maps for the most part to figure out my route.
105368	Sometimes the 7:15am Hethwood B bus doesn't show up and the 7:30 becomes so packed that they have to turn away riders.
105404	Progress street bus in really crowded in morning.
105408	The bus stops should be improved, in addition to accurate times and stops of buses.
105415	More frequent buses. Better apps and ways to find out about bus routes. More consistency in service. Bus routes that better serve on campus students such as bus from Washington Street to Goodwin.
105422	Please make it so the ucb bus waits longer at sturbridge. Do NOT have the UMS route and UCB bus route alternate between the same bus. Do SOMETHING TO PLEASE DISCOURAGE FRESHMAN OR PEOPLE GOING TO THE EMPORIUM FROM TAKING UCB. Broce and ucb residents deserve priority. I shouldn't be forced to miss the bus because it's full of freshman.
105443	I would like to see UCB fully serviced again, which I know will be a while. In the mean time, I would like to see CONSISTENCY in the portions of UCB that currently are being serviced!! I live near Kroger, and I have had issues with the BT saying a UCB bus will arrive at my stop, so I go wait, and no bus arrives, but I see the UMALL bus stop by the Math Emporium. I have also had issues with the UCB bus NOT stopping or driving the correct route.
105449	Better distribution of information on detours, schedule changes, etc. In the last 4 years I've been left stranded more than once, and not just because of weather.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
105457	More/bigger buses running to the Hethwood area particularly in the mornings at around 9. Many have classes at that time and the buses are always full when it comes to me since I live near a stop right after Foxridge. It's very frustrating constantly being late to class especially since I have no other form of transportation.
105477	I could really use another hour of service of the North Main bus Sunday through Thursday.
105489	Easier access to information such as routes (some way to view or clearly identify besides abbreviated names), times, location of buses, etc.
105490	Signs that work at all bus stops listing times.
105493	More direct routes.
105511	The app.
105547	The timeliness and the local bus service app so I could feel more confident about it when I use it.
105553	Real time bus information in app format.
105558	The app.
105569	Nothing.
105577	I have not used the service, but I have heard no complaints from my friend.
105591	The app.
105635	More UCB frequency. (I know the resurfacing project throws this for a loop.).
105641	Bring back the Progress St Bus route from early Fall 2015 (when it left campus by Surge). I have class at surge every day and live on Progress Street. Once class ends, if I want to ride the bus home, I have to walk 10 minutes to squires, then wait for the bus, because that's the closest bus stop. Instead, I just walk home (15 minutes), which I'd prefer not to do. There are no bus stops at or near surge that leave campus and take me to progress street. I much preferred when the Progress Street bus left campus from surge. Please bring that back.
105724	Better phone app.
105729	Have buses that are on time according to the posted schedules. On several occasions I've waited on a bus that was closer to the next stop time than its original posted time. Be as accountable as possible for the stop times you post online. Also have earlier travel times in the morning Mondays through Fridays. I live in Foxridge (Hethwood A) and because you start service at 7:00 am all the buses between 7 and 7:45 are always packed to the teeth for 8:00 am classes. You should run buses at 10 minute intervals instead of 15, and start service at at-least 6:30 am (preferably 6:00 am). I think this kind of service should run until 6:00 pm, and then the 15 minute interval buses should run from 6:00 pm until 10:30 pm. Also offer game day bus service (specifically a Hethwood route that will stop at burruss hall) at 15 minute intervals for starting at 7:00 am game day and running until half way through the first quarter of a game. Then start offering the same service above again at the beginning of the fourth quarter until 2 hours after the game. I had to walk 4 miles after the Ohio State game last year because BT didn't offer service for Hethwood for over an hour after I left the game. That's atrocious service. I'm forced to pay a transportation fee while attending VT, and expect service the whole time I'm here, especially for football games, since I have to give up good money for it.
105747	More reliable. Keep website and app updated. Busses on time.
105756	Website and app need to be easier to interpret.
105768	No improvement needed.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
105774	I would like to see better hours on the weekends and evenings. It is really difficult (especially when your only means of transportation are the BT buses) to have to center my entire schedule on the bus system's hourly schedule. Even making it every 30 mins instead of every hour would help so much. Also, Sunday hours are TERRIBLE. Please make them start earlier and end later. Sometimes my college experience gets incredibly affected in a negative way by the BT bus schedules. Thank you.
105802	The app NEEDS to be fixed. These days every student has a smart phone and an app that actually functions is the way we figure out when buses are coming/what our route is, etc. The app is literal currently. I periodically delete it and then re-download it later in the hopes that there will be an update, but there never is. Literally go find a smart computer science person to make you an app, because what you have now is bull.
105829	Electronic signs with real-time bus info at all stops.
105831	Make it more clear when the bus routes change during the weekends or at night. Instead of that route/bus just disappearing on the routes part of the website, maybe link to the current bus route that can help someone get where they need.
105853	The buses are on time for the most part and the overall bus service is good, but someone has to take charge and not admit approximately 500 or so extra freshmen to Virginia Tech. The buses to and from Foxridge (Hethwood routes) were always crowded, and I tried leaving about one hour before my classes each day so that I could get on a bus without being squished. I lived in Foxridge last year, and this was not a problem, because there were not extra freshmen who were forced to live off campus last year. I just don't understand how the school could admit this many extra freshmen, because otherwise the acceptance rate will continue to rise and Virginia Tech will continue to look like a worse institution than JMU and GMU. Also, it isn't fair for the bus drivers to always be constantly stressed about carrying a full load of students both to and from campus.
105860	A more improved live map.
105864	Better app.
105865	The schedule on the app is often wrong.
105878	More accurate stop times.
105893	The new app! I like the interface, but I can't find any of the stops and the times aren't right.
105900	Being on time and have accurate schedule.
105903	More buses at 8am.
105921	A more stable app, and more frequent HWD times.
105927	Busses run later on weekends and more often.
105965	The current app is useless as the busses don't adhere to the scheduled times and it doesn't provide any real time information on bus location. I'd most like to see a better app.
105972	I want more frequent bus times going to and from Kroger and the Math Emporium.
105974	Don't go to progress park or whatever it's called at the very end of south Main Street. Incredibly inconvenient for the majority of the people who take the south main bus.
105984	Less crowded buses. And buses that arrive on time and a reminder to drivers that it is not ok to skip stops. I waited for a UMS bus in front of Newman Library on a weekend for 40 minutes, 15 of those minutes I stood at the stop before the supposed arrival time and then I stood at the stop for another 25 minutes in case the bus was running late. The bus never came.
106024	Times that are easier to remember.
106048	More information about how the routes change at night, and more frequent routes in the evening.
106066	Changing the bus from one route to the other is somewhat difficult; especially from CRC bus to the Hethwood bus. I think the earlier CRC bus schedule with a 15 min frequency worked better.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
106071	Bus coming on time and not skipping stops.
106076	Keeping buses on time, send buses more frequently before and after class change since that is when they are most used.
106095	More stops between Blacksburg and Christiansburg that run later.
106141	Better tools for looking up arrival times and researching bus schedules.
106142	Increase frequency of buses.
106172	A more updated app that is accurate. Also, if the buses could be on time. After about 6pm the drivers just slack off and don't keep up with the schedule and people are always waiting at the Litton Reaves stop for over 15 minutes passed the scheduled time because the bus driver didn't leave Newman on time. Happens every Tuesday and Thursday for me and I am stuck waiting in the cold.
106212	Help with directions from drivers.
106215	Larger bus for MSS, more frequent buses in evening.
106230	Adding another bus to service the Toms Creek area or having buses run every 30 minutes instead of every hour. It's really hard to travel without a car and when taking multiple buses sometimes the schedules don't match up well.
106231	Crowding.
106236	The website. The Live Map page should display timing information itself instead of linking to another page.
106238	A good app.
106241	More busses being on time and better drivers who don't stop on a dime and make me almost fall on the bus.
106258	I would like to see shorter cycle times(possibly more busses) because of how crowded the busses are during the day.
106275	Real time information about when the bus will arrive.
106291	Expanded evening service for Patrick Henry dr.
106300	Coordinate routes with when classes let out. Every time I get to the bus stop after class I have to wait 15 minutes cause the bus leaves right as class lets out.
106316	Alerts during storms - even if buses are still running or if there are delays.
106352	I just want a page on app or website that has a summary of every bus route, if its running and full or reduced service. Then when I click on a certain route, it shows a map and all the times for the next hour or two. That would be ideal for me.
106389	Make buses cleaner Run more buses on week-ends. Start earlier on Sunday More buses to Christiansburg.
106395	The app.
106397	Busses being on time and not leaving the time stop early.
106402	I wish the Toms Creek bus went up to Litton Reeves or mcomas. Also, more buses that serve to get students left behind full buses.
106422	The app to be correct and updated.
106423	I would like for them to be available at every bus stop multiple times an hour.
106427	Extended hours.
106450	Less crowded buses. Also, the BT app crashes a lot.
106453	It is doing well.
106459	UCB and UMS should run 8 min apart.
106478	The text to bt4u service.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
106500	I really have no suggestions. Sometimes at 7:30 a.m., busses fill up, but I know there's not much you can do to control that. I think you do a great service to this area. Thanks!
106517	Guidance.
106526	I don't actually know how to use the BT system, and I'm too afraid and embarrassed to try it or to ask someone else how to use it. Printing information in the VT newspaper would be helpful.
106565	Better service after 7p to Patrick Henry area. A more direct route (avoid Giles) to Patrick Henry area.
106593	Later service.
106631	More accurate real time bus locations.
106640	More accurate and easy to understand routes and times during non-standard days.
106654	A few things with the app need improving. Overall you folks have been doing a great job. Much appreciated ya'll.
106670	Buses not leaving timechecks early. Harding avenue buses running more frequently, especially on weekends.
106673	As I mentioned before, more bus service during peak times, even if that means less service during valley or flat times. Also, the Progress route incoming to campus down tom's Creek, it could go around Drillfield before continuing to Squires. For those of us who live on the North side of campus but have class/office in the South side of campus, being dropped off by mcbryde Hall is not very convenient. Before the route changes due to construction we could at least get off in Burruss. It makes no sense to ride the bus and then have to walk from mcbryde to Litton Reaves. Or have to wait again for another bus to take you there. Also, some routes (of course, the one I take, Progress inbound down Tom's Creek and Tom's Creek B outbound) are not operative during breaks and summer (reduced service). At the same time, graduate students often still need to go to campus but are not allowed to park closer (parking is still the same as during spring and fall). This makes it extremely difficult to get to campus during those periods of the year.
106680	Having enough buses to pick up all students at the busy times of the day (mornings especially). I have been left behind because the bus is full more times than I can count.
106689	A few more weekend options and routes.
106695	The real time updates are in fact real time, and the app has significant updates.
106707	Great service. Helped me a lot when I was in a one-car family living in Hethwood.
106738	Less busy more space.
106748	To be honest, I think BT is doing a great job, and I am totally happy with their service. If I force myself to think of an area that could use some improvement, it would be the BT app: 1) The user interface could be improved, 2) Features like displaying real-time information could be made more robust. 3) Instead of displaying up to 3 bus times, the app could allow users to specify bus routes where they want a certain number of next bus times displayed. 4) A simple desktop widget/gadget could be added to enhance the functionality. 5) If a user knows that it takes him say 5 minutes to get to the bus stop to catch a particular bus, the app could have a simple notification feature, where using real-time information for the selected bus route, the user would be alerted about the arrival of the bus and he could then leave his/her apartment. This simple feature would allow users to time their journey up to the bus stop, and in case of a bus running late, not have them wait at the bus stop.
106758	More stops for Main Street north bus other than squires. It could easily go to Burruss and loop around to mcomas and back down to squires and then leave.
106764	More buses and earlier routes on the weekends.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
106772	It would be nice if someone rode with the drivers to review them on a regular basis. There are a few drivers on the routes I use who make it an unpleasant trip. One driver slams on the brakes right as he gets to the stop and then accelerates so quickly. I have been on the bus before when he is driving and he stopped so hard that everyone fell forward. I am surprised people weren't hurt.
106777	The drivers be more polite and more on time.
106816	More buses at more locations.
106823	Schedule times matching up with when the buses actually show up.
106840	Said already.
106846	More larger buses that are on time.
106847	I know is hard to increase the frequency of the buses, but during the weekends is really hard to go somewhere, because sometimes buses don't come.
106888	Have the PHD line run until like 10 o'clock pm.
106912	Would like to have a route directly to mcomas hall (TC) during full service.
106932	More buses late at night. Better indication of where buses are, closures, route changes. More buses during busy times.
106942	Bigger size buses.
106945	The new mobile site is trying to do too much. What was good about the classic site was that it was simple, clean, and easy to use-the only problem was the design. Just, you know, tone it down to the basics.
106948	I really liked the route that Toms Creek used to travel last year. I know that there is construction on University City Boulevard, but the route did not actually need to change where it picked up on campus. Also, it would be good to have a more accurate app that is up to date with the new routes that are a result of the construction.
106971	I can't think of anything major- I think they're doing a pretty great job and I really appreciate how the bus comes to Hethwood every 10 minutes during major class times. The buses get really crowded sometimes and have to leave people at the stops on the way to campus but besides that it's not bad at all.
106984	Real-time "how long before the next bus arrives" at each stop would be pretty amazing. Leaving time checks on time during reduced/summer service would be a great help to planning. On several occasions during school breaks I have been frustrated because the bus didn't seem to be on the published schedule. Then one of these times I actually got on at the burruss time check and noticed that the driver got off about 2 minutes before departure time, walked slowing up to burruss where I think he went inside, and slowly walked back about 7 minutes later. We ended up leaving 5-6 minutes late than the scheduled time check. It didn't sound like much, but can compound with traffic and other things to make the timing on the other end quite off from what is expected, and when the bus only runs once an hour and I'm out in Hethwood waiting I want to know whether or not I just missed the current one, or I misread the schedule, or it's just running really late, so I can decide if I need to make alternative arrangements to get to campus or not.
107043	Being more on time.
107044	Larger bus for the toms creek b stop. It's pretty crowded in the morning.
107051	The busses were actually on time rather than pushing 10 minutes later or earlier than the app says.
107060	Seems fine.
107061	More accurate live updates on bus times and better coordination of bus stops when there is a high volume of students (like right before a class).
107104	Better website, more clear updates, better app, better way to notify students with emergency routes (maybe by VT email).

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
107113	Greatly improved app that doesn't freeze or crash and provides an option for looking at bus timetables for all stops (not just time check stops) - Website actually works - More frequent buses or bigger buses on Hethwood B route - More frequent bus.
107124	More times after 930pm more drivers more UCB routes.
107131	One bus that's sole purpose is to get people across campus quickly. The only way to get to Litton Reaves from my apartment (right behind Surge building) is to walk. A shuttle would be so helpful.
107159	Higher frequency for main street route in peak evening times.
107168	Nothing in particular.
107196	Just a route from TCB or PHD to mcommas Gym, please.
107204	Frequency of buses, information about when the next bus will be at the stop.
107228	Signs on bus stops with times and routes.
107235	All bus stops indented in curb and not blocking traffic.
107253	The bus schedule is absolutely terrible. Considering that BT transit primary consumer is the Virginia Tech student, I would think that the bus schedule would be catered to their needs (i.e. Running on times that actually get them to class on time). I ride Hethwood A every single day, and I have been late to class countless times because of the bus schedule. There is no reason for there to be a bus running at 830 and then not again until 844. There should be an 840 bus because that actually gets students to a 905 class on time. I should not have to catch a 830 bus for a class that starts at 905. Also, what is the point of having 2 buses run at 844 and 850, when almost everyone on that bus is trying to get to class by 905. This also occurs on Tuesday/Thursday. I catch the bus every Tuesday/Thursday for my 8am class. But instead of the bus picking up at 735 or 740, it picks up at 730 and 745. The 745 gets you to campus way too late, and the 730 gets there too early. Another complaint is the buses are hardly ever on time. I realize that there are extenuating circumstances that make it difficult to be exactly on time every stop, but it happens to frequently. For example, if the time stop at stroubles is 850, the bus should be leaving stroubles at 850. Instead, they usually arrive a couple minutes late. I do not put any of this blame on the bus drivers, I think they do a fantastic job and are doing their best to be on time and transport people. I have great respect for them and what they do. However, the bus schedule is unacceptable. There is a top engineering school right in BT transits home town. I'm sure there are plenty of ISE students who would be more than happy to help you optimize your bus schedule and bus routes. Thank you for hearing this complaint, and I hope it did not come across as rude or singling one person out. Rather, a complaint that represents many students issues with the bus schedule. I look forward to seeing the bus schedule improved as soon as possible.
107259	Pretty happy with it, but would like to see bus schedules posted at stops.
107260	Everything seems pretty well done. The only thing I can think of is maybe adding another route.
107270	Be on time. HWA has to be on time please. Some drivers always waste of time in the morning.
107274	How often the buses run.
107288	More room during the busy times.
107290	More consistently reliable bus schedules in the late evenings and at night.
107331	Flying Buses. But realistically, maybe if there was a signal by the BT street signage that displays a certain color based on how recently a bus has come by or a feature similar to that.
107333	More than I want to actually complain about.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
107359	I work at the CRC for research (Space@VT), and it is really frustrating to ride the bus to and from campus to Space@VT. I think enough students and faculty work in the CRC Phase 3 (I think), that the CRC bus route should add at least one stop on Innovation Drive. This would be incredibly helpful to a number of students in the Aerospace and Ocean and Electrical and Computing engineering departments. The current closest stop is a 10 minute walk from the building.
107369	The drivers not being late so often. They are never late when it would benefit me.
107388	Trippers that actually follow behind full buses.
107390	More convenient timing of bus schedules.
107424	Weekday/daytime Toms Creek route that goes to mcomas Hall.
107432	On time service and more buses available during peak times.
107441	Better app for planning routes, or sync with Google maps info.
107468	An app that has accurate timing information and routes that are easy to navigate.
107470	I understand that staffing has been a little tight this past year or so, but when there is adequate staffing having more routes or extended routes would make it easier to use the buses. Whenever I do use the bus, I generally still have a long was to walk to get to my destination. Switching buses would take longer than it does when I walk myself over there.
107473	I haven't had any issues with the busses themselves.
107477	I would like there to be more busses running in the mornings so I am not late to my 8 am because of full busses that continually pass by.
107498	Nothing-I think it works fine.
107506	Increased bus frequency at night. Expanded hours (all routes - UCM - why does that ever end if the Emporium is open 24/7?) No ID required to ride buses (pointless, holds up the bus, is that money really closing a spending gap?) More accurate and non-buggy BT4U/BT app.
107535	It seems to work fine to me, though it would be great if service could be expanded. As mentioned, I'd be much likelier to use the buses if there was a trip planner, because the website is a bit clunky and it's hard for someone like me (geographically challenged) to work out what bus to take.
107537	Make an app that works, run the buses on time, hire some drivers that know how to drive.
107579	I think that overall, BT is very good, but I live on the CRC route, so I wish that the bus came more frequently. Also, I bought a car this summer, in large part because the CRC bus does not run on Sundays, and I need to get to campus every Sunday.
107581	Only use big buses on Patrick Henry, the small buses are not adequate and they make people have to miss the bus because no more people can physically fit.
107588	I think BT is excellent. I'd prefer to have more service when students are not in town. Townies use BT too, and it's hard to get to work or other locations when you rely on the bus service but classes are not in session.
107595	More accurate apps to use for students so we know when the bus will be there and depart. Also a map to show us if it is running properly cause most apps now don't show it accurately.
107612	An on point app.
107614	I would like to have a route that goes to the residential side of campus from my apartment on Patrick Henry dr.
107632	Electronic signage.
107640	I think you all actually do a great job. I would just like you to revert back to the old website, fix some tweaks in the bt4u mobile app, and maybe give real time updates or views of where the busses are at certain times.
107646	Bus service is great. Never had any problems...

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
107695	Tom's Creek going up to Litton Reaves again. Hokie express circling only campus, not going into residential areas. A functioning app would be nice.
107698	Busses more often in the morning on north main or a double bus or a double bus more often. It's way too crowded and ends up leaving people way too often.
107727	It's gotten much better, definitely! But a continued improvement on accuracy of ride times and increased service is always appreciated.
107741	Buses being less full to the Math Emporium for people who live on UCB or fixing that route to be better. Fall semester was awful and I walked most of the time because the buses were too full.
107742	I'd like to see a culture shift from private cars to public transportation. Moving parking out of the center of campus to the edges, then shuttling people. What can you do about that?
107751	Making routes/schedules easily accessible and easy to understand.
107759	More times on the weekends.
107761	More buses on my route because the buses are always standing room only, or full, when I need to get on. That is the reason I don't use the bus and instead walk 2 miles to school.
107770	Accuracy in matching what time the bus arrives to the scheduled time it states on the website.
107778	The app being improved. The times randomly go blank but I rely on those to know when to leave. Or increase in UCB service since the 4:45-5:30 buses and some of the morning buses are too crowded to fit everyone.
107784	More frequent service during class changes in the mornings.
107821	It would be nice to have better updates with bus schedules on the app. Also the app should update when there are detours because one day during finals week I did not know of a detour until I got on the bus and it would have been nice to know that I needed to plan extra time to ride the bus to class.
107837	Real time information, more clear information about detour, more bus stops, more ways to go from New kent road to Virginia Tech and Transportation Institute.
107842	Staying on time.
107846	Better app...more frequent in mornings.
107848	Time updates during bad weather.
107876	I don't have any complaints about BT, except for one driver who was extremely rude to all the passengers on the bus. It was the Hokie Express bus during the school day and there were a lot of people on the bus and a lot more were trying to get on at Litton Reaves stop. She would not let anyone on the bus until the front seats were lifted up. Two people tried to get the seats up but they had a really hard time doing it and it took them a few minutes. The driver was getting really angry and said that she would not let anyone on the bus until the seats were lifted and that she's getting paid for the time anyways so she wouldn't mind sitting there all day until the seats were lifted. She also got very angry when she stopped at a stop to let some people on and someone wanted to get off but they didn't pull the cord. She said "I don't know if you want to get off the bus or not unless you pull the cord, so go pull the cord and I'll open the door for you to get out." The person had to go pull the cord, then she finally opened the door for him to get off. Overall her attitude is awful, however I was rather entertained at how angry she got at such small things!
107883	Run later during the week.
107907	More bus tops and updates.
107924	Drivers that actually follow the schedule.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
107935	I do not use the bus because it takes about the same amount to walk 1.2 miles to Seitz Hall from my house on South Main Street than to wait for the bus, get dropped off at the alumni mall, and walk across campus. If the Main Street line had a stop closer to the building where I work, I would probably use the bus. Additionally, I have waited for the bus a couple of times and it did not come within +/- 5 minutes of the scheduled time indicated by the BT mobile app, which is very frustrating. If the app could somehow be updated in real time with the schedule of the buses, reflecting if they are ahead of or behind schedule, that would be amazing.
107937	More frequent buses and actually coming on time. Not as crowded.
107945	Communication, route's for certain busses, and times.
107948	More busses it takes WAAAY too long to get places.
107958	I understand the road construction on UCB isn't your fault and we're all trying to make the best of a bad situation, but having a single bus that services the area, that only drops off on academic side of campus, and SHARES A ROUTE WITH UMALL IN THE EVENINGS IS A MAJOR PAIN.
107996	Just.... If buses are far off their scheduled times--for whatever reason--update it on the site and try to let potential passengers know.
108011	Increased frequency of bus at night.
108042	Easier to figure out routes and when the bus is coming. A bus doesn't even go near my apartment so I have to walk.
108087	Later/more frequent evening busses (especially main St).
108093	Run more often Stop leaving people at stops Run later on weeknights.
108128	That no bus rides would be full in the morning (progress street).
108139	More times for the routes to increase the comfort of the riders and ease of getting to campus in a timely manner.
108150	Map like a big city metro rail line map with all the stops shown not just red dots on a Google map with no connecting lines or way to tell which stops go with which routes.
108158	Somewhere to see a bus schedule for the next day during the previous day.
108182	The app and website need to be improved. I only tried using the website three times but it was so painful that I haven't tried using it again since. While I have gotten used to the app and learned ways to force it load (such as opening and closing multiple times) it needs to be improved, not only with loading, but also many of the functions do not work or are confusing to use.
108211	The bus service is fine. The only problems I have ever had have not been when I was on the bus, but when I couldn't get a bus. It would helpful if the buses could come more often.
108222	Consistency.
108223	I haven't really ridden the bus, so currently nothing.
108232	Work on being on time for 7 a.m. Progress Street buses.
108256	More routes to Christiansburg and TTT to run more frequently.
108281	App Reliability.
108286	An improved App.
108304	I stopped riding the bus because they went through a phase of being highly unreliable. I also hate that they moved progress street from Burruss. When route changes occur, the communication about these is horrible. To get home, I would have to either go to wherever Progress street now picks up which is farther from my class than Burruss so I would likely miss a bus and have to sit around for the next one OR I have to sit through the TCB time stop. It's inconvenient and I wish they would have left Toms Creek at Torg and left Progress street at Burruss. There is NO REASON for those buses to switch pick up locations.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
108337	Better plans for times when the buses are typically full so that students do not get left behind and are late for classes/meetings/work.
108340	At each bus stop, have a sign that says the times when a bus will be there.
108345	Make the buses get to the stop on time.
108367	Be on schedule.
108378	Damage at all bus stops saying when the next bus is coming or a better app that alerts when the bus is coming to your stop.
108415	Times on buses to say when the bus will leave the stop to allow those around the stop to determine whether they are able to reach the bus in time.
108460	The app, please please improve the app. Please.
108478	The BT4U app is downloaded on my phone, but is confusing to use. The current setup only shows the map of various selected routes. I think it should show a map of all possible stops mea am area, and the by clicking the stop, it will tell you available bus routes to that stop.
108487	A bus stop at the Psychological Services Center. Way too far of a walk from Hethwood Square bus stop.
108490	More concrete times, more established service for UCB and UMS route.
108495	More investment for the people living in Foxridge who don't have any other means of transport.
108513	At high peak hours, maybe the dual busses can be used in Hethwood B as they get jammed packed.
108518	Capacity during peak times, Frequency More routes to non-university locations.
108540	Less route changes.
108552	The hokie express should stop stopping in the parking lot after oak lane. It is a waste of gas and time.
108576	Timing. All the buses seem to run at the same time on weekends. If I want to ride the Hethwood bus to campus on Saturday and then immediately catch say the University Mall Shuttle or the North Main bus, then I have to run and sometimes I don't make it. If you could at least make the University Mall shuttle run 10 or 15 minutes after the other buses on Saturdays, so that a student could ride to campus and then ride to the University Mall (and Math Emporium) that would be helpful. As it is now, if I don't run fast enough I have to wait an hour on campus, making a simple trip to the Math Emporium take over an hour and a half.
108602	Less Reduced Service during breaks and holidays.
108614	BT 4 U app - doesn't ever load.
108624	Better app. Faster website. Less glitches. Bus drivers getting to the location ON TIME (especially TCB).
108657	Time accuracy - a real time app would be helpful, one that is free.
108670	Immediate and frequent updates in case of any changes to the bus schedule.
108692	More capacity and updated real-time schedule on the BT app, when any bus is late.
108716	More often.
108724	I would like a higher frequency of buses.
108775	More regular busing on weekends (every 30 minutes instead of ever hour) and better notifications.
108779	The buses arriving to their destinations on time. If they would be at the stop when the schedule on the app says so, it will ease a lot of frustration among students.
108804	Be on time.
108815	Correct times on the app.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
108816	Sometimes bus is full so I had to go class late to wait another. Want to know exact time left on the web. Tired to show hokie p. Hopefully want to just scan the wallet instead of open, take it out and show.
108818	Better match for capacity during the mornings on Hethwood routes.
108833	App updates quicker routes less crowding on the Math Emporium bus (more buses going that way to lower crowding).
108841	More time checks so buses don't leave without patrons.
108844	A list of what buses will come and at what scheduled time at each BT stop.
108849	An app that constantly updates the estimated time for a bus to be at a specific location. Too many times do I miss a bus because it was 5 minutes earlier than scheduled and it did not wait.
108869	I would like the UCB bus to run more often than it does - every 20 minutes is inconvenient on both ends of getting to and from campus. The app should also provide real-time route times.
108893	A functioning app that is advertised on the stops instead of the text in thing. I can never remember the code for each stop and if I'm already at the stop I have no choice but to wait there any way.
108937	Accurate times and schedules.
108941	Time schedules and app. Thanks!!!!
108969	More buses; having to wait because of multiple buses being full.
108970	A decent app and more buses for how much every student has to pay.
108988	More information on website please.
108998	Better emission controls, buses stink to bike behind :P
109006	Less rude drivers, app app app app app app app app app, more Main Street buses.
109025	The buses are almost always late. Frequently they are unpredictable and the App said the bus should be there at one time and the bus shows up 15 minutes later and the bus that was supposed to show up never did.
109028	Busses being more on time.
109031	That there are physical schedules posted at the bus stops.
109035	Consistency, real time updates even when something's just running a few minutes early or something.
109042	We need a better app, which connect to reliable server. Sometimes BT's website has no information in the related fields, especially when we need it.
109061	The app.
109062	Better schedules during breaks and off days. Also, a better app would be nice.
109065	More frequent runs.
109071	I just want the website to be updated and made easier to navigate with respect to bus schedules. It would also be nice to have the "text BT4U" option back-it has worked fine in years past, but this year it has only worked intermittently if at all.
109094	1) Keep the website updated (route timings are often wrong, E.g. TCB) 2) Fixed bus schedule (Schedule and frequency keeps changing throughout the semester) 3) Offer CRC on weekends, late evenings (CRC hosts the Computer Science department and many more teams, IT IS A PART OF THE UNIVERSITY! Students need to work on weekends, and late nights- Obviously! Also, the location of CRC is such that walking is not an option. With the weather into consideration, cycling is also not viable) 4) Notify users of changes in schedule (E.g.- Reduced service today- the weekend before the Spring break even begins) 5) Give me a feedback on whether these inputs were even received/read by BT.
109104	Larger busses for congested routes. Constantly have to stand with no room to move.
109109	More busses to Radford.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
109140	An extra long bus used for the Hethwood b route in the mornings and evenings.
109175	ALL drivers friendly, courteous, and SAFE!!
109181	App with bus tracking.
109192	I would like to see more accurate schedules, like a live map.
109198	I think it's an awesome service, extra stops along CRC would be useful for me but I understand there is still little traffic in that direction.
109205	The app.
109248	The Hethwood Bus can be extremely crowded, especially in the weekday mornings, to the point where some people are denied getting on the bus at certain stops because capacity has been exceeded. Also, 3 times this semester, there was no 7:15 am bus on a weekday morning, the 7 am came and the 7:30, but the 7:15 bus, which I normally take, just did not show up. Other than these issues, though, we do have a good bus system.
109261	More Math Emporium/UCB buses, better bus service to Christiansburg (i.e., more frequent, with more stops at campus than just squires).
109269	Buses getting to stops on time/more accurate time listings on app.
109278	I'd like well behaved pets to be allowed and an infrequent service to be extended down Tom's Creek to the dog park. I'd like to be able to take my dog to the vet without a car.
109293	Accurate information on website. Also, consistency in the schedule. I have often waited more than 20 minutes for a bus that is supposed to come every 15 minutes.
109356	I would want the Harding Ave bus to run more often. That is the #1 thing preventing me from using the bus for transportation. This semester I am on campus from morning until late evening, and the bus just doesn't run often enough to make it worth it, so I bought a parking pass. Also, this shouldn't be an issue anymore, but if there's a detour than the electronic signage on the bus needs to make that very clear. If I know the normal bus schedule, I'm not going to check every day to see if there's a detour. Last semester the lack of signage was annoying when there was construction near Torg Bridge and the Harding Ave bus wasn't going around the drillfield like normal. We didn't know that until the bus had already gotten to the last stop and it would have been nice to know ahead of time. I would have wanted both a visible sign on the bus, plus it would have been helpful for an email notification (that I could have signed up for) to go out saying when the detour was put in place and then another one for when the bus was operating on its normal route again.
109360	More double buses.
109363	I would like to see more bus stops in Christiansburg, and also have shorter wait times on weekends and to popular places like Kroger or Wal-Mart in Christiansburg.
109369	A better App which is easier to use.
109396	Fix the app.
109419	Sometimes there won't be bus available but the BT4u.org is not updated immediately. There were times that I was waiting for the bus according to the schedule on the website but realized later that it's not coming.
109435	The phone application and website to make it very easy for the user to find which route(s) they need to go on to get where they need to go.
109460	More clear indications of when a bus is not running so I don't waste an hour at the bus stop waiting to see if it will come.
109469	I already mentioned the showing the ID issue that is extremely redundant and inefficient.
109482	That the drivers don't run ahead of the schedule! It has been a while that your buses are either too early or too late. It is really frustrating to see a bus pass your stop while you're walking toward it while it's 5 minutes early, knowing that you have to sit their 20 more minutes for the next bus!

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
109492	Being on time and not being full.
109497	Please have more buses traveling on Hethwood or have some way to ensure that the drivers are on time. To the very least, have an app that can notify me of any tardiness by the drivers.
109510	Improved app.
109517	Accuracy in bus arrival times Increased frequency of bus arrivals. Harding ave. Sometimes will only come every 30 min or every hour.
109529	If for some reason I have to take the bus in the evening, it is inconvenient as the bus does not come as frequently as it does during the day. I understand this is due to low numbers, but I feel unsafe waiting for the bus for close to an hour in a Blacksburg winter, so I often times plan ahead to avoid such events. If it was more convenient, I would use the bus more during the evening and weekend hours. Also, I feel there should be a better app developed for students to easily see bus schedules and times.
109534	Be on time.
109544	More Space on bus.
109554	Nothing.
109582	Run on time.
109586	Connect to other communities' routes in convenient ways.
109587	Weekend hours during reduced schedule.
109595	Sunday service starts earlier and in general during breaks at weekends longer service hours, because graduate students are still working and using the bus.
109601	Less full.
109637	More larger buses running on Progress Rt in the morning and getting Blacksburg to reopen UCB because having that closed sucks. I want to old Tom's Creek bus route back.
109638	Live bus stop signs inside the bus! It's really hard to know where you are otherwise, especially if you are riding when it's dark outside.
109639	No route to clay street residents! This area has more and more students. No one on Willard drive or farther out near clay street has access to the bus.
109697	I want the prices fork crossing improved in some way for pedestrians.
109739	More routes and services to duck pond drive side of campus beyond the hokie express, additionally there is no service to this area in the summer. People still work in Bioinformatics and Vet Med and other buildings over here so having no service there is awful. We have to walk 20 minutes to even get to Squires from Main Street South/North.
109746	More times and later times.
109761	I wish the app was more consistent, but again, maybe that is just my phone! I also cannot wait for UCB to open up again, that is a big frustration but I know it is necessary work.
109773	More accurate times on apps.
109782	Bus time.
109789	Service on Sunday mornings.
109797	Leaving the time stops only at the correct time. Also a lot of the time the MSN and MSS buses switch interchangeably and I don't know what bus to board at squires.
109805	A time check at the Shawnee stop.
109841	The buses need to run more frequently or offer an extra bus to pick up the people that won't fit, at least during peak times when people need to get to class. Sometimes there is an extra bus to pick up the people that don't fit but there often isn't and it's not fair. The schedule itself is also confusing to me, and there should be a place where the schedule is explained, not just where the next time the stop is.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
109851	Run buses more often so they are not always full during busy times (there are a lot more students now and services have not been changed to reflect that). Also, run progress street on weekends. And fix the roads by Kroger so buses can go there again please.
109893	Stop times can be inconsistent. I know traffic makes for random stops, but having the bus leave earlier than what is indicated on the BT app/site is very annoying. Also the hour between stops during the weekends makes me not want to use the buses.
109898	Bus-side advertisements should not cover windows because that worsens my motion sickness.
109899	I'd like the buses to do a better job at staying on schedule and I'd like to see more bus routes offered on weekends. The BT is completely useless when you need to run a quick errand because you could get off the bus, be in and out in five minutes, then have to wait an hour for the bus to come back. It's not worth waiting for the bus in those kinds of situations.
109934	Of course more routes, and more frequency... But I know that's a balance. The best improvement for me, as a casual rider, is to make it easier to know exactly when and where busses will arrive. I'm almost always wondering "Will it be faster to wait for the bus, or walk?" A "next bus arrives in X minutes" sign at the stop would be a wonderful start.
109938	Reliability and posted schedules.
109944	Bus drivers get out at time stops to smoke and rather than throwing their cigarettes away at a trash can five steps away, they leave it on the ground in front of Burruss which makes VT looks bad!
109961	More accurate bus times on the website. Bus stops for the MSS bus on more than one location on campus.
109973	Better schedule and a more clear list of stops each bus makes.
109988	PLEASE REVISE THE MSS ROUTE IN THE MORNING. SERIOUSLY, IT WASTES MY TIME AND 90% OF THE PEOPLE IN THE BUS WHO LIVE AROUND FAIRFAX ROAD. There is no one there (FACTORY AREA) to pick up!! Almost more than 90% confirm. Ask your driver!!! Please don't waste our time. It seriously takes more than 10 minutes. You should be thinking of separate service that take care of the factory area, that might be working just around 8-9am and 4-5pm. Thank you. And PLEASE PLEASE bring this up in your meeting. Btw, I really like all your drivers. They are super friendly especially there is one quite middle age woman. She always smile when passenger enter the bus and I can tell that she is sincere. =).
110005	Update the app to be more reliable and less glitchy.
110038	I like riding the bus and I don't see that it needs any further improvement. However, the bus schedule prevents me from riding the bus as it less frequent now and the timing is not suitable for me so I drive my vehicle to work and to classes.
110059	Anything to check for schedule.
110090	Scheduling.
110095	More services on the weekends.
110104	Allow the busses to have a couple extra additional stops added on certain routes to allow more options of places to visit around Blacksburg. Also, adding a few additional busses (or double length busses) would help with the over-populated campus. The buses have gotten more crowded over the past couple years since the addition of more students.
110105	Timeliness.
110111	Reliability needs to improve. Better app for better planning. Better signage at stops indicating better resources.
110125	A more reliable App for route planning/real-time information.
110140	Improved real time smart phone applications.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
110167	Having enough busses covering busy routes, because it's very inconvenient when the bus is full, doesn't stop for you, making you late or very wet.
110170	More buses during the busy hour such as in the morning.
110207	I would love to see a new app developed with fewer glitches. One that would allow you to save specific routes and stops rather than scrolling through a whole list would be nice as well.
110211	The amount of buses and the timing. It is difficult to get back to the dorms as a first year cadet when the buses changes its schedule forcing me to be late back to the dorms, because we had to walk.
110212	The 8:50 progress st bus would magically decide it was the 9:00 bus sometimes, making me late for my 9:05 class.
110219	Overall BT is very good and well maintained. Only the thing I mentioned earlier about single and double bus efficiency.
110231	More campus coverage, more frequent buses.
110241	More accurate bus schedule and service to Surge area from UCB. Also, an addition bus stop by the Inn would be fantastic.
110250	Not sure.
110254	Have buses more frequently during peak hours and fix the UCB/UMS confusion.
110285	Faster running times during busy times in the morning, and later regular run times for days of tests.
110299	Schedule on real time information should be on time.
110303	The consistency on when it comes. Easier access to schedules.
110320	The app needs to be able to handle higher traffic loads.
110336	Well, I guess it'd be nice if you guys weren't bad...
110345	- Information available to everyone (including those who are not young and low income). This includes (1) real time tracking, as mentioned earlier; (2) announcement on the bus, especially for new bus riders, (3) maps on the bus, both the large one sticking.
110389	Honestly, including both recent snows, BT does an incredible job. I've rode since freshman year more and more and I think you guys do great. I have minimal complaints and the goods outweigh the bads so it is not worth complaining. Thanks!
110430	As mentioned previously, I would like a campus circulator so I can get around campus.
110442	Communication about schedule/service changes.
110451	I do not have any suggestions at the moment.
110455	Electronic signs in the bus shelters would be very useful, as well as more sheltered stops (by Turner Place on campus especially).
110488	It would be nice if they were always on time and if we didn't squish like sardines on every bus in the morning.
110498	More double buses at peak hours.
110507	The busses aren't reliable since they come early or too late. Over the summer, I missed a bus off Patrick Henry 3 separate times because it was 10-5 minutes early each time. I ended up walking everywhere/carrying my groceries the 2 miles home instead.
110534	Bigger busses at peak times (right before classes start).
110556	The time chain.
110579	Website/app is down way too much. Really important that that bus times are available 24/7!
110583	Earlier service on weekends.
110605	Stop routing all buses to squires. It's not a good lactation relative to all the academic buildings.
110612	Charging graduate students (in student fees) who don't use the services is unfair.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
110614	A solution for the safety issue with the frontmost forward-facing seats in some of the buses that does not require locking the seats in their stowed position, as that reduces the number of available seats by four on those buses affected. (Maybe even just adding in seatbelts for those seats?).
110615	More buses running at busier times.
110689	You guys are doing a great job, keep it up.
110692	A route to land stadium.
110693	Accuracy of bus ETA, or a real-time GPS map of where the busses are.
110697	More routes around campus and text message alerts for when they are not operating.
110723	Better weekend service.
110726	Accurate portrayal of the routes when the buses are picking up or dropping off students.
110733	I would like to know for certain that I can count on a bus to show up. There have been many times - especially in the evenings toward the last several rounds - when I have waited for 30 minutes or more for a bus I was expecting. There have also been many such incidents where the bus never came.
110741	More TCB buses.
110748	Change the CRC route back to the way it was.
110750	Again, more frequent buses until later at night when people are done with class. Making sure the website tells you that buses are not in service so that you don't stand in the cold for thirty minutes at night waiting for your bus. The website tells you that the buses are coming but they don't pick you up, so it's pretty frustrating. Something you just have to deal with as a BT rider.
110754	24 hour service.
110757	Hokie Express running from 1-5 on the weekends.
110778	More frequent arrivals in the evenings and weekends.
110790	Morning services, busses often leave people in the morning and are constantly overcrowded.
110795	I think just about the only way I can figure out bus schedules and routes is using the app made by bensechrist on the Play store for android. I would definitely endorse that app. Only other complaint is not having a bus run later.
110813	A great app.
110834	Better staggering of bus time. When a student is off by just a minute it can cause them to be delayed 15-20 minutes instead of just 5-7 of times were staggered.
110842	I would like to see the times listed in the app be more accurate.
110846	The number and frequency of buses.
110847	More buses, real-time information, and that new transportation hub sounds pretty cool!
110865	The wait time in between busses, some way to accommodate grocery shoppers with heavy loads.
110882	A BUS SHOULD NEVER BE FULL.
110887	More drivers so that busses are less likely to be delayed.
110922	More busses on the UCB route during peak times. I would also like attention paid to the electronic bus signage on UCB and U-Mall busses, because they sometimes get flipped (or not flipped in time).
110957	I'd really like to see a change in the schedules. It may seem counterintuitive but it would be easier if the buses didn't come on the 15's. I love that they come every 15 minutes but when I get out of class at 2:15, I miss the 2:15 bus and have to wait for 15 minutes to take the 2:30. It would be nice if instead the bus left at 2:20 or 2:25 so that I could catch the bus immediately after class. Just an idea.
110969	The app should be made more efficient.
110981	More frequent buses.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
110985	Electronic signage with real time arrivals for routes. Clear maps at each stop. More covered bus stops - maybe ask architecture college students for design input.
110989	Arriving as on time as possible.
111019	Stops have real-time data to know when the next bus is arriving or not as expected. Many times there has been no bus at the designated times in winter and not knowing whether to walk or wait is stressful when you're trying to keep a schedule.
111032	Improve the app for ease of relaying route and real-time information for users.
111049	If there was inclement weather, that someone would remove the snow right where we get on the bus so we don't fall or if it's super rainy, they could put like a slate of wood where we hop on and off the bus for safety reasons and so the riders and the bus don't get all messy.
111081	Real-time updates on website/app.
111091	Better real time service, especially on weekends or reduced service. More buses so nobody is left behind in the mornings. Less AC in the summer or whenever it gets above 60 degrees. Schedule changes or route changes to be better communicated. Make decisions earlier during inclement weather so people can plan ahead.
111137	Change the UMS UCB bus route!! Make one go the current route and the other go to Burruss via the Surge route. It's SO frustrating to walk from Burruss after looping around all of campus for an 8 am. Requires us to wake up incredibly early just to walk another.4 miles!
111140	Regular bus routing. The HWA bus schedule changes every 4 hours it seems Also a button or chord to request a stop in the bendy sections of the bendy busses.
111179	I can't really comment on bus service improvements since I've not had to use it.
111181	Nothing.
111184	I would most like to see the app improved so that you are able to know when the last bus will come to the time check stops and so that the times are there when the buses are running.
111190	The app.
111196	-buses every 15 minutes to Harding ave. In the weekday afternoons like in the morning -more on time after driver shift changes.
111212	More service on Saturday and Sunday mornings and more buses during peak class times.
111217	Occasionally busses do not come to the time checks at all and I don't get alerts. I'd prefer to at least get alerts.
111228	Not enough space on the MSN bus in the mornings. The bus doesn't make the scheduled stops on time because too much time is taken up when forcing too many people on the bus. A lot of people get left behind, myself included.
111247	Be on time as much as possible, limit new driver training during rush hours, and consider adding a second UMS bus during evening rushes at the Math Emporium stop. I take this bus daily. At random times between 5:10 and 7:25/55 and the bus is always incredibly packed especially at beginning of semesters.
111263	Perhaps a timer or something that shows where the bus is currently located on its route.
111265	More buses on the am routes along progress street. Way to packed. Shouldn't be jamming people in like that. Just run another bus. Some people need to get off at Goodwin and aren't able to do so as the buses are over packed and half the people have to get off the bus before anyone who needs off at this stop can. These people shouldn't have to suffer and ride a bus that is 15 minutes earlier just to ensure they can get off at their stop. Knowing the majority of students stay at terrace view and the village, there shouldn't be any buses that are doubled running on this road. Even the evening buses are overcrowded. I had to wait several times on the next bus because not everyone can fix, which is a major hassle when working on projects or homework.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
111266	I think it's great, actually.
111267	The bus service itself is good. But the cell phone app needs some work. It is the most convenient way to get information regarding bus routes and times.
111294	The Harding avenue bus is regularly late, and sometimes it seems that a section of time is missed and you have to wait another 15 minutes. Also, for Harding Avenue bus (and maybe others) the timing on Tuesday and Thursday is bad, once it goes to reduced service. On these days classes end at either :15, or :45. Meaning that if your class ends after reduced service has started, you have to wait 30 minutes for a bus, every time. If the schedule was altered so the bus left Squires at :00 and :30, the problem would be solved.
111338	I think the buses are nice, my main issue is that they don't go places that would save me from walking. I live on campus and have a car, so I can take that to the Math Emporium and Kroger. However, it would save me a lot of trouble if the bus could take me down to the duck pond lot so I didn't have to walk all the way there in the winter.
111380	The trip that the MSS bus takes down to industrial park takes forever and so a lot of people get off around first and main and walk a good ways to where they live. It doesn't seem like that many people actually take the bus to industrial park anyways so maybe the TTT should have a stop somewhat over there instead of MSS.
111383	More busses for students going to classes, namely 7:45 time area.
111393	Everything is great so long as the app I use continues to be a reliable source for bus arrival/departure times!
111395	Buses are often too full, so an increase in the number of double length buses during peak hours would be very helpful.
111402	Bus regularity and size corresponding with rush times on campus.
111409	Specific detailed routes of buses.
111431	Longer hours with better and more stops around campus. There should be more buses running on the weekends and should be going more frequently and arriving to their stops on time.
111454	More service in the mornings. MSN gets very crowded as does HXP.
111459	More times in the afternoon and night. Not just once an hour.
111476	Can't think of anything at this time.
111501	Run more frequently on the weekends. Running every hour is limiting.
111503	Better mobile app that can send push notifications and can set up schedules to remind you of bus times.
111521	A better app that works. More buses during peak hours. There have been several times when the bus was full before it pulls up to a stop with tons of people, and they had to walk.
111524	Either more double buses or more frequent buses.
111528	Bus times of hxp more close to when classes begin or end. Buses must be on time.
111536	More buses available. I am also concerned about what will happen next year when the Retreat apartment complex is open located on prices fork. There is no way the current Hethwood bus would be able to pick up all the students living there, at fox ridge, and oak manor and smiths landing. A new route needs to be created or many people will be left without transportation.
111586	A better app that displays more accurate information. Also social media would definitely help for when the buses are not running due to weather events. And having the bus come more often (every half hour) in the evenings instead of every hour would be extremely useful.
111595	Shorter routes. Twenty minutes between time checks on campus is too long. Every 15 or 10 minutes would be much more helpful.
111596	More buses in the morning so they are not as crowded.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
111601	The app.
111610	Benches and hoods for each.
111623	Timeliness, more frequent stops at night and on weekends.
111628	More buses.
111633	Buses arriving/leaving on time. Electronic signs at each bus stop (or at least the major hubs) that state the time each bus will be arriving (other countries have this and it's very helpful in knowing whether you have a couple extra minutes to run an errand or need to wait because the bus is arriving soon). A much more streamlined website that allows you to pick a bus stop and lists the times each bus arrives or allows you to select the bus by name and then lists when the bus arrives/leaves each bus stop. An interactive map that allows you to click landmarks (grocery stores, tourist attractions, street intersections, restaurants, etc.) And then shows you the nearest bus stop/bus route to take you there.
111673	Harding ave be on time.
111683	Not much currently. For the most part the buses come when they are supposed and consistently take the same amount of time to get to destinations. While I am graduating this semester, it would be interesting to see how the bus schedule will look since Virginia Tech keeps reducing the amount of commuter parking spots on campus and the buses are already over packed in the time before class changes.
111709	Email communication about detours, other changes in the bus schedule (also in snow storms), and major delays.
111714	Allowing spouses of students to use buses without charge.
111723	Bus frequency and time consistency.
111743	First, the app should be improved because sometimes it doesn't work. Second, sometimes when I waited at a bus stop and there was only myself there. The bus went by and didn't stop because it was full. I don't think the bus can't let me in. It made me late for class, which is terrible.
111746	I do believe that the estimated schedule on BT website does not get updated according to real-time situation. Sometimes, the bus arrives a little late (too much pedestrians, etc), but BT website simply thinks that it already leaves and displays only the schedule of a next bus.
111793	Clearer schedules and more frequent weekend buses.
111831	Bus frequency. Especially MSS.
111836	I hope we get more of those double buses. Small ones get too crowded too quickly.
111840	A BT app with real time updates. Many times I have relied on the app and it has been incorrect/unreliable.
111841	More frequency/less crowded buses during class changes.
111850	The BT app.
111882	More progress street buses when scheduled buses are full.
111905	Buses come on time, made less crowded etc.
111916	Bigger or more buses to apartments at popular morning times. Many stops get skipped because of full buses.
111919	Friendliness of drivers could be improved.
111922	More frequent bus times in the evenings for the Hethwood Bus instead of only hourly and early bus run times on the weekend for Hethwood as well so as to be able to attend club and religious affiliated meetings in the morning.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
111986	The old Tom's Creek route went by Litton Reaves and the new route does not. This greatly increases the time required to get from a very populated area such as the village and Chasewood Downs to the life sciences building. This has been a large annoyance needing to walk from the burruss stop to Litton Reaves as the hokie express is a painfully slow route that only moves every 15 minutes.
111990	I would like to be able to access route changes in real time via an app or the BT website. I would like to not be left on the curb because the Progress street bus is too full (and not knowing if there's a tripper coming or not). And I'd also like for all the drivers to leave their timechecks at the correct time (I've missed the TCB bus in particular multiple times despite arriving early at the timecheck stop).
111998	More buses available.
112009	Have bus drivers that are not jerks.
112038	More signage that is synced with current operating schedules at each stop.
112041	Nothing, you guys are doing great!
112047	Better communication about routes.
112049	More frequent during heavy use times.
112056	Accurate and accessible route times.
112081	GPS technology on the bus so that they can be tracked on the app. Improved quality of the app significantly! Increased number of buses in the morning to prevent full buses from passing by. Do not allow missed buses in the evenings.
112098	BE ON TIME!
112100	A way to keep track of buses in real time so that I can see where the bus is at a certain point in time and will know if it will be late or not.
112103	The app and website.
112119	Routing guides.
112163	See previous comment. Unicycles should really be allowed on the bus. There are not that many people that ride them, so it is not like the buses will be overloaded with unicycles. As said before, it is an unrealistic "safety" concern.
112164	I think that the routes run on Friday and Saturday nights are a little confusing and I think that they are spaced too far apart. I'm sure research has been done to evaluate what is most cost effective, but if possible, I think that it would be really beneficial to decrease times between buses on the weekend nights.
112165	Improved app.
112166	The clarity of route times.
112191	Consistent times in which bus drivers will arrive at the stops.
112206	A double bus for Hethwood b.
112236	The location numbers are hard to remember. Route information is hard to get to.
112346	When they change routes have the drivers tell the passengers the bus in changing routes or have a display of the route inside the bus. I have been on a bus that changed routes and have been late places because of it.
112350	Bigger buses or more buses at peak bus riding hours.
112369	Buses are occasionally late because of how long it takes to get everyone to squish in when at capacity and they are full every day meaning you will often have to watch at least one bus drive right past you. This is very frustrating and clearly the bus routes are not fully meeting demand.
112397	The accuracy of the BT app. If it says the bus is going to be there at a certain time then it should be there.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
112399	Reliability and spacing of bus rote schedules relative with each other (i.e. MSS and TTT) and fixing the tom's creek bus route and having more frequent buses on the routes with 1 or 2 buses.
112422	More frequent main street buses.
112423	More people to apply so we don't have to scramble for drivers as much!
112451	Real time information about buses and their current location.
112480	Real time information about bus service that is compatible with mobile devices. Late service.
112489	Some drivers are extremely aggressive and take some turns too fast and causes people to fall out of their chairs. The progress street bus has too many stops near UT and terrace view. I don't understand why there are 2 stops within 15 yards from each other. And the busses HAVE got to get bigger. I'm sick of the bus cramming and having to leave people on the streets and say sorry next time. Schedules have to be more consistent, vie been on many busses that leave 5 min late from check points because the driver isn't there or just isn't paying attention.
112492	Maybe some way to take a bus to the gym when it opens at 6 am?
112512	Run later please.
112516	I am working on a project with the town's sustainability office to find out :-)- Josh Hammes.
112517	More buses at busy times of the day.
112552	I'm tired of getting these emails so I hope that doing this survey will stop sending them. NONE of my answers were answered in truth.
112573	More updated times on the App.
112597	As noted before, the service while on the bus seems to only be for people who know where they are going. In riding to Foxridge to see a friend, I had no idea which stop we were at or what the next one was. The app simply said to get off at a certain stop number, but when no one requested a stop, we skipped it and the numbering was off. I had to open up the maps on my phone just to figure out where in the world to get off. There needs to be SOMETHING on the bus to help people who aren't familiar with areas if you really want people to use the bus instead of Uber.
112652	Updates when buses are running late.
112654	App have correct information. Harding bus more frequent in afternoon instead of a bunch of "not in service" buses driving around.
112663	I would use it a lot more and be more satisfied with BT if there was a route that went to center street and green street.
112681	Real time data on busses on the app.
112690	Being on time with the schedule.
112700	The use of more double buses. On an average morning, I get passed by one or two full buses.
112711	Better app.
112712	To have actual set times for when buses arrive.
112722	Improved timing- bus and app. The bus by my house is hardly on time, so it comes 5 minutes early or late, and when there is only 15/20 minutes between rounds, the timing is bad.
112741	More buses, the bus is he to start earlier to accommodate all students and need to run later.
112747	Routes and app.
112755	Other ways of using BT website. Such as: enter time of day and stop location and show times that routes will stop there.
112794	More buses and frequent stop times.
112802	Additional routes during peak times.
112819	The app and website run more efficiently, and at night when the bus driver is at his/her last stop, have another bus waiting to pick up the riders forced to get off.
112822	Digital signage in more stops and real-time info on the BT app.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
112824	A better app.
112832	Remove time checks and add more buses so taking the bus is just as fast as driving. With the schools expansion plan, students cannot afford to rely on a bus system that can be slow.
112837	I would like to see more buses on the PHD and TCB routes between the hours of 7am and 9am.
112884	Information about where the buses are at any given time.
112899	More routes offered on weekends.
112907	An app that is easy to use that is also update with the latest alerts.
112909	Bus stop locations closer to collegiate apartments, maybe keep more busses running until 9pm.
112921	Please update the arrival/departure times!!!
112945	List or voice the upcoming stops ON THE BUS so people know when they need to get off if they are unfamiliar with the route.
113000	More clear times and more often pickups earlier and later.
113003	Better app and easier access to route changes and times.
113008	More routes/more buses/text alerts.
113021	I think the service is fine. I do not ride because there is no bus stop close to me. I carpool instead.
113030	I would love to see more buses on the weekend and potentially longer runs of other routes like Progress later in the evenings on the weekdays. Proper employment is most likely the issue, I presume.
113031	Bus stop close to Goodwin Hall.
113049	More consistency with times.
113052	I am very happy with Blacksburg Transit. The only improvements I would like to see are a more stable app with fewer crash issues and more real time route information when buses are delayed.
113053	Improving the app. It would be helpful if the app were able to function like Google maps by using location services on a mobile device to direct users to the closest bus stop that will have a bus there soon. This would be very helpful for campus residents when trying to make it home late at night when certain routes are rolled into others in strange, hard-to-remember ways.
113056	I've stopped using the BT app because it won't let me view full schedules.
113058	Live map, heated seat, bus schedule signage.
113068	The BT app usually displays the incorrect times or doesn't show times for bus routes.
113088	More buses running during peak hours. The Hethwood bus gets uncomfortably packed. It would also be great if evening and weekend buses could run more frequently, and if weekend buses started running earlier than 11:30am.
113104	Have hokie express run on Saturday afternoons.
113108	Late night service.
113109	Better bus routes, better communication.
113113	1. The app needs a lot of work. I love the idea, but the app does not function as it should since the bus times don't always show up.. 2. As mentioned previously, I would love to see a reverse-MSS. 3. TCB and Patrick Henry are incredibly crowded in the early morning...so crowded that the buses have to SKIP stops since they cannot fit more people. I have missed a class due to this, and it is disappointing and frankly unacceptable. I would like to see more buses run at that time or larger buses run at that time.
113132	More buses. It is unfair that I have to catch a bus every single day that comes 30+ minutes before my scheduled class time simply because the buses are too full. I have had multiple situations where I have been passed by not one, not two, but THREE buses. That is insane.
113133	More double length buses on the Hethwood A route.
113135	Accuracy of the BT transit app.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
113141	More buses on routes, I have to drive to a time stop 2 days a week so I can catch the bus. The Hethwood B bus fills up at the time stop at 9:30am. But I know this is difficult with staffing.
113154	The app.
113162	The application matters the most to me.
113163	A reliable bus schedule posted in the app.
113165	More busses to Toms Creek.
113170	I would like to see the bus getting to the stops when the app says that it will. Also if a stop is a time check it would help if it were labeled.
113176	More buses running to the popular stops to reduce crowding and potential wait times.
113180	Apps, tracking, and schedules.
113190	It's a great service in general. Friendly staff and very reliable! Tip of the hat to everyone there :) maybe just clean up the website's ability to show reduced service routes and scheduling.
113192	Concern with CRC route as mentioned earlier.
113221	Mobile app.
113224	Stagger start times from the same area (Hethwood a/b, tcb/progress).
113252	BT App.
113263	Better functioning app and more on time routes.
113271	The number of buses that come at busy hours increase and better drivers.
113273	The app. Need a centralized bus service which clearly tells me when the next bus is coming and where.
113279	Sometimes the buses are too crowded. You can't even see out the windows. Buses are not always on-time. More frequent buses on busy routes. Sometimes new drivers are very heavy on the brakes. I do not like the sign wraps on the outside of the bus--when they are dark you can't see outside well and makes the inside of the bus too dark. Most important thing is to be reliable and on-time. I like that most of the drivers are very friendly.
113281	Many times the UMS is packed during certain times of day. If there would be any way to add more space for people to get on (adding another UMS bus from the current UCB route or possibly using the accordion buses). This is especially true when the sidewalks are covered in snow and the bus is the safest way to get to the Emporium.
113293	More buses at peak times, so we aren't crammed onto the bus and so you don't have to wait for multiple buses because your bus is already full.
113296	The app. The amount of buses provided to compensate for the ever increasing population of this small town.
113328	Posting for changing routes are poorly announced and typically posted on bus stops right before change is made. This makes it difficult to find bus I need to ride and would like better methods of announcing route changes.
113334	On time busses or the app to be more efficient and useful.
113344	And updated time system for each bus stop.
113355	Change the HXP route to go between the parking deck and Turner/Randolph/Derring, then make a left at the light!!!!!! The "circle" the route is on needs to expand. There are a lot of classes in SEB/Goodwin and Surge and it takes forever to get to them because the bus doesn't go that way at all. Plus would be better for commuters to use the parking deck.
113361	A few of the bus drivers are unfriendly or just completely rude.
113362	The number of busses in the morning and afternoon when they are most crowded.
113365	Overcrowding of buses in the morning. Being late to class because the bus is full is not enjoyable in the least.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
113389	The peak times should be more accommodating for the busiest buses, i.e. All Toms Creek and Progress street buses should be double buses, but especially Toms Creek in the am and Progress in the pm.
113391	Positive attitudes from bus drivers :) usually always great but occasionally I will get a bus driver in a visibly bad mood.
113398	Better website and app that show routes efficiently.
113439	Time table schedule of each bus route.
113447	More buses running on week nights.
113457	Just more accurate times and which busses run where.
113462	Drivers JERK the bus around come to screeching halts and make it a way bumpier ride than necessary.
113481	I would like to see the app utilized more. I wish there was a way to see if a bus was running early or late.
113499	Larger buses on the morning routes for Toms Creek B bus, sometimes there is not enough room for everyone to get to campus.
113519	Reliability of app, and maybe a few more ums busses on the busy days.
113523	Again, having a few extra busses on the Hethwood B route would be cool.
113547	Communication about changes etc.
113569	Better drivers- my driver rear ended a car last week. The quality of the drivers have appeared to decrease in the last two years, it is not uncommon to leave time checks late or to miss stops that have been requested. Also, when you have 80 people crammed into a bus and everyone is standing, people go flying when drivers brake hard.
113576	Better Routes.
113577	1. More frequent bus service on weekends (running service every half hour rather than every hour would make it much more likely that I take the bus on weekends). 2. Significant usability improvements to the BT app. If the route planner was more accurate and easier to use, I would use it nearly every day (at least in the winter, which is the time of year when I'm most likely to ride the bus). As it is, I have the app downloaded but almost never use it.
113617	Busses are jam packed too often.
113629	Sheltered waiting areas for all bus stops. Blacksburg weather is not friendly.
113636	More frequent math emporium busses. Instead of multiple apps that are all not accurate, having one official app that is constantly up to date by the minute. A way to get on the bus if you are a student have lost your hokie p. (perhaps being able to type in your student ID or if there is a way to get an "online hokie p" or something on your phone, almost like when people have gift cards on their phone or debit cards).
113645	I would like to see more service from Christiansburg to campus. Since I am a student, my bus fees are included in my student fees. I like to take advantage of this and not pay for (or fight for) parking on campus. I think a commuter lot/route would be helpful. I usually take the bus from the mall to squires, but it has some gaps in service during the day. Also, the route is somewhat long since it goes by the hospital. It would be nice if there were somewhere convenient and free to park to catch a more direct bus route to campus.
113648	Bus schedule.
113649	More bus routes on the weekend!
113659	More bus stops.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
113660	Overall, I'm very happy with BT service!! There have been a few occasions in which a bus did not show up, so it would be nice to receive an alert to notify me when a bus is unable to arrive on time.
113672	Up to date app with service details that is easy to use.
113698	More buses running, especially in the afternoon around 4/5 because traffic picks up immensely and all the buses fill up quick! I would also like to see more routes around the dorm side of campus. It's very inconvenient to get to classes and the gym with the bus routes we have now. I often drive myself or don't go to campus at all because of the bus routes that miss all of the dorm side.
113726	They run more often instead of only every 15 minutes.
113729	Nothing -- BT is fantastic!
113735	Have much more regular hours on weekends and during the summer so I can get to my job easier.
113749	That the Patrick Henry route be expanded to circle the drill field for people like me that have most of their classes on the opposite side of campus.
113756	Sending more buses during peak traffic times.
113762	Fix the smartphone app.
113784	Better app alerts and up to minute updates.
113797	Electronic signs!!
113804	30 minutes before classes start between the hours of 7:30-10:30 am, there are a lot of students on the bus. Many times people do not make it onto the bus. I think it would be beneficial to run trippers during these select times on the Hethwood bus lines.
113827	The service to oak manor and smiths landing. The Hethwood bus is completely dominated and filled with foxridge students making it very difficult to make it places on time. We will get passed 3-4 times in a row by full buses on a weekday morning without a tripper coming. Service is very unreliable during busy hours.
113837	Routes that show up on time and buses that do not get overly crowded.
113843	More frequent runs and/or more articulated buses. Faster UCB construction! Real-time, solar-powered bus schedules LIKE IN THE NETHERLANDS!!!
113874	Smoother rides - buses not leaving early.
113893	A working mobile app with a live map that easily displays the bus times while still in the map. More service at peak times in the morning i.e. 7:30-8:00 am and 8:30-9:00 am.
113906	Bus stop near my house is unpleasant in bad weather (the only time I take the bus). Any chance of installing a bench or something like that?
113913	More frequent routes late night and weekends.
113915	Add a route to The Retreat for next fall.
113978	More buses and more times.
114003	The BT app.
114006	I have no comment. I do not move about campus so I do not use the bus service on campus. I live in Christiansburg and prefer driving and parking on campus instead of waiting for the bus.
114012	I live in Foxridge. I know there's a lot of us, but I hate being packed in to the point where I feel like I can't breathe. Or when the bus already fills by the time it reaches my stop. That sucks.
114015	1. Real time information 2. How crowded the buses are.
114017	Accurate bus time scheduling information accessible via mobile device. If busses are full in the morning, namely HWD route, the app should be able to display that.
114069	Consistency.
114080	Faster.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
114084	I would like to see more frequent routes and more on time scheduling.
114085	Everything is great. Sometimes the 8:45 UMS bus doesn't show up until 8:52, but that's all I have to complain about. Also lately I've noticed a few times that the yellow cords that you pull to request a stop haven't been working/they work on and off.
114092	15 minute intervals at night.
114095	I think it is pretty convenient except for the weekends and during the reduced services.
114097	Better bus pickups, i.e. More shelter space.
114099	Make pick up times of major stops line up better with typical class start and end times.
114107	Not an improvement just a thought for the future. Someday if ridership would increase, it would be great if there were a later morning commuter bus from Christiansburg. I love the BT commuter but must discontinue in order to take children to day care in the morning. The BT commuter is a great service.
114129	Increased service to Oak Lane and timely service at night- buses not coming on time at night is unsafe. Make sure drivers leave time stops on time.
114132	If they know a bus is going to be full at certain stops, immediately have one to follow to pick up excess.
114157	Having the busses be at stops when they say they will be.
114159	More accurate times More than one bus on Sunday, ESPECIALLY to the University Mall.
114171	A reliable app and a bus that travels to Radford University.
114196	Patrick Henry route is limited in the evening/weekends. Main Street makes up for it but once an hour is not frequent enough.
114203	Stop information--maybe signs with their names and maps with all the routes on them, so you can see visually at once how to get where you're going.
114234	Just no more combining Harding and Hethwood routes. And maybe tell that grumpy driver on the Hethwood B route to cheer up.
114235	Better timing; live schedule update on the BT4U app.
114242	Actual schedules that are accurate and work.
114246	More accurate times online for buses to arrive at stops.
114270	Being on time as well as leaving on time at time checks. Some drivers leave one or two minutes early which screws over some students.
114278	I would like to see more service on the weekend. It is difficult for me to use BT to get to the gym or the grocery store on the weekend, so I usually drive under those circumstances.
114311	The CRC bus seems to be inconsistent inside the CRC. It makes it difficult to figure out when to go outside in the freezing cold to catch the bus. I generally catch it at S Knollwood. It is rarely there when the bus schedule says it will be.
114313	Improved way to get real-time updates on when the next bus will be arriving.
114321	A better app.
114325	Better ways to get routes and schedules-- clearer info and in real time.
114327	Tailoring the routes to meet the peak demands, like in the morning during school days. Sometimes the bus passes right by my stop because it is completely full and I end up being late for class.
114338	BT app does sometimes crash due to overuse (totally understandable it's just a hassle) The bus schedule needs to be stuck to at all times and it's not right now.
114353	I personally have not had any problems or complaints to date. I think the bus service is very well organized.
114367	Improved accuracy and consistency.
114379	Finding route times in real time for individual stops.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
114403	I would like to see a well designed easy to use app that gives me all the information I need.
114418	I use the BT4U app. It is very annoying to use because it requires me to turn on cellular data and the location setting to "always on" before it will update anything at all. I do not like to keep these features on like this all the time because it runs down my battery and data usage. If it would work on wifi and have the location setting to "only when using", that would be much better. The app is also very slow. Once it loads though, it is always accurate.
114436	App, timing, being on schedule, and driving.
114459	More accurate schedules and more frequent arrivals.
114464	Having stops on the other sides of campus. Almost all buses stop near the library and I have classes (and go to the gym) on the other side!!
114473	The app, bus stops need a shelter where there is light, protection from weather, and even an emergency button.
114474	Run buses to and from campus at full service later into the evening on weekdays.
114492	A good, dependable app needs to be created; one that can show if the bus is on time, normal stop times, etc. Also need to incorporate more double buses because many are too crowded.
114512	I'm not sure if this is BT's fault or Google Maps' fault, but I often use Google Maps to plan routes to different locations on campus and in Blacksburg, and there have been many times where the bus did not show up to the stop that Google Maps indicated that I should go to. I would like an app that functions more or less like Google Maps (enter in location and destination and results with bus routes/stop times show up along with a map and route) that is kept up to date with route changes in the summer, with inclement weather, etc.
114524	More buses to Smiths Landing in the mornings (or bigger buses) and extended hours on weekends.
114527	More buses in the evening past 9pm.
114530	I would like to make the call-in function synced to the actual buses if they are running late. I would like to see the schedule print outs posted at the stops, or an electric sign at the stop announcing the next bus arrival. I would like to see more evening service for the Math Emporium.
114541	More buses running, especially because Virginia Tech is trying to expand the campus size. If the school keeps accepting more and more people, buses are only going to get more and more crowded.
114550	More convenient campus stop locations, more efficient routes so that the bus isn't over capacity a lot of the times I ride, more efficient times so that I do not have to leave 30 minutes before my class to make it on time rather than catching the next bus which causes me to be late to class.
114565	Bigger buses during the morning or afternoon hours when students go to classes or get out of the classes the most.
114595	Mainly, I would like to see the area where I live (on Greet Street) have a bus route! I know it's pretty close to campus but it would be nice to get downtown and back late at night and to class during the winter. I would definitely use it.
114601	More buses on routes, especially during the mornings and afternoon. I live at one of the last stops before campus on the Hethwood buses and it seems like I have to watch a full bus go by at least once a week.
114610	The app.
114624	I don't like that the time check was changed for the CRC route. It's very inconvenient for me that the bus takes the big detour to the BT office.
114639	More stops, and having the live bus locator on the app not just the website.
114667	Bus times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
114682	Bus drives need to drive with consideration for the people who are standing. People fall all the time because of crazy drivers!!!
114698	Have a readable and constantly updated bus schedule with route stops and directions. Help something with the large amount of students that take the bus on Patrick Henry Drive and Progress Street. The buses are always overcrowded. Possibly send a bus through there more often.
114702	More buses at busy times.
114725	Information distribution about scheduling.
114732	Updated app.
114749	Maybe have an all standing bus with a couple of handicap seats available. This way more people can fit on it. Be great for the weekend buses.
114756	Alerts for when specific runs are cancelled--for example, I once had the 7:30 MSN run simply not show up. What happened?
114769	Better signage. Better apps. Less confusing routes.
114781	Needs to be more efficient. Better service to West campus drive academic buildings.
114792	Spacing. The UMS bus is too packed.
114797	More accurate app and a more reliable weekend bus schedule.
114799	I'd like the times to be more accurate and some of the bus drivers aren't very friendly.
114801	The free app is completely useless; there is a \$.99 app that seems to work a lot better, so maybe the non-usable free app should be eliminated. Also, combining the North and South Main St. Bus lines into one schedule/map is unnecessarily confusing.
114848	Nothing. Our bus service in Blacksburg is great!
114851	REDUCED SERVICE SUCKS!! I work in this town, I need the bus service to be constant, no matter what day it is.
114862	Busses being on time or a way to tell us if a bus is especially behind schedule.
114869	Change the CRC Route to how it was last year.
114884	Increased times at the evenings and on weekends.
114902	More routes.
114913	A better working app and more frequent bus times in the evening, especially 3-6 pm.
114929	An app that informs the user what time the bus is expected at each station.
114934	More buses running progress street route in the mornings.
114972	The app to tell when the buses will actually be there needs to be improved!
114977	More Hethwood A buses.
114981	More frequent times for Harding Ave., but otherwise it's okay.
114995	Reliability.
115004	I'm not sure if the routes and everything are very public, but I am rarely in Blacksburg (I commute a few times a week from Roanoke for class), so maybe I'm simply not in Blacksburg enough to see information about the buses, but I feel like when I am there I wouldn't know where to go to find information.
115023	More late night service.
115031	It would be nice if the MSS and MSN actually went into campus instead of only stopping at the drill field.
115044	Multiple times, the Progress Street bus on Tom's Creek is full. I'm usually right after the terrace view bus stop and I've been passed many times especially with bad weather and everyone rides the bus. This makes me late for class so maybe make it a double bus for certain high capacity times.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
115047	At peak times, I have experienced buses going toward the Math Emporium/UCB completely full, and it inconveniences those who have to wait for the next bus as well as those crammed inside. Perhaps there could be a way to increase service at these times to alleviate this crowd.
115070	Have route shown on bus?
115076	Please improve user experience of the IOS App " BT4U Mobile". Usually it shows nothing when I first open it. I have to quit it and open it again to see the scheduled departures. Thank you!
115099	Fire that one mean bus driver who sometimes drives the Hokie Express. I've seen her stop in the middle of the road and refuse to move the bus unless people put the Handicap seat up, but she refused to explain to them how to do it. She ruins the name of Blacksburg Transit and I'll refuse to use it if I have to run into her again.
115103	Add one more stop between 1128 and 1705/1709 on route CRC, PLEASE!!!
115124	Please keep the iphone app up-to-date and smooth-functioning. This is by far my preferred way of getting information about routes and service.
115131	Show GPS location of the incoming bus on the map.
115132	Buses to be on time and the app to be right about what time the buses are coming.
115137	Make the website and app more user friendly, specifically the location features. I need to know when the bus will be at the stop closest to me, not a different time stops.
115158	The app should be improved, many times it crashes or does not show information at all.
115166	Need to be as PUNCTUAL as possible at destination bus tops and other stops. Students will be late for school if your service sucks.
115186	More buses run after 8pm to south Blacksburg. Buses run longer and with higher frequency on weekend nights.
115188	It is difficult to rely on the bus outside of working hours since the bus runs so infrequently and service ends fairly early.
115193	I feel like it would be simpler if there was an app that you could allow access to your location too and then it just give you a list of all the busses and times for that location and the closest actual stop.
115201	For the Patrick Henry route to run later than 7pm on a nightly basis, 9pm would be more realistic.
115206	Improved app that loads route information more reliably.
115208	I would like to see better signage at the bus stops. While the app is free and downloadable, it would be much easier if the bus stops had maps/schedules and the list of all buses that stop there.
115213	The bus drivers leave early when they see you almost on the bus, other times they will be 30 minutes-1 hr late.
115215	I really don't like not having the bus schedules at the stops, and relying on the app which doesn't work all the time, either post the actual schedule on the website or have the app actually work.
115248	More hybrid buses.
115294	Nothing.
115295	A better application in general; for regular route schedules and alerts (weather, construction, etc). I recommend you appealing to the Freshman in the Spring before they go off campus the next year. This will help give you more recognition but also make it easier on all of the students who will use BT.
115299	Accurate information. The north main and south main buses change their route names as soon as they leave campus. I would also appreciate it if the bus did not periodically skip it's stops.
115307	Visibility of schedules and timely service.
115350	More buses. Also the bus times do not match up with class times, so you always miss the bus.
115371	Better app system.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
115387	Communication of any changes in schedule.
115399	In bad weather, not only clearing the roads but clearing the sidewalks around bus stops.
115411	More routes.
115436	Making sure no bus times are skipped especially in the morning when students are trying to get to class. Sometimes a bus will just not show up at the normal time.
115461	I would like more buses running the Hethwood route to pick up on Price's Fork outside Oak Manor because on most mornings the first two or three buses that go by are completely full. In order to get to class on time in the morning you have to get outside 45 minutes early or you will be passed by the buses full from Foxridge. I only see this problem getting worse in the next year when The Retreat opens and even more people are trying to ride the Hethwood buses.
115477	Buses arriving on time, especially UMS.
115483	I would like to see more double buses as I am always on a squished small bus.
115486	Actually sticking to the schedule.
115525	More direct access to downtown Blacksburg on the weekends to avoid walking long distances in the dark.
115527	More buses through Hethwood, especially now that there is a huge new apartment complex.
115531	The BT app doesn't reliably load and does not reflect changes in service, e.g. If buses are full, early or late.
115533	I would like to see a stop down near Tabor Village Dr because the walk up to the last stop on North Main (the furthest one from campus) is a dangerous one.
115543	1. Reliability. 2. Fix the app. 3. The Emporium bus is ALWAYS too crowded.
115555	At certain times buses can become very crowded, becoming uncomfortable and causing delays.
115562	You really need to have the busses come more often on the weekends....like every 30 mins instead of every hour. Also on game days the busses never come when they are supposed to and so getting home from campus is terrible.
115565	UMS/UCB routes offered earlier in the morning on weekends.
115583	Bringing back the 35 minute after bus for Red Maple.
115589	Better communication between BT and its riders.
115596	I frequently have a hard time getting on in the mornings due to demand, but I'm at the end of the Progress route and realize that there's not much you guys can do about that.
115614	Excellent service.
115618	Some of the stop requested announcements are extremely loud and annoying such as on the Harding route.
115628	Timetables posted at bus stops.
115634	For the app to have accurate times.
115644	More room on bus during hot hours in the day. Sometimes we can't get on the bus and have to wait for the next one.
115670	Nothing.
115676	Better and easier ways to figure out bus schedule. Personable and friendly staff who treat riders with respect. Focus on serving low-income residents (which means choosing "lowest common denominator" of technology, rather than "middle of the bell curve" technology services like phone apps).
115685	Visual indicator for buses at time checks. Sometimes I am walking to bus assuming I have time to get on and it starts departing. Of course there is a provided set time for when it departs but would like to know at an immediate notice (say within one minute) that the bus will depart. This is just a minor inconvenience to the rider.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
115688	There are times when the busses are late and the website does not get updated. This sometimes cause some inconvenience. I've also tried getting the app but, this does not prove to be reliable at all. However, the overall service of Blacksburg Transit is great! I appreciate all the workers/drivers.
115691	More routes through neighborhoods like glade road and airport road.
115697	I wish certain bus lines had more buses during busy times.
115730	As stated earlier in the survey, it would be nice if the BT4U app told you what stop the bus was actually at. If the bus is running early we need to know or we could potentially miss class.
115798	More accurate bus times on the website. A more reliable app. A more frequent bus route in the evenings.
115800	Fixing the BT app.
115819	More accurate information on the BT4U app.
115822	Residential week end service time schedules, and service starting time.
115866	More accurate times and more convenient stops on campus from apartments.
115870	Better service in real snow storms.
115903	On Sunday mornings the MSN bus should start running earlier than noon.
115920	More accurate scheduling of buses base don real-time travel. Later hours, especially for buses which run from residential areas to campus. Especially transport on the University Mall bus, which is often transporting students who otherwise lack transportation to their classes, which meet as late as 8pm, when the buses only run every hour.
115938	Hethwood should run on Sunday until 10:30 or 10:45 pm at Burruss Hall. People who ride "Home Ride" back to Tech get to campus after 10 pm. I have had serious problems being able to get back to my apartment in the past.
115943	I would like to see it less crowded.
115974	I get out of work at 7 on Saturday and Sunday and then there's a bus at 6:54 and I always have to wait until 8pm for the next one. It's selfish but it's very frustrating. A lot of us get out at 7 if there could be a bus at 7:15/7:20 I'd be so happy.
116013	The app to be able to run smoothly and be updated regularly.
116015	Easier to navigate routes.
116054	Punctuality.
116064	The quality of the app.
116067	Hold regular refresher training for your drivers if u don't already...some drive past stops even when the bus isn't full or they leave a time check a minute early causing me to miss my bus causing me to be late to work or class...
116090	I do see that there is a need for more routes and frequency due to increase in school population, especially in the next few years. I also want to say how much I love the bus drivers! All really great and friendly!
116109	The busses run on time.
116114	Better clarity on bus routes.
116117	More Emporium buses during the weekdays.
116121	The buses need to be tracked better. There have been several times where I've waited 15 minutes for a bus that didn't come for another half hour.
116135	Less than a 20 minute wait between buses.
116139	I guess really just more space on the busses during crowded times like I mentioned previously. I also live at a time check which is really nice, but I fell really bad when we have to drive past bus stops with people waiting because we are already full.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
116150	More frequent buses.
116152	Have more bus times to the EMPORIUM.
116163	MAKE IT FASTER.
116168	In weekends, instead of increasing the time span between buses, decrease the size of buses.
116171	More routes and more services on each route. Buses are too crowded.
116184	Better times.
116190	I would like to see more busses because they're always full in the mornings when they get to my stop! I shouldn't have to plan an hour ahead just to get to campus.
116193	I would like to see that the apps are actually up to date and that the app does not crash near as often.
116194	Bus schedules should better align with class schedules - buses often leave right as class gets out causing students to have to wait 10 - 15 minutes for the next bus. Buses should also stick to schedules and schedules should be updated immediately with changes.
116195	The BT app.
116197	Just the app and the way students can contact the BT service.
116199	More frequent busses on weekends/weeknights so they are not hourly.
116246	More frequency for TTT and HXP on weekends.
116251	Nicer bus drivers.
116259	You seem to provide the larger busses at time slots that do not require that large of a bus. At times when a small bus comes (i.e. Early in the morning) it is not big enough to hold all of the students and I have to stand almost every day.
116265	I prefer using the older site of BT transit because I know the name and stop I want to get on from. And that site I'd prefer stays up because the new one is confusing to many of my friends and I. Also maybe during bad weather, both sites go temporarily unavailable because during snow storms, it didn't and people thought buses were running when they really weren't.
116283	Shorter time checks, as well as bus routes that run only off campus. (EX: A route running from north main to foxridge).
116328	I've used the bus services all through college very frequently. Harding avenue bus is easily the most inconsistent with their timing and it throws off my schedule daily. I've never had that experience with any other rout.
116356	The app! I never know when the bus is going to come! I also would like to know what buses are to be used on the weekends, and at what times. For example, I know that Patrick Henry doesn't run on the weekends, therefore, which alternative route can I use? Then also where it picks up and drops off and at what times.
116372	I would like the notifications to be faster, and there to be more bus schedules on the weekends.
116377	Sunday morning service additions, easier to access timetables on-line. PDF needs to be downloaded and accessed through other software...
116396	More buses easy schedule for all buses map/schedules mentioned at each station on a poster on the walls.
116404	I don't have any major complaints about the bus system itself. I mostly just wish Google maps synced with the bus schedule in a more comprehensive way.
116416	Update the BT website to give current information about bus routes, and fix the mobile app to make it user friendly.
116425	Nothing, I like how it goes.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
116426	More buses running more often. We pay enough for this service for the buses to be able to pick up everyone in the morning without having to leave students along the side of the road and skipping over stops. I used to be a fan of the bus system, but the new Toms Creek B bus route is awful and the buses are so crowded it takes 20 minutes to get from terrace view to mcbryde in the morning. Unacceptable.
116460	Buses that are on time. Often buses that are supposed to arrive, either never show up or come within a 10-minute window (early or late). Also, paying 50 cents for each ride if you are not a student is ridiculous. In the instances of emergencies when I forgot my hokie p, many bus drivers have not been lenient on this rule. I don't think it should exist, very unnecessary custom, especially when majority of its users are VT students. Even if a bus user is not a VT student, I think locals should have access to the bus because they too, are residents of Blacksburg.
116469	It has nothing to do directly with the Blacksburg bus but it would be very convenient if the smart way bus to Roanoke was also operating on Sundays.
116472	Buses sometimes get way off schedule (like 10 min+) for a 15 minute interval route. In these situations, I would like to see some sort of a correction or restart to get back on schedule.
116490	Busses need to be more on time and more clarity in scheduling (particularly on weekends and nights).
116502	Information at bus stops. Electronic signs or posted timetables. MAKE THE TEXTING SERVICE ACTUALLY FUNCTION CONSISTENTLY. Notify students of bus closings before school closings.
116511	The buses to arrive on time and better schedule information on the BT app.
116513	Notifications when a bus is off schedule.
116521	For some of the more busy busses, they need to have more drivers. Sometimes progress street doesn't have enough room and I have to wait for the next bus. They've been doing a bit better with it by having the day tripper follow sometimes but that's not always there.
116522	Clarity.
116540	That the buses come on time. And whenever I use the app that it provides the right times for the buses not times that are early or late.
116550	App.
116575	Less crowded buses.
116590	A better app. For people who don't have a regular bus schedule, it's very difficult to find out where the nearest bus is or how long it will take you to get where you want to go.
116600	More night shifts.
116625	The crowdedness of buses.
116643	The timeliness of the buses (often times they can run late or in general take a long time to show up at the bus stop), if there is some way to have the buses come around more often to places that a lot of people commute to and from (such as the Math Emporium) then it would reduce bus traffic and make people less frustrated by the buses.
116645	Mainly improve the app interface on the BT4U, other than that everything is very good.
116648	More Evening Hours.
116704	More double length buses on Hethwood A.
116712	Better communication.
116785	The app. On normal days the bus is awesome! The drivers are always cheerful and happy, and the bus is almost always on time! I'm honestly really satisfied with the bus service overall.
116793	More balance between single and double buses running on specific routes to meet the number of passengers.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
116794	A bus stop near the Inn at Virginia Tech. A bus connecting Mc Comas GYM and Burruss or Torgeson so that it is connected to residential side of Blacksburg.
116809	More stops around town.
116845	Overall, it's a great service, so keep up the excellent work!
116863	The live bus route feature on the app.
116880	The University Mall Shuttle! The process for me to wait at Burruss, get on the bus and to the Emporium takes 40 minutes. The bus is always packed. I now use my car at Lane to get to the Emporium because taking the bus makes the process unnecessarily long.
116889	Radford connector.
116913	Scheduling--I think it might be beneficial if more thorough scheduling was provided.
116916	More available seating.
116926	Keep the app up to date with times. Maybe signs at the stops with the next bus time.
116943	Multiple times I have tried to go to the Emporium for a scheduled class and have been an hour later because the busses just drive right by me with no explanation. I was even told that a tripper would come pick us up. Instead the same bus drove by me again still full. Maybe have signs on the bus that say full or make drivers stop and inform people where the heaviest low is so they can walk there.
116963	Have the stop outside of Mary Jane circle on a bus route again.
116970	More frequent late night service to Hethwood (after 9:15) and more frequent service to Hethwood B in the morning (before 10am).
116978	I would like to see a higher functioning and universal app. Most people are sitting on their phones on the bus anyway.
116983	Better app.
116993	Actually follow the schedule and show up on time. The bus is late much more than it is on time.
117003	I would like for the Main Street north bus route to have more than just the squires stops on campus. Also, if the buses could run at a few more convenient times.
117005	A bus route that ran by mcomas on the weekends would be nice.
117012	More frequent buses right before class changes. Or, more bendy buses.
117052	Better app/way to get information across.
117081	Better times and routes and app.
117095	Increased service to/from Emporium, larger busses to fit everyone that needs to go to the Emporium for a class.
117132	The website and the app. Please.
117135	A better app.
117136	A good bus schedule so I know when exactly the next bus will be arriving.
117158	Nothing.
117163	App that actually works, buses be on time and not over crowded/leave people behind.
117170	The ability to see the correct times the buses arrive. Such as when the bus will arrive at the stop where you get on, and possibly a relative length of time until it arrives at your destination stop.
117181	Frequency of buses (less wait and so they are less crowded) and more routes. By more routes I mean the ability to get from say South Main Street area to the University City Boulevard area without having to take two buses.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
117183	Some way to know the actual arrival times of the buses when they are running ahead of time or behind. Either through an app or with signs in the booths. If it's through the app, preferably one that takes up as little memory as possible, otherwise I would probably end up deleting it to have space for pictures. Also if you could develop an app that makes it easier to see the routes, especially on my phone since that is most likely where I would be checking it. I don't think I would ever follow BT on social media, but I would probably download an app if a better one was created.
117187	There should be some better way to optimize the bus routes so there isn't consistent times with nearly empty buses on route.
117202	Make sure that routes with heavy traffic always have the joint/connected bus so there is room for everyone.
117248	Hethwood used to be the best route, but this year with so many changes it got ruined for me. Sometimes I stand for 10 minutes waiting, even when in the website it says that the bus time is that. Make sure that you have the most accurate information in the website and that the buses are in time.
117266	Designated parking lots around Blacksburg to park for free and ride into town/campus.
117273	More buses, active updates when buses go out of service.
117298	The Progress street bus is full almost every day from just the time check. Since I am the second stop I end up walking to the longer route for the Toms creek time check just so that I'm not turned away.
117323	Although this is quite difficult to combat, the biggest two issues I have with BT transit are: 1) During the "rush" hours (8-9 am, 4-5 pm) most students are going to and from campus, and often the buses simply cannot hold all the people waiting; 2) Some buses are infrequent in regularity at Burruss, making catching the bus hard to predict besides waiting a full cycle. Of course these issues may be due to traffic, so it may not be entirely possible to change these, especially during the 5 pm madness.
117339	More buses to accommodate more students during rush hour.
117341	I am generally very satisfied with the service, I would only recommend more available units during the weekends (especially in the evenings).
117353	As mentioned earlier: More frequent trips from Christiansburg to Blacksburg and CRC (Oak Tree Townhomes Stop) A stop outside of VT psychological services center on price's fork. (This would help both parking situation in that area, improve transportation access to patients, students coming to be assessed for SSD, graduate student clinicians, and faculty supervisors).
117405	More busses to control over population on busses. A bus that runs through Oak Manor community and not just on Prices Fork.
117411	More stops for the edge to the opposite side of campus, like where mcomas and Litton Reaves are.
117426	Good enough already.
117431	Please try TCB go to mcomas during night.
117435	More frequent busses at stops with high demand.
117444	A direct route from south main to north main.
117470	During the evenings and on weekends, I would like to see the buses run more frequently than once per hour (if possible). Maybe run the buses every 30 minutes until Midnight and then switch to once per hour after Midnight.
117474	The web app, and more buses in the mornings please :).
117504	A better app! Everything else is pretty good.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
117522	If a bus is full, it gets updated on the website or an app saying that it is so I don't have to wait for a full bus and instead walk to not waste my time.
117530	For Progress Street to go back to its original time stop at Burruss Hall.
117614	I would like to see a way to view upcoming buses at the stops so that I don't stand at them forever waiting for a bus that will never come.
117630	Be more accurate on the time of arrival on the BT app because sometimes I miss the bus since the app said it would show up at a certain time but it has already left.
117653	Buses arriving at exact time that is scheduled on BT4U application.
117672	I would like to stop having to pay for a service that I don't use. It's really ridiculous. At least give students an opt-out option (you could even not tell them about the option to opt out. Seems like something that VT would do) so they can choose whether or not they want to pay it. Really tired of hidden charges for things that I do not use.
117684	A stop that goes down to the Veterinary College, actually past the Cage.
117709	I would like more consistent/reliable routes, and with that, more real-time information (minute-by-minute or second-by-second, preferably) so I could know exactly when a bus would arrive. If that functionality actually exists (and works well), nobody has told me and I think it needs to be advertised (for example, through VT email).
117712	Just real time bus location should be available.
117716	More times at night.
117753	Issues with full buses.
117767	The app.
117771	I want better access to information through an app.
117790	The timings on weekday evenings. And the BT App improvement to reflect the new modified routes.
117792	It would be nice if my bus comes on time every day so that I don't have to wait for long time.
117801	The routes explained better on the website especially weekend/short routes.
117806	Schedule information and weekend schedule.
117817	I would like to see more frequent bus service overall in the evenings and more frequent and extended service to Christiansburg on the weekends.
117821	Bigger buses in complete use instead of the smaller buses, because sometimes the buses get too full, or run more buses.
117833	More busses running in the mornings for HWA and HWB.
117839	Reliability of BT app and bus drivers arriving to stops on time and jot leaving early or coming late.
117850	Please have the UCB route timecheck 4 times per hour instead of 3.
117859	Bigger buses being sent in the mornings during busy times (like The Village time check at 8:40am on Mondays, Wednesdays, and Fridays). Right now small buses are being sent and the bus driver has to skip the rest of the stops on the Progress St route until we get to mcbryde, leaving many students stranded.
117883	Running more often on weekends and utilizing double busses for the popular times when the bus is so packed you cannot move when standing.
117912	It would be great if I don't have to rush and run to catch the bus when going back home from campus and have to wait another 20 minutes if I missed it.
117919	The BT app is what I use most and I feel like it could be better, I just seem to have small problems with it often and that can cause me big issues with my day.
117976	More frequent main street service on the weekends.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
117988	It would be extremely helpful if the Harding Avenue bus ran every 15 minutes all day, instead of just in the morning. Additionally, it would be helpful if the Squires East time check for the Harding avenue bus was at :20 and :50, instead of :15 and :45, because many classes get out on the quarter, so it is impossible for students to catch the bus and then are forced to wait another 30 minutes to catch the next one.
117993	Extend the MSS to the end of Fairfax Rd.
118008	Map that allows you to put in a destination (by address) and will tell you which bus to take - like Google Maps but with reliable information directly from BT about bus routes/service/status.
118019	I am happy with it for my needs. I use it to go to the CRC and back when I am on campus.
118039	An additional late night route for progress street.
118062	The BT app is not always updated. I'd like a more reliable app, with routes schedules and schedule for each bus stop.
118063	The service I use is MSS and often when at squires they would leave earlier than the time says they are supposed to. Also if there is no one physically at the stop, they don't at all. Which in reality shouldn't happen because at squires when it is cold people wait inside the doorway for the bus. This is very frustrating in the evening when the bus comes every 30 minutes or every hour. Another frustrating thing is often on the weekend the bus does not come at the scheduled time. This happened during football season when I was waiting for over an hour for the bus. This could be due to an irresponsible or new driver but it was frustrating. Overall, just emphasizing to the drivers that they need to stop at the squires stop for the required time and not leave until they are supposed to leave because it is very irritating to riders and students that have tight schedules and lots of homework.
118093	The BT app.
118094	More accurate like arrival and departure times. More buses during peak hours.
118099	Information regarding the routes and times that is frequently updated.
118110	Better live maps, route updates, and arrival/departure times.
118117	More bus stops. Expanding where the buses run to as they don't go far enough down prices fork.
118118	How information get's spread during bad weather and route changes can always be improved, I think.
118128	Would prefer the buses to teach mcbryde hall at 15s and 45s (example 10.15 and 10.45 instead of 24s and 54s. It makes us a couple of minutes late to classes in Randolph, torgeson and goodwin hall.
118148	Have buses come more often in the afternoon and come on time.
118157	Busses on time. Buses that don't fill up so fact. More frequent stops in afternoon like there are in the morning.
118164	On time. Drivers who make those in the front seats stand up when the Bus gets full otherwise so we can fit max people on there since no one should be left standing in the rain or cold because the Bus driver doesn't tell them to stand.
118165	An improvement in the app would be a big help. If the buses aren't running on time then it would at least be nice to know if they are late so you can plan ahead.
118171	I would like a service closer to mt tabor village.
118174	Being more accurate with timing.
118177	Staying true to what the posted schedule says.
118226	Friendly drivers!

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
118230	We need more buses in the mornings on the TCB route. In the morning, people have to get to class and are late because they have 2-3 full buses not being able to pick them up. This has been happening consistently. An easy fix would be to use one of the long buses for the morning TCB route instead of the normal length bus. The PHD bus that also runs that route is almost never full and when it is, it's because everyone couldn't get on the TCB bus and just need to get to class. If a longer bus was used for TCB, commuters using the bus would be much more satisfied with BT.
118240	Bigger busses!!! They pass people way too often. We pay for this service and it doesn't even work half the time.
118244	Bus drivers not leaving people behind if they are running to the bus or even at the bus doors.
118248	I would like the buses to run more frequently, especially in the evenings. I'm often left in a situation where I need to wait for half an hour or more in the rain for a scheduled bus after work.
118274	More consistency when it comes to the UMS and UCB routes when it comes to getting to the Math Emporium.
118283	Addition of route to Clay Street.
118285	Honestly I'm very pleased with BT transit and the only reason people talk poorly about BT transit is because they are unable to read bus times properly. Really wish I didn't have to pay 1.99 for an app. I'm paying to use the bus I shouldn't have to pay extra to use an app to help me ride a service I pay for. Also wish the PHD would run later than 6:00. I hate having to take the MSN and walk more than I usually do.
118293	Better schedule distribution. I really miss the old paper schedules. But It would be ok IF THE MAPS AND SCHEDULES WERE DISPLAYED ON THE WEBSITE AND NOT ONLY AVAILABLE VIA DOWNLOAD.
118297	More buses on busy routes. Too many people get left behind at stops. Also let us know somehow if a bus won't be showing up for some reason.
118309	Communication on route detours.
118321	N/a... Though I am not a frequent rider, thanks for all you do!
118333	It would be nice to see a better connection between South Main and CRC.
118339	Schedule updates, bus availability at night, late hours for busses on weekdays.
118371	Better BT app.
118372	The weekend schedule should be extended more less like the work days.
118373	More easy to find maps showing all routes.
118395	Improvement to app and website.
118402	More double buses on the progress st route in the morning - the buses are frequently full.
118406	The longer buses in the morning for Hethwood. No more leaving half the stop behind even though this one gets both A and B, there are many instances where people cannot get onto either because it is too full.
118410	Earlier morning trips on weekends, and having a BT app for Windows phone.
118428	Shorter bus waits on weekends.
118433	More routes on nights and weekends to downtown Blacksburg.
118443	Larger bus route and a more reliable app to get updates.
118493	Have windows app.
118494	Better faster app.
118497	Start services early on weekends. Late night services on weekends would also help.
118498	I liked the bus routes last year, when UCB was not closed. It made getting to campus more convenient.
118514	Frequency on weekends.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
118577	Ease/clarity of how to switch between bus routes (i.e., how to get from a bus stop on one route to somewhere on another route).
118588	Better bus app.
118589	I would like to see more frequent bus services. For example, the morning buses should come in every 5 mind instead of 10 mins.
118607	Improved ability to mount bikes during very cold weather. Sometimes the bike rack becomes frozen in place. A way to enter in your desired destination and receive information about what route to take and what time the next bus will run -- this is only an issue near campus where many routes use the same roads but sometimes in different directions and it is not clear where the bus will stop/pick up.
118626	I would like to know the times the bus comes to University Terrace. Also during the morning (8AM) the buses are really packed and sometimes I am late to my class because I have to take the next class.
118647	I would like to see CRC BT runs on weekends and TTT to hospital during the evening time (like after 5:15pm from campus).
118657	More frequent buses.
118660	Make sure you stop at all the stops if someone is standing there and maybe send out an email or put an obvious notification on your home page if something has changed. For a while there progress and TCB would have time changes that I wasn't aware of because I was used to catching them at the same time everyday and I would miss class because of this. People really rely on you guys.
118691	More routes to different locations that are needed.
118693	Enforce timeliness. I have had the same female driver come 20 minutes late every week for months and it was very inconvenient. It sets off the time for other passengers who are trying to get on. There were also many times that the bus simply did not come when the schedule clearly said it was supposed to. I do not like being stranded on campus after a late exam.
118708	An alert telling us when a bus is full so we know if we have to figure another way out to get to our destination.
118721	Improving the BT app.
118738	Timeliness.
118745	Improved bus stop time information.
118754	It would be nice if the south main route ran more often in the afternoon/evening.
118774	Frequency of buses during super high use hours.
118789	I would like to see ONLY the people riding the bus paying for the bus! I have a large group of friends at VT and NONE of them ride the bus! We collectively gave the school \$1000 this semester for a service we do not want or use. Charge fares for the bus and stop taxing us poor students who can't afford to live on the bus route!
118825	More bus runs down Progress on weekday mornings to accommodate the amount of riders. Also, they should warn of cancellations earlier when a big snowstorm is inbound.
118827	Maybe that I could utilize it since I pay for it. But I suppose living six miles outside of campus is just too far for a bus to go. Maybe think of a satellite lot where students could park to use the bus! Or give me the option to not pay for a service I can't even use.
118856	The app and being on time.
118859	More busses per route I guess. The progress street bus is always overpacked and takes forever to get to campus. Also the crosswalk by The Edge is a nightmare; somebody is going to get seriously hurt there if they haven't already.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
118871	Late night access.
118912	Main Street North bus every 30 minutes until 10:45pm so that it would bring back the 9:15pm bus as well.
118913	Frequency and reliability of bus stops. Also a better live indication if where buses are and when they will be at the stops would be awesome.
118926	The website.
118928	The Harding ave. Bus always leaves squires right when classes let out. It would be nice to not have to wait half an hour on a bus you missed by 30 seconds because class let out on time.
118950	I think there should be signs or notices on the bus that instruct people to move towards the back so it will be less likely there are major crowding problems because people don't know how to not stop at the front and jam everyone up.
118951	Increase the hours of HWA and HWB. Especially after 6:30 and during weekends.
118958	App having location of the all the buses in a particular route.
118989	Using the double busses during peak times in Hethwood because I'm pretty consistently left behind when the bus is full.
119024	Increase evening and night bus frequency. Improve bus routes so that they go to the places that I need to go (South Main --> Goodwin Hall and back, Goodwin Hall to biology quad and back).
119033	More buses.
119043	An app although Google maps works pretty well.
119067	Better weekend and evening service, if you miss a bus in either of those scenarios you're basically trapped and should walk.
119091	Make route times available at the stops themselves.
119138	During the weekends and reduced service, the buses become very infrequent (hourly), this makes commutation very difficult especially during winter.
119139	Increasing TCB frequency on weekend.
119155	Better plans to address the variation between peak travel times and minimal travel times.
119166	Better bus times. Nicer drivers. Quicker routes.
119190	The bus service is really good during weekdays but needs to increase to the weekends. Also a real time tracking app for exact bus location should not be very difficult to set up. For example north carolina state university has it. It would be very useful!
119193	The frequency during weekends.
119195	More routes.
119202	Scheduled stop times.
119214	More evening stops on MSS.
119231	Two Town Trolley to run past 5pm through the week.
119234	Main Street North needs a bigger bus during the morning routes.
119251	The Hethwood route needs to be more frequent during the weekends and at night during regular service. It has lower frequency compared to any other routes. Once in 30 minutes should be the frequency, even if it is connected with the Harding route.
119294	An app that was effective and correct and tells me when the bus will be at the stop I'm waiting at.
119301	Better apps that are fast and accurate.
119306	An app with real-time updates would be great.
119307	APP ACCURACY. Buses leaving when they're scheduled to leave. Live bus status updates/signs, so much.
119343	Updating information on website about change of bus arrival time.
119349	More reliable updates.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
119353	More bus routes and more stops.
119375	More options for getting to different parts of campus -Less time checks (spend about 15 minutes on Patrick Henry bus since my stop is before the time check and I have to really plan ahead as to when I get on the bus related to when I will arrive to cam.
119383	Faster service on frigid days, better accuracy about wait times, more stops in Hethwood.
119387	Timeliness and crowdedness.
119392	More shuttles on reduced service.
119397	Bus sizes to accommodate peak times of ridership.
119398	BT app with "Uber" like feature to see where buses were currently at.
119439	Real time information on screens at bus stops so we know where the bus is.
119445	More info about routes and times without having to call or text.
119472	I wish there was a stop closer to the village phase 2. Walking all the way to Patrick Henry takes me 5 or 6 minutes.
119478	The app.
119480	More double buses on busy routes. Often a single bus does not fit everyone on.
119494	Busses all take you to burruss, there are places across campus I need to go to but by the time I take one bus and wait for the second it would have been faster to just walk- which is what I usually end up doing. It's frustrating, burruss isn't the only building on campus! I would also prefer to take a bus to the grocery store but it's just too difficult.
119512	I have not used the BT app because I have heard it is not updated since the UCB closing. Since the only route I commonly use is TCB, this is not useful for me. Currently the only bus route that services Shawnee is TCB and it takes almost triple the time to get to campus as driving. Also, the bus often leaves my stop very early, then waits at the time check for five minutes or longer, making the bus hard to catch and the route slow. It is an uncomfortably long walk to the nearest Progress St. Bus stop (near the 7-eleven on Tom's Creek Rd.). It would be very convenient if the Progress St. Bus serviced University City Blvd. As well as the Tom's Creek B bus.
119518	I'm not sure, I don't ride the bus.
119527	You are doing a great_ job guys. Thanks.
119532	Actually getting weekend service that starts in the morning.
119533	Alerts, we need alerts we can sign up for per bus stops detailing the routes run and times.
119540	More on time buses and more frequent coming buses.
119544	How they come every 15 minutes, and the 15 minutes is usually right as class is ending so you stand outside waiting for 15 minutes for it to come.
119545	A well-working app.
119548	I want to have the bus stop closest to my house open, on Patrick Henry in front of collegiate suites. I also would like to be able to know that the bus will get me to class on time and not pass by me because it's too full.
119563	The App.
119564	Be more timely, or if they aren't on time push the schedule back 1 or 2 minutes so I know when I need to be at the bus stop.
119572	App.
119579	Better information.
119605	Drivers recognizing pedestrians in crosswalks and cyclist on the road to better ensure their safety.
119610	Being on time.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
119617	More service (higher frequency) in reduced service, especially in the summer. Personally I would like to see bus service in the area of Glade road to the west of the 460 bypass. That area of town is somewhat hard to reach by bus right now.
119619	Let people who are students ride when they forget their ID. The fact that they misplaced their ID does not change the fact that we are still paying for this as part of tuition so we should still be able to ride There should be more than one way to prove you are a student because ids may get lost.
119651	Stop numbers on maps.
119685	The frequency of buses during weekends and breaks needs to increase. It is highly inconvenient, especially for those of us without a car. At least we should have buses that come every 30 minutes in Hethwood since it is relatively farther away from campus than other areas.
119715	More times for the commuter route.
119717	Bus frequency on weekends summers and to Christiansburg.
119728	The courtesy of drivers. One time, I went on the bus and I had lost my wallet the previous day, so I didn't have any change or my student ID to show on the bus. The driver didn't want to let me on, and said that I had to pay the full fare. Luckily, a good Samaritan paid for me to ride the bus that day. I found wallet, and got my student ID back. However, a week later, I rode the bus with that same driver, and he let a white man ride the bus who didn't have a student ID or pay the fare for the bus. I am an African American female. I think the bus driver was racist towards me and didn't want to show me courtesy, yet was willing to break the rules for this other man.
119733	The app.
119748	Route from village to Mccomas.
119749	Increased frequency on major routes. Improve reduced service.
119830	Real time updates on the bus times.
119842	Improvements to the app with real time updates about routes. An earlier Sunday bus route.
119850	Increased service in some routes.
119857	The buses need to be on time. I've waited for two hours for buses on several occasions and I lead a busy life as a college student. I work 35 hours a week and take 18 credits plus attempt to go to the gym and Cook Counseling. It would be great if the buses could actually be on time.
119875	I walk or bike to campus. Maybe a shuttle service to grocery stores for apartment buildings.
119877	The Foxridge buses have been at full-capacity lately, and it is very frustrating to have to miss a bus because it was too full when you need to be somewhere. - Again, please add a stop for Space@VT (intersection of Research Center Dr and Innovation Dr). It is along the way so it would affect schedules, and it would make it convenient for many students who otherwise take a long walk to the Pratt Dr stop.
119880	More seats/double busses during peak runs on hwdb bus.
119917	Weekend schedule.
119944	Not having a lot of schedules (regular, reduced, alternative). We don't have much time to remember all those schedules. Please increase the number of your drivers by increasing their salary to enhance the quality of bus transportation in Blacksburg. Also, it is very painful to have few buses on the road (by reduced service) in occasions in middle of semesters such as spring breaks or thanksgiving while there are already a lot of students in the town and all of them have to stay in home because of limited bus services. Furthermore, please keep the bus clean! This is especially important for the seats. There are always too much of dust and garbage on the seats that is sometimes disgusting.
119957	Times posted more accurately on the weekends. Buses often late.
119958	Less crowded buses, an app that works.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
119959	Timeliness.
119960	I think in general we have a great bus system. I'm going to download the BT app.
119962	I would like to see electronic signs at each of the BT stops that tell me when the next buses are available at that stop, similar to the app.
119968	Weekend buses could come more frequently.
119969	Real time tracking of buses on a map.
119988	Perhaps install a small (solar powered?) Light at each BT stop with a button that people can press to tell BT that they are waiting.
119995	Routes later at night.
120012	A somewhat simpler schedule Information.
120021	Making sure all riders are picked up especially in incimate weather.
120041	Have a route that goes up by surge that is goes up Toms Creek or Progress first.
120052	Get rid of the time checks. They are annoying.
120075	More frequent Friday night runs.
120082	The app.
120086	1. Don't require showing hokie pass; it is a waste of time. 2. Allow loading and unloading from the front and back. Example: the bus stops, everyone gets off using all doors, then everyone gets on using all doors, which is much faster. 3. Now that people can get on and off much quicker, have bus drivers actually wait for anyone walking/running to catch the bus. A bus driver today almost drove away when I was standing right next to the door, which is unacceptable. 4. Make a better app or hire someone to. It seems like you guys get a new app every year and they are never good.
120107	I want the construction to end so I can get to Litton Reeves easier, since I have literally all my classes there and no easy way to get there anymore.
120120	Increase the frequency of TCB on evenings and weekends from 1 hour to half an hour. As a grad student I have to stay at lab late night for work and during weekdays bus ends at 12.15, If you extend it to 2.15 that will be helpful.
120130	Consistent and easy to understand and read bus schedules.
120133	Just... Not being early. If the App says 9:43 and I get to the bus stop at 9:40 just to see the bus roll by.... Not cool!
120145	The bus being on time. The app being accurate.
120180	More frequent evening runs.
120185	The BT app.
120189	Being free on game days.
120194	Increased frequency of services. The bus service is extremely infrequent this year and is causing a lot of hardships to poor students like me. Would like to see a schedule of bus arrivals for each bus stop.
120211	Buses leaving from campus at night at times that more closely align with class schedules, or simply more frequent buses at night. Buses coming in to campus and having multiple stops on campus closer to more buildings (not just the Hokie Express--the buses that pick up off campus).
120215	More buses on the weekends and evenings would be extremely helpful.
120218	More U-Mall shuttles since that bus is always crowded no matter what time of day.
120219	Having bus schedule synced with the class schedule.
120232	More frequency for CRC shuttle. And some bus stop at vetmed. Also increasing the frequency of hokie express in Saturday and Sunday.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
120233	The BT app. Could you please send us an email if there is a new free app for iphone that might be better updated. I am not sure if there is one out there that I don't know about (apart from BT4U and ihokie). The android app is generally better updated.
120247	Making sure everyone using the service is well informed. On your transit website, maybe you have a link or just show all the ways you can get information about the schedules or delays such as the app, social media, electronic board, etc.
120261	To be more on time and also for the MSS and the MSN buses to be more accurate as in one time I was waiting for the MSS bus, but it never showed up on time. So I tweeted at BT transit and they told me that the MSN bus that came was actually the MSS bus, but that they did not change the bus names. I should not have to be confused like that. And then BT transit on twitter told me that I should always ask the bus driver to make sure what bus it is. But if the bus says MSN I'm going to trust that it is that bus. I shouldn't have to always ask and make sure it's the right bus.
120265	A way to follow the bus's accurate current location.
120266	I love the current bus service on Blacksburg... I can't think of anything that should be improved. The drivers on the bus are very helpful and nice as well.
120269	Early morning buses are crowded. Could consider multiple buses at the same time.
120279	The buses should be on time.
120283	More buses.
120307	BT has been great during my time here at Virginia Tech. This is the first year I have had problems with it. The only thing I want changed is the accuracy of time listed on the site for the TCB bus route. I have had to wait plenty of times for over 20 minutes for the bus because it didn't come with the website said it would making me late.
120308	More accurate app and schedule bigger busses at the times when classes end so that they are not packed. Also bigger busses at the times in the morning when classes start so they are not packed.
120315	I would like to see the buses to arrive ON TIME. In cases you cannot do it, which I understand could happen due to traffic, I want to know how much the bus I am waiting for will be delayed. I don't want to wait in the snow for the buses I'm not sure is coming or not.
120389	Running more often at night time.
120394	The classic app should not show the bus schedule when the buses aren't running.
120403	More frequent buses during weekends and nights.
120439	Indicate on the website how to get back the stuffs I left on the bus.
120475	Nothing. It's great!
120480	A stop further down the MSS route (a stop near Woodbine or Wyatt Farms neighborhoods would be wonderful).
120484	More bus stops on campus for North Main.
120485	Buses always come when they are scheduled to come.
120516	More direct routes to Kroger, more double busses, more frequent buses on the weekends (every 30 minutes).
120518	More routes from foxridge to the ag side of campus hokie express running more frequently.
120531	More frequent service because the buses are often very crowded, otherwise I am always satisfied.
120560	You need to have more frequent bus runs during peak hours.
120561	More frequent night buses or buses that travel partway home if MSS is not available.
120590	Slightly increasing frequency of bus routes during weekends would help. Also extending the timing for the last bus to/from Christiansburg from 5:15/5:45 for, a trip or two more would definitely be beneficial.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
120594	I do not have any complaints so far. I am just really worried about the crowds the Retreat will be adding to the Hethwood buses. I feel that this will make BT much more inconvenient if the proper measures are not taken.
120599	Improved App.
120603	More bus service in Hethwood route , improve weekend service.
120629	Letting bikes on the bus if there is space and the rack is full and it's raining.
120631	It would be really beneficial if BT has bus service after 12 am. May be nice every hour or 2? Please consider this.
120648	I would like to see an improvement of some of the routes if possible.
120657	More buses on crowded routes and in general to get bus wait times down. If there were more buses that were very reliable than a lot more people would be using the transit.
120684	I wish that the bus system would arrive sooner than 20min. Apart from each other.
120685	More frequent buses, especially on weeknight and weekend nights that go past 9 pm. Often, students are left stranded on bus stops on campus waiting for the bus for 45 minutes (or more) and in the winter, this is too cold.
120707	Being on time.
120713	I just want an app created that has a live map of where all the buses are, rather than looking at the website because sometimes that's hassle having to open a browser.
120734	The app and the mobile version of the website. I think the buses cover most of the routes that need to be covered (at least the ones that I use), so that's not a huge problem. It's just knowing WHEN the bus comes is the problem, and the app/mobile site do NOT work with any kind of reliability.
120768	Nothing really, I love Blacksburg Transit.
120789	As mentioned earlier, It would help to have bus routes that cover the area I actually live in. As it stands I am unable to really take advantage of the services provided by BT.
120799	A website with real time locations of all the buses, any updates/news on the state of the buses, and any pertinent general information. More buses to the Hethwood/Foxridge area would be very nice as well as I've talked to MANY students from this area who complain that this area is isolated from the rest of Blacksburg because to go anywhere else by bus (say to the Village or Red Maple drive or South Main) you must first take a bus to campus, wait, then take a bus to your final destination.
120812	Timing.
120813	I'm actually very impressed with the bus service here in Blacksburg. The only thing I would like to see would be some earlier options on Sundays, but I understand that ridership on the weekend mornings is probably very low.
120821	The times and more buses. Sometimes the buses are very crowded. Also the MSN bus does not have very convenient times to get to campus (too early and too late to get to class) so having more buses or it run more frequently would be helpful.
120825	Nothing.
120845	Better app support for third-party developers who are creating MUCH better applications and they are not costing you any money to develop. I'm sorry, but your technology development (web site and app) sucks.
120886	I'd like to see the app become more accurate so that it can help more often. The expected time of bus arrival hardly ever shows up.
120901	The timing of the bus to match the times on my app so I can plan to be there and not miss it.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
120963	You guys do an amazing job. Not really room to improve besides a real time app that shows GPS location of buses. But I imagine that's a big feat. I'm HIGHLY satisfied with your service and the fact that the bus has never been more than 5 minutes late.
120965	The app, break Hethwood into A and B so it can actually be useful before 8 at night when Hethwood starts running. Too many riders to have Hethwood only run 1 per hour, don't share with Harding.
120969	More accurate real time location.
121060	Communication when bus schedules change.
121061	More hokie express buses...15 minutes is fine but 5-10 minute intervals would be great.
121066	Better and now more accurate apps; better publicized service changes.
121070	I would like to see the app being more accurate, or the buses being on time (whichever is the actual problem).
121075	I would not take the bus route from Christiansburg to VT even though there is a stop nearby because the trip is too long.
121079	-Better time checks -More frequent busses -Bus drivers should open the rear door at every stop even if the stop signal hasn't been pulled (I've seen people miss their stops on multiple occasions because bus drivers don't hear them ask for the door to.
121110	Running more routes for HWA in the early morning (between 7:20 and 9:30am) would help prevent buses from filling up.
121111	More reliable timing.
121143	I have had issues where the buses are too full, and have had to drive past me, making me late to class. -Aside from Hokie express It is difficult to use the buses When you still have to walk over a mile from the Bus to your class. -the MSN Bus is the only one that goes to Maple Ridge, however It has a large ridership of all of main street. Other Bus routes handle a specific neighborhood, and have multiple busses nearby, while people on main street have only one option. -the busses pass stops before the time displayed on the app, leaving people stranded. (Sometimes for longer than a hour) -More busses, More frequently.
121145	Buses coming more often and a better way to get from Sturbridge to the academic side of campus.
121156	Get better at using social media, putting updates on the website, and fix the app.
121162	The bus fills up too quickly. Patrick Henry should run every ten minutes in the morning so there are fewer people on each bus and everyone can get a ride to school. There are buses that sit by Rutherford Townhomes on Patrick Henry and it just says "Not in Service" or "Check File" and there is always someone on the bus, but I don't understand what it is doing. If it were in service, you would have fewer issues of driving by students because the bus was too full.
121187	Real-time information about where the buses are, and their schedules.
121191	The app.
121192	Having more buses available to prevent the overcrowding of buses especially at peak times.
121208	Improve the app make it more accurate to real time transit.
121232	More accurate times as to when the bus will be at each stop. I recommend more updates more frequently.
121274	I'd like to see more busses so that they aren't so crowded. I'd also like the bus drivers to drive more gently.
121282	I would love to have bus arrival estimates for the stops that I use outside of my apartment.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
121294	I would like that the weekend times be earlier and more frequent during "busy" times. It is such a hassle to wait to begin my day around noon when the buses begin running since I rely heavily on the bus system for transportation. Also, the buses that are on their last runs, sometimes do not show up, thus making any meetings or plans pushed back until the next bus arrives.
121299	Easier access to and more clear information about route maps and schedules.
121310	Better real time informational maps on the buses.
121318	I can't think of anything currently.
121333	BT should have a stop right in front of each and every parking deck. Not having such is stupid. But then again, hard not to expect that with your current management, which too is stupid. This is coming from a 49 year old VT accounting major.
121337	Efficiency during busy times (in the morning or afternoon). It would be great to have a reliable public transportation to class and not be late.
121350	Probably increase the frequency a bit during the time the buses run full.
121354	On extended buses. Place a vertical bar at the bending area so people standing there won't fall into people when the bus turns. In general, more places to hold on to when buses get cramped. Better App. Integrated Map to see where buses go and stop (bus routes) relative to each other on one map.
121358	The electronic sign with time info on the bus that I mentioned previously.
121372	It would be nice to see bus schedules listed at the bus stops rather than having to call a number to look it up.
121373	It would be helpful if the bus came on time, the app worked and the buses weren't so crowded that you couldn't move.
121412	I've been standing at a bus stop several times alone and had a bus with open seats pass by me without stopping. That's the worst feeling. I had to wait another hour in 35 degree weather for the next bus.
121413	Accurate stop times. The other day, I waited for an hour -- the three buses that were supposed to show up during that time (according to the BT website) never showed.
121459	Better app.
121481	Popular routes through neighborhoods having service until at least midnight every night. Friday routes going until 2 am. More frequent stops at apartment complexes. More drop-off points instead of main campus, such as mcomas, Kroger, and other apartment complexes not in the same route. More of an attempt to be on schedule during "bad" weather.
121494	Sometimes the buses leave the time check stops a minute early. It would be better if the buses left on the dot, so students who might be running a little late can make their bus.
121508	24-hour service when it's possible. I don't go out at night because I don't want to be limited to the hours the busses run.
121511	Improve the BT4U App in the phone please. It is really bad for using, like bad interface, slow drag, often forced quit. I usually use Google map but the route will change suddenly and the Google map cannot update in time.
121535	Being on time and prompt. I've missed multiple classes because a bus never came or came 10-15min late.
121545	Timelines of the buses.
121548	More room for people.
121557	More frequency during the weekends.
121567	Improve the user experience of BT application. Make it more user friendly.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
121568	Increased service to Tom's Creek in the mornings (specifically Monday and Wednesday around 8:30 and 8:40. The buses are usually full at those times).
121577	Texting real time data - the outages may last for a week or more.
121716	Buses being on time.
121719	Increased service frequency at night would be nice, but I understand how it would be impractical. Overall BT is an excellent service that works very well and I can't complain.
121720	Please make a bus stop near engineering buildings (i.e. Whittmore, Goodwin) for UMS/UCD on the way to campus. I don't want to walk all the way from one the other side of Drillfield to Whittmore or the library when I'm running late. Shuttles loses its purpose when I'm using it because it's raining or I'm running late. We need better information for real time knowledge of the buses coming and leaving because buses just leaves before the time stated on the schedule. Or it's running late but I have no information on that so I walk away and the bus just passes by. This is really frustrating. Simple GPS system that all bus services use in nowadays will fix this problem. Why is the last stop for Two-Stop Trolley at Wal-Mart 5:15 pm? That's when I end classes and meetings on weekdays so I end up not able to pick up stuff afterwards.
121726	I don't use the service very often. I am satisfied whenever I do.
121729	The bus drivers for south main need to pay more attention to when they leave time checks such as squires. I have been on the bus where it leaves two minutes early and I've also experienced waiting an extra 5-10 minutes (sitting on the bus) waiting for the bus driver to come back. I take the bus because it saves time when I need to be somewhere and if a bus driver leaves too early I could miss it and have to wait another 20 minutes or if it waits 5-10 minutes before it leaves for no reason then I might as well have walked home.
121741	My only comment would be that sometimes when you're relying on timechecks to get somewhere by a certain time, it can be difficult to actually meet that time you need to be somewhere because of buses running late. I understand traffic/accidents, etc., happens, but I've also seen the time where a driver will pull up to a timecheck two minutes before its scheduled to leave and then get off the bus and disappear, returning nearly ten minutes later. I understand needing to go to the bathroom and all, but it's just frustrating when you have somewhere to be and you're running late because of an incident like that.
121757	Schedule changes too often.
121763	Better schedule adherence during the week and weekends.
121776	CRC route running on weekends.
121787	More runs at night on weekdays.
121793	Improving weekend bus frequency.
121800	I would like the see the buses run more accurately in accordance with the schedule online, and if it is not, I would like to see the schedule online update in real time so I know if I will be standing in the cold for 25 minutes when the bus says it is arriving in 5.
121807	Proper app with real time information. Proper planning of schedules. Increased frequency of bus or use of large buses during morning on the Progress Street route.
121823	Use long buses during the times that routinely leave people behind.
121847	New bus routes.
121860	The app, and weekend service.
121877	More frequent buses.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
121889	I would like the bus schedules to coordinate more with each other. When I got to and from work, I have to take MSS and UMS/UCB in order to get home and to get to work, and the schedules often do not work well with my class schedule or my work schedule. Because I do not have a car, it ends up taking me about an hour and a half to travel each way to and from work which adds a lot of unnecessary time to my commute that would be better spent doing other activities. For example, I have to take the 10:45 UCB bus in order to take the 11:15 MSS bus in order to make it to work by 12, even though my work is only 2 miles away. On many days, it takes me the same amount of time to walk to work as it does to coordinate the bus schedules, so walking often seems like the better alternative.
121935	Very good service. N/A.
121937	Routes that were more extensive so that a passenger can get from one side of Blacksburg to the other without having to stop on campus to take a different bus.
121974	The app.
121981	I would like to see scheduling information posted at stops.
122005	It's good, no need to change.
122019	More stops and buses on Harding avenue.
122038	Better service during peak hours.
122079	The buses are great! A south bound bus on Giles Rd would be nice!
122098	It would be nice is buses ran during the summer, school breaks, etc.
122104	More busses on weekends please!
122113	It would be great if buses that normal drop only at squires and torg could also drop off more central on campus such as Burruss.
122130	Maybe put the names of landmarks on the app near the road names (example: Gables Shopping Center (near Gucci Kroger)).
122132	I would like the Tom's Creek bus route to return to its normal route prior to the University City Boulevard construction, since I often find it more convenient to walk home than use the bus - since I have classes in/near Surge and Goodwin Hall, and live off Tom's Creek.
122135	I would like the busses to run on schedule and have more routes to the Math Emporium. They are usually running late which causes large splurges of people trying to go at once which makes it hard to get to and from the Emporium.
122140	Reliability, and understandable and easy to access schedules.
122158	Already mentioned. More busses during busy times. Easier ways to get around campus.
122178	Just the timing of buses on the app.
122191	The live map. Also the stop on transportation research drive industrial park road should be much closer to VTTI. It is very difficult to walk to the bus stop from VTTI and vice versa in the cold, as it is very windy and it takes 10 minutes to cover that distance.
122193	That the MSN bus would run more frequently at nighttime hours.
122201	More clear bus schedules and routes posted.
122215	More busses for Hethwood, get passed by a full bus almost twice a week. With the retreat opening you're going to need more.
122218	Buses that actually show up on time, an app that actually works, more buses when its busy hours.
122222	Easier access to info on regular routes and locations and more info during "case of emergency" weather conditions.
122224	Later service on weekends and more frequent at nights.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
122228	Getting an app that actually works properly, getting consistent routes, having a back up bus ready when the bus is full so I am not late to class because of bad bus service, actually stopping when I request a stop, being notified when the bus goes on a detour to surge and stops in the middle of the road when I have to be at Litton Reaves for a final exam.
122233	I would love for the buses to have a notification system that shows which stop the bus is approaching, much like the VT alert system across campus. Sometimes I miss stops when it's very dark outside, and it's very hard to know when to get off when you ride a new bus line.
122234	Better schedules and better trip planning.
122258	Hybrid fleet!
122262	Better app.
122292	The app bugs being fixed.
122293	Timeliness and reliability to be there when the schedule says it will be. Also more busses to make the schedules less sporadic in how long it is from one bus arriving to another for the same route.
122313	More buses/more time choices.
122324	All good!
122335	More frequent run times on the weekends Route added to Hethwood area once the new complete, The Retreat, is built.
122338	I wish time extends during weekend; hopefully bus ends in around 2 am everyday like it does on Friday and Sunday. Also I wish on weekends, bus run every 30 minutes instead of an hour.
122390	At evenings buses are less frequent, on cold nights it is a little difficult.
122395	The busses are fine themselves I just wish the app actually worked.
122396	CRC bus service improvement. Stops near innovation Drive for example would be excellent. Better communication and better information.
122399	More timely.
122409	A lot of things. BT is awful when it comes to reliability. I wish to have my undergrad bus fee refunded.
122420	I know there has been a give and take somewhere, but TTT, since it is the only connection to Wal-Mart, really needs to have later hours than currently. Maybe not to the extent of fridays last-bus-runs-at-midnight delay, but maybe extended until 7 or 8 would make it much easier to get supplies. Also, why do MSS and MSN turn into each other? Why aren't they just two separate lines? That's a pet peeve of mine, but not exactly a fault.
122429	More busses for progress st in the morning.
122492	THE SCHEDULE. I'd like to see an app with a real time schedule.
122510	Maybe it would help if on the app there was a little map with the current location of the bus, like a tracker on the bus. Would be most helpful when there is bad weather.
122543	More frequent evening and weekend times, service between off campus communities, tablet device inside buses to allow users to see the route and exactly where the bus is in it, etc.
122547	More service on the weekends (more busses running than just hourly), busses running until 2 am during the week, and busses running later than 6 PM on Sundays!
122548	A better app.
122549	Some drivers need to learn how to drive a bus. There was this specific guy that would turn like crazy or use the breaks really hard and there were people standing up so they had to hold really tight and those who were seating were also holding on. It was a scary ride.
122564	The TTT route becomes more frequent.
122583	Live-updated timing.
122585	Better UMS connection (often very crowded).

- 122598 Some bus drivers break too suddenly and people almost fall. They never are on consistent times.
- 122599 I would like for the app to be updated and fixed. My mother works at NC state and she says that their bus system is fantastic because there app shows an interactive map of where exactly the buses are. Why can't we have something that reliable? I would also like to have more buses in the evenings, because I am always busy during the days so I can only go to the Math Emporium at night and then I'm stuck their waiting for an hour for the next bus to come. It's ridiculous.
- 122611 The UCB route extended to later in the evening and the drivers following the proper route.
- 122615 Not leaving earlier than they are supposed to (on multiple occasions) Buses leave 5 or more minutes earlier than the time check.
- 122618 Route transparency. Even little things like posting below each bus stop sign a clear indicator of which buses will stop there, which direction they're going in, and where that route actually goes. For example, I had to go to Schiffert for the first time, and I had no idea what buses actually stopped in front of that stop other than the CRC (which I knew would go in the wrong direction for me), so I just got onto a bus on good faith that it would head closer to the library.
- 122628 Try to maintain the scheduled time. If you can't follow the schedule then what is the point of putting it? Looks like buses like CRC, MSS, and MSN don't bother about schedule Also try to use some "common sense" in route planning. When I go to CRC for a 5 minute work, it takes 1 hour to start from campus and end at the same place. Don't you think taking 1 hour for a round trip to campus through CRC is too much? Why the hell the bus needs to go to commerce street when there are almost no one to go there? Is it because you want to show us the headquarter of BT? Well, we have no interest to see the HQ of BT. In previous years CRC used to do a better job when it didn't go to commerce street. Also TC appears in 30 minutes interval during the weekend, how come HWD appears in 1 hour interval during the weekend when almost same number of people ride both of these buses? A lot of people also live near Foxridge/Hethwood like the areas covered by TC. So why these two buses have different interval? Why don't you just separate HWD and Harding? Similar thing go for MSS and MSN also. What is the point of having 1 hour interval for this two buses when a lot of people use them to go to grocery during the week ends. All these show that people having lack of common sense are responsible for the route planning and designing the schedules. I am just completely fade up with BT. I used public bus service at Portland, OR where they have bust traffic still they maintain the schedule. On the other hand, with a little traffic at Blacksburg, BT struggles to maintain the bus schedule. I am glad that BT doesn't operate in big cities. Otherwise, it would be a complete mess.
- 122653 CRC needs to run on weekends.
- 122656 Accurate times describing when the bus your are looking for will be at each of its stops on BT apps.
- 122676 Certain morning routes are so full the bus just passes by forcing me to be late for class. Even leaving 30-45 minutes early does not help.
- 122692 Easier access to real time bus schedules.
- 122709 More real-time information More buses in the morning.
- 122711 Timings of buses going to Christiansburg during weekdays.
- 122712 To be warned more in advance if the bus is going to be late.
- 122714 More buses and a tripper bus that actually does what it's supposed to.
- 122720 I think everything is fine and works well. But we need to improve in terms of app. And weekend wait time should be shortened. Instead of 1 hour, it should be 30 minutes at least in morning and evening.
- 122747 A bus stop in the CRC near the newer buildings such as the Advanced Propulsion and Power Laboratory. The new buildings over there are nearly a half mile or so from any bus stop.
- 122756 The buses are overcrowded and you have to wait a while for some of them, more buses would solve these problems.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
122757	Updated app, more frequent buses, updates on when two buses' routes converge (like TCB and UMS on Sundays), tracking the buses/getting alerts for when a bus is later or early.
122760	Provide more bendy buses or more frequent trippers during times in which the bus is always full.
122782	Electronic signage at stops with information about routes/service instead of assuming every rider has equal access to a cell phone or similar means of obtaining route information.
122789	Drivers waiting until the time check instead of leaving a minute early.
122812	Sometimes there are notices of change that are put at the bus stop, but they aren't really put online. You have every tech student's e-mail. Send an e-mail whenever there are changes. For example, last summer there was a change in route for the Tom's Creek buses because of the construction. A notice on some random stops was not enough, no one looks at that. A mass e-mail would have been MUCH more effective, and I would've known about it before I went to the bus stop and then waited and waited until I finally saw a notice at the actual bus stop. What about people who rarely use the bus stop? You guys really need to communicate better.
122816	Often times CRC stops at mcomas right before UCB/UMS, which makes little sense since anyone taking the CRC is likely coming from the academic side first on one of those and ends up having to wait a long time for the CRC bus. It is also very frustrating to see the bus drive off as you run towards it. Some stops are good about it and the drivers wait, and in other stops they drive off with students chasing the bus. It also seems as though an effort could be made to make the app more accurately display the expected times for when the buses will arrive at given stops.
122826	An accurate time schedule for the buses.
122827	The way information is provided. And the bus routes during the break. The normal class schedule starts at 9am for students. Even if the student has to change 2 buses There should be sufficient provisions. One time I had to wake up at 7:15 to catch TCB and then walk to squires and catch CRC and that still didn't get me to VTTI at 9am for the meeting. It dropped me off at 9:15. And it's a 10min walk from VTTI to the bus stop.
122836	More buses during school rotation times, especially in the mornings. There are many times when the bus leaves a large group of students behind because the buses have reached capacity. It results in students being late and having to stand in the cold longer.
122854	Increased frequency on weekends. Betterment in BT4U mobile app.
122871	An updated App that allows for more real time information and is more reliable.
122879	Increase frequency during winter.
122882	More frequent rides.
122907	A better app or website, because sometimes the times don't show up.
122929	I wish we had a double bus in the mornings in Hethwood. The bus often has to skip stops after the time stop because it's full.
122930	More frequent times, bigger buses for morning routes.
122957	Decrease the waiting time between two buses; make it easier to use the BT app. Redesign the circulation for MSN. For example, if I want to go to Cowgill Hall from N Main St, there isn't a good bus to hit on.
122991	Buses that are on time and apps that are up to date and accurate.
123001	Everything is good, but one thing I would suggest is something I saw on the bus system in Korea. They not only had apps that said what the schedule was, but at bus stops had signs with schedule info or when the next bus was arriving. That would be helpful just to know if there are delays and for us to plan better. But I am very satisfied with BT.
123004	To be honest, I am very impressed with BT. It is one of the best run mass transit systems that I gave ever experienced. I am actually glad that part of my tuition goes to paying for the bus service.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
123010	I wish there was a faster way for the Patrick gentry bus to go towards Litton Reaves area. I know students who have class struggle to go on time because of the long walk or Hokie express is too slow.
123022	The idea of real-time signage at the stops is something I am very interested in and believe could help the running of BT. Also, I am dissatisfied with the running of busses around the most popular times of the day. I have a MWF class at 9:05am and almost every day I go to class the busses are full, even when I take an earlier one at 8:34am. If this is a constant problem, I expect BT to make changes to accommodate the students.
123042	Busses that run on time.
123066	Consistent service throughout the day. Sometimes I am waiting on a bus that never comes assuming that the regular schedule applies.
123079	Just happy drivers!
123081	The time app and a shuttle to and from lane stadium student parking lot.
123129	CRC should run on time. It seems to be always late on schedule.
123138	More frequent buses in reduced service especially for Main Street buses. One every hour is too less. Ask the bus drivers to leave time-check at right time. Some leave 2mins early, I have missed bus in several occasions due to that, when trying to transfer from one to another. Makes riding the bus very stressful. Some are really rude, won't even stop bus when they see people running towards the bus, hands waving. Esp. makes big impact if the next bus is 1h later.
123155	More bus stops on the north end of campus: I take ucb or ums to campus for 7 mins and end up walking 7 mins from the wright house (first campus stop) to goodwin for almost all my classes which is the same amount of time it takes to walk to goodwin from the mall in the first place.
123156	Nothing.
123158	Being able to see the bus routes at any time, not just the current time. In the app, being able to save stops and give them custom names so it's easier to remember. Possibly better route data on the maps. I've tried to use this a few times and remember having lots of trouble. Publicly available real-time data on bus location.
123166	Time check during mid night hours.
123173	The Buses run on time in my experience and that consistency is all I care about.
123181	BT4U is too difficult to use efficiently. I find the classic map more helpful.
123183	Nah, you guys are great.
123212	Please just make the Harding every 15 min in the afternoon. It's just so time consuming waiting for a bus that is every half an hour.
123216	My idea about the live map installed into the ceiling of the bus stop. I think it would be super simple and you can get an engineering class to do it as a class project so expenses could be super low. Also the solar panel on the roof of the bus stop would build on the clean energy path.
123242	I ride MSS, and I would like to see it stop other places on-campus than Squires. I work on the other side of campus, and it takes me over 30 minutes to leave my house and arrive at my building. I also think we should remove the corporate area that MSS runs through. I do not take the bus in the afternoon because it takes so long for me to get home. This is dangerous because many people will get off earlier and run across Main St to avoid another 20 minutes on the bus.
123259	I do not feel like I can count on the bus to be there when I need it. I have now brought my car to tech so I don't have to use the bus.
123261	Live map of bus movement.
123265	More routes!
123288	More busses (every 10 minutes as opposed to 15 PHD, or every 15 instead of 30 MSN).

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
123303	More bus times on weekends and evenings.
123353	Frequency during weekends. Updates on the BT apps for schedules and route changes.
123441	More reliability in terms of not leaving people stranded at bus stops. Larger buses. Nicer drivers. Late night bus services from the Math Emporium and library on a daily basis.
123445	Real time app; more after hours transportation on weekends to provide safe rides.
123456	A greater usage of those elongated busses, so that people will be left behind much less often, and so one does not have to wait for the third bus to get on. Additionally a greater emphasis on maintaining a proper schedule, so that scenarios where the bus leaves before its time check is up don't occur. Can be achieved with a standardized bus clock that each bus can have.
123464	Increase of buses during evenings and weekends.
123469	The app, followed by timeliness.
123514	Information through an app, through electronic signage at all parking lots, along with route information and schedules.
123561	Up to date times and more easily accessibility to knowing when and what buses are coming at what times. If there is electronic signage at each stop student don't have to worry about not having data or the wifi being down in order to find out.
123610	Better accuracy about the routes. For example, on the alternating routes like HWD/HDG or the TC/UMS route, the app is confusing for students which leads to operators getting fussed at or blamed for something out of our control. Whether we like or not, most students are not going on the BT website to look for anything. And for all the work that goes into the website, you could have emails sent to the whole VT listserv. Of course, some people are still not going to respond or pay attention to this. But most graduate students will and it's important to keep them in mind just as much as the undergraduates. Another thing could be to have signage/announcements on the buses about changes in specific routes. The placards are nice but most students are paying attention to that. Another alternative could be whenever the doors open, having the announcement about changing/alternative routes. Having destination signs for the alternating routes could help too.
123636	Be on time.
123643	Easier access to Veterinary School.
123645	Real-time updates regarding current bus location and next stop, and faster/easier access to route maps to help plan a trip.
123657	Real-time information on bus routes. Understandable that there can be problems with it though.
123686	The accuracy of the times that the BT app/website says the buses will leave their stops to when the buses actually leave their stops.
123706	Real time app. More evening and late night buses.
123709	Shorter wait times and less crowding on the buses.
123729	The app.
123736	A simple setup through the mobile app or website that allows the user to enter in a departure and arrival bus stop locations. Then list what buses are coming to your stop, and the route they're taking. This would show when a bus gets to your stop with the eta for the bus to get to your intended location. User should also be able to save routes because people usually take the same one every day.
123744	Better schedule keeping and more frequent busses in the evening (every 30 minutes).
123749	Provide bigger buses during busy hours so that I don't have to jostle for a place to stand. Specially the Progress Street route.
123773	Alerts, and more frequent bus runs.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
123778	The University Mall bus showing up and the Two Town Trolley running more frequently.
123809	Ability to know general stop times at each bus stop even the small ones, not just time checks.
123848	I would like for the buses to run on reduced schedule when school closes down. I still have work even when there is no school and it's very inconvenient to have to walk for an hour in the snow to get to work, when the roads aren't that bad to drive on. I understand when the roads are too dangerous to drive on, but during the snow days we've had this semester the roads have been fine by the mid afternoon.
123851	More frequent evening runs on MSS. Getting out of an evening class a few minutes late sometimes means sitting on campus and extra half hour when I just want to go home, eat dinner, and relax. I would also like to see BT work with the town to help make the walk to and from stops safer. Walking up/down Washington from/to the stop on main street sometimes means walking on icy sidewalks--and I often worry about getting hit at the four-way stop at the top of the hill on Washington. Likewise, the walk to Cedarfield from the Fairfax Road stop is very dark at night, and the sidewalks and road are poorly maintained--especially in the snow. I contacted the town about this problem myself, and they blew me off.
123857	MORE BUSES.
123863	Less packed buses during peak times. The morning Hethwood route regularly leaves people behind and is always overcrowded.
123866	App for windows phone!
123890	The main street north bus can get extremely crowded in the mornings around 9-10. We have a smaller bus, which usually accommodates everyone except for these times.
123892	Alerts if bus is not coming or has passed.
123902	Better music.
123905	More accurate app times.
123957	Less crowded bus.
123960	Maps/schedules/stop names on the bus stop signs.
123994	Under the app make it state on the home screen if the buses are running or not.
123996	For the smaller bus stops to leave on time instead of earlier than scheduled.
124001	Reliability on game days.
124035	More frequent busses and not as packed.
124036	More weekend scheduled times, late night rides.
124044	Better bus drivers.
124068	A stop at Burruss for the North Main bus and more frequent trips at night and on weekends on the North Main route.
124121	The BT app. A lot of the time, none of the bus times show up.
124156	Better app that shows real-time information on bus locations, stops, and service interruptions.
124165	Larger or more buses during peak hours of the day.
124175	PLEASE PUT SIGNS AT THE BUS STOPS.
124178	Bus should run more on weekends.
124192	More service on Sunday's.
124234	Map with the routes and the times that the bus will arrive at each location ON THE WEBSITE AND/OR STOPS. You shouldn't have to have access to a smart phone to find this information.
124236	Adjust the arriving time of Harding Avenue at Squire East and Any bus stopping at Newman Library at least 10 min apart. I always miss HDG when I rode on like UMS or TC which routes the Washington street and Kent street, too much travel in rush hour.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
124244	I really like the live map-if that could be placed into an app it would just be easier. Nice being able to see where the buses are, so I know if they will be on time, early, late. In general I just wish I had more bus options going through where I live.
124245	More accurately following the posted bus schedule especially in winter.
124249	There really are no enough buses on the Hethwood route especially in the mornings. Some mornings I get passed by a full bus and can't get to class on time. Also, they aren't very reliable/accurate with the time they say they will come in the app. The app also doesn't always work well-sometimes during the day it won't load to show me any bus times.
124255	More buses possibly so that buses are sure to come more frequently than every 15 minutes and buses that follow the provided schedule better. The schedule on BT transport also doesn't make much sense with how it's formatted.
124262	I don't know if it's feasible (I'm sure you do a lot already), but trying to make the route times more consistent would be amazing. Since I'm not at/near a timecheck, it can be hard to predict when the bus is actually going to be there.
124264	More frequent trips to CRC. Service to heritage park area.
124268	It would be great if the scheduling across all routes took into account when classes started and ended, some routes are timed to leave as classes start/end so people must take a much earlier bus or have to wait for the next bus.
124275	More buses for shorter wait times and less crowding.
124309	More options of evening routes and real time (with GPS) bus locations.
124324	At least 1 bus service past midnight. Last week I nearly had a frostbite walking back home i.e. 1.8 miles. Furthermore, having at least 1 bus service at round 12:45 am will give me more comfort to study in the library during weekdays. Also, most importantly, I understand time is of the essence for BT but most of the bus service won't stop even after noticing student running towards the bus when they are late by 30 seconds. It is a matter of common sense to stop the bus for someone who just ran 200 meters to get the bus, strangely enough, the bus driver does not even stop the bus even after noticing the passengers. But overall I give 9.5/10 rating for BT service. Thank you.
124356	Increase the amount of routes in Blacksburg.
124357	I cannot think of any improvements, the service is good.
124456	Tcb is sometimes not on time. I need to go up to Tom Creek and University City BLVD crossing to wait for the bus.
124471	Consistency of schedule.
124491	More busses in Hethwood.
124495	A quality app is what I would like to see; I am very satisfied with the bus system otherwise.
124499	Easier to understand routes and time schedules.
124520	Better communication for when buses will not show up at regular time.
124531	I think more short route buses, i.e. Hokie express would be useful.
124534	Covered stops for the larger ones.
124549	BT website should be more aesthetically (and practically) useful, e.g. Detour information should be bigger, bolder, near the top of page. Calendar Service and the like should be above "In the Spotlight" on homepage and not below it. Facebook and twitter links should be smaller and further down page, not above Calendar service. Important links should be bigger, bolder, and not scattered farther down the page. I feel like there is a lot of wasted space; transit news is usually empty. The site works, but you know, could be better. Larger print would help older folks. Pictures would also help the older folks identify what page they are on because at first glance every page really looks the same with so much small text.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
124592	More buses in the morning. It sucks when the buses pass by and say full or when the bus is so overcrowded it is a safety hazard.
124601	More real-time arrival dates. Using tracking systems in buses to notify you of when the bus is there instead of depending on the schedule would be helpful.
124607	I would like to see better pavement at the Hethwood A, mcbryde Hall stop.
124624	The app.
124641	Regularly updated app.
124660	Delays are inevitable but would be much less of an inconvenience if I knew the cause or how much time they would take. An app with real time arrival estimates would be great.
124677	It's hard to get to Blacksburg from Roanoke and Salem using the bus service. It's hard to get information about how to do it. It's cumbersome (and dangerous) to leave your car at the bus station and the alternative would be to use a bus route from your house which would take a long time. Most of us choose to simply drive instead, which wastes time. If it were easier to use public transit, I definitely would.
124698	Knowing wait times when buses are at designated stops. So I know how long I have to get on them. (no more running like a fool only to be left by the bus).
124727	The accuracy and ease of use of the BT app.
124737	More buses, even in off-peak hours.
124747	Improved real time information, make the app more user friendly. Take hints from how Google maps does things. Ask what time the user needs to get to a location and map it out for them by informing which bus to ride at what time to get there on time. On the main screen, color coordinate what the traffic is like so that we can guesstimate when we should leave. If green, on time, yellow, 3 min delay, red, 5 min delay. Send out more busses in the morning since every time I try to ride the bus its full and I have to wait 20 min to get on the next bus. If I m at the bus stop at 736 waiting for the south main bus at 7-11 like it tells me to, I shouldn't get to campus at 815 because the bus is too late or full. If I didn't have classes at torg at 8 am, I would never ride the bus. If there were actual parking spots accessible and not taken by faculty staff members, I wouldn't be riding the bus.
124751	Two Town Trolley 10:15 and 11:15 stops.
124756	The service is top notch, don't change something that's not broken.
124767	Reliable schedule on either app or website. Announce what stop currently at or passing, or provide a live map with GPS dot in bus so that you know where you are.
124776	Improve the app.
124909	Sometimes the buses leave at inconsistent times so one day I can make the bus and then the other I have to wait for the cycle to run through.
124914	Timecheck accuracy - I've been burned by this so many times, and it's incredibly frustrating.
124937	More variety in the route stops. Not everyone is coming from the same places... Get a campus bus that goes from surge to mcomas.
124947	More routes, more frequency, more stops on campus.
124952	Have earlier trip at weekend and later trip on reduced service days.
124998	More double busses on HWA route.
125010	More easily accessed route information.
125011	More available during the weekends and later into the evenings on the weekdays. Lastly, a more reliable app where the bus arrives consistently on its scheduled time.
125016	More frequent times that the busses run during the evening on campus!
125056	Having drivers actually check VT ids so I don't feel like I took mine out for no reason.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
125084	Easier on the brakes.
125101	Overall, the bus service is fantastic and I couldn't have made it through college without it. It just seems like in the 2016 we could have an app that would have real-time bus updates to tell you if the bus was running late, coming early, not running etc. But this is a relatively small complaint, and I can't stress how much I appreciate the BT. Thank you.
125149	The app. Make it easier to navigate and more accurate.
125177	A trip to VTTI like the CRC but with a frequency of every 2 hours would be great!
125179	Expand, and have more frequent buses.
125180	More or bigger buses during morning class times (tcb, 7:15am-10am). 15 mins progress buses till at least 7pm.
125181	1) Ventilation in the bus specially during winters. 2) Many a times, I have run to the bus stop to catch the bus. Some (not all) drivers close the doors before the designated time and won't open the door even though the bus is not full and drive away. I do not understand why do some drivers have to be so rude. There is no compassion whatsoever --- the student may be running from one deadline to another. I must appreciate some drivers, who are amazingly polite. I get on the bus and they greet the riders. It is refreshing to meet such good people. I thank all such drivers, the staff working in the base, and all BT staff who help us to get from one place to another for their hard work and services.
125188	A good electronic signage at BT stops, giving real time information about the arrival of buses.
125194	Increased service in the evenings, on weekends and during breaks.
125197	The inclusion of the original Tom's Creek bus route that connected the Tom's Creek Progress area with the University Mall.
125206	It cannot be controlled by BT, but I would like to see the construction finished at UCB/Patrick Henry. The real-time bus location reporting doesn't seem to be around anymore after that construction began, and I don't see why that is necessary. Hopefully both of these problems will be rectified by the time this construction ends.
125221	I would most like to see the BT app improved and an off-campus parking lot that does not require a parking pass which is serviced by a bus route. I don't want to contribute to the traffic around campus, so I would like to not have a parking pass and use the bus system in lieu of taking one car to campus for just myself.
125225	I would like for the bus drivers to not have an attitude when people are getting on the bus (I do understand that people can be having a bad day but it has nothing to do with us, therefore it should not be taken out on us). I also dislike how some of the drivers drive the bus (constantly pumping the breaks, driving off before people have gotten a chance to sit down). Otherwise, it is fine. There are some bus drivers that are very sweet and nice (I enjoy riding on their buses).
125227	Up to date times that the bus will be at the bus stops; or a printed schedule of when they are normally at each stop (posted at each bus stop).
125243	I make a point to be at the bus stop an hour before my class starts. To have 6 busses pass me every Wednesday for three weeks and make me late to class is unacceptable especially in below freezing weather. I would like to see Blacksburg transit be prepared for the large number of students who actually attend their classes the first few weeks of school. If this is supposed to become more of a commuter campus, busses either need to come more often or there need to be separate routes for the big apartment systems and the smaller ones after it that always have full busses go by.
125266	Not being shoved into a bus jam packed with people would be nice. Also buses not just passing your stop and having to wait and hope the next one will stop and that you will be late to class.
125277	Lesser crowded.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
125284	A more user friendly app.
125290	More accurate times versus actual bus arrivals. Either auto updated arrival times or hold drivers responsible to arrive on the time scheduled.
125312	More buses per route.
125313	More of the longer buses provided for the Progress St route... It's always overcrowded and the bus drivers are lent very sensitive to the fact that slamming on breaks when there are a ton of students standing is really unsafe.
125328	I would like to see more buses on the off hours. For example, it would be awesome if there could be a bus to get me to church on Sundays and if the TTT ran later at nighttime to get me back from my night class.
125351	Bus service every day of the year!!! Besides that, you guys are great :).
125390	The buses are way too crowded in the mornings in the University Terrace, Tom's Creek, and Patrick Henry areas and I am passed by full buses too often. It is unsafe how crowded the buses are as I often am standing and unable to reach a handhold and fall over. It hurts :(.
125403	More buses of frequent buses on some on the routes after 6:30.
125413	Nothing I think you guys are pretty solid!
125415	More busses used in mornings.
125416	Weekend availability.
125419	Efficiency, carrying capacity, more busses, more user friendly website and app, more reliable website and app, more tailored to the needs of the students Our campus is expanding so much (like the retreat and fox ridge are so far from campus) and oak lane is hard to get to, there is just a better way to organize it so by the time the bus arrives at maple, or fox, or retreat, the bus isn't already full. Sorry I'm ranting but I'm passionate about organization and giving feedback so idk you could try something like bus routes could be shorter (more efficient), definitely more busses (maybe some nice fancy ones--not really sure what fancy busses are but something that has more room to hold students, we don't need chairs--just don't even put any seats in it haha) this is completely unrealistic but have a different route for the busses to take like a bus street so they don't have to be late because of traffic or whatever.
125426	Frequency during peak hours.
125428	Staggered start times and more buses during crowded hours.
125430	Add something closer to the vet school.
125435	There should be two buses for peak class times, so that there's less congestion on those buses. I understand that the bus driver must transport as many people as possible, but when you're stuck in a bus like a can of sardines - it's not comfortable and for those who have spacial bubbles, torture.
125470	More awareness of times, maybe electronic signs where the BT stops are that provide information, similar to the LED clock/date signs throughout campus buildings.
125492	A professionally developed app with up-to-date scheduling and routes.
125493	Make it easier to see bus time arrival.
125511	Get the app working. Increase bus frequency for classes after five (or at least fix the schedule so it lines up with the class schedules and accounts for the time it takes to get to stops). There use to be a way to get to the gym and home from Toms Creek on one bus but because of the detour there is not, so fix that if possible.
125516	More accurate times for each stop when calling the automated line.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
125545	More buses on weekend. There is currently no way to get to the hospital on the weekend which is frankly unacceptable. As a student who relies heavily on the bus system I need some way of getting to and from the hospital on the weekends. It would be as simple as having the TTT stop there on its way to the mall.
125551	I use the BT4U app to plan my trips on the bus system and I would be very happy if that was accurate.
125556	Buses too crowded.
125576	The Hethwood routes need to be running 2 extended busses and one normal buss, not the other way around. The bus is consistently overcrowded in the mornings and evenings, and sometimes just doesn't even stop to pick up passengers because it is overfull, and not running a tripper on the route means we have to be at the bus stop far earlier than is necessary for actual travel plans just to ensure we get to campus on time. I've yet to be on the bus in the morning and have it not be packed standing room only even at the LIGHTEST volume runs; This is particularly noticeable in the 9-11 AM and 4-6 PM brackets.
125580	A working app. The Transit app does a good job but I'd like an official BT one that functions correctly.
125592	Earlier routes. When I have to be on campus at 7 am, the busses start running too late.
125612	More routes to Christiansburg.
125622	More often at weekends and evening. Make BT app better.
125627	If there was a way to get real time information about when the next bus was going to show up at a stop. Google maps kind of does it, but it isn't the most accurate. If there was any way for the bus to transmit every time it is at a bus stop so I could be better able to estimate when the bus will be there, that would be awesome. Maybe in an application for my phone.
125629	Perhaps the drivers could encourage riders to sing familiar songs to lighten the mood.
125648	The app and actually having the buses arrive on time.
125661	I wish there was a more accurate app. I haven't heard great things about the BT app so I use VT All-in-One and it's alright but not always perfect.
125690	Those touch screens at bus stops. Better app service. More buses(if money allows). Touch screens before more buses though.
125693	I think it's a good system sometimes during peak times they send small buses when they should be using the articulate bus.
125703	Run earlier on weekday mornings. 6 am would be WONDERFUL!
125704	I just want better parking at VT :/.
125712	More frequent trips to/from UCB Larger service area.
125725	Have notifications/make visible delays for bus routes in cases of bad weather.
125730	More people riding on the buses: More bicyclists as well: Less cars: less parking. The campus and town should be for people, not personal automobiles. Public transit is awesome.
125748	Timeliness. I showed up 5 minutes late to an exam because BT was late to their time check.
125754	Better handles for people to hold on if they have to stand when all seats are taken.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
125755	I take the progress street route every day. In the mornings, the bus almost always becomes full and has to skip stops. This problem should be examined so everyone who needs to use the bus system can do so. A caterpillar bus is often used at the hour and the half hour, but not in between. At morning times like 8:40, 10:40, and 12:10, a regular sized bus is often used, but just as many (if not more) people need to use the system at this time because their classes are in or near mcbride hall. They take a bus closer to the time of the start of their class because they don't have to walk far from the progress street. Drop-off point on campus. A caterpillar bus should also be offered at these times so everyone can use it. Next year my roommates and I will continue to use Progress St. Bus, but take it from the stop near Carlton Scott Apartments, rather than from the Village sign timecheck we use now. We are all very concerned that we will never be able to catch the bus in the morning because it will be full and skip our stop.
125768	The BT 4 You phone call in thing has major, MAJOR UX problems. The interface is very poorly thought out and it takes way, way to much time to navigate to be a reliable source of information. For example, it won't even let me enter stop codes until the dude has finished his already too long introduction that I've heard a million times. Then, it gives a pointless message about how many bus routes were found that match the code, which also cannot be skipped and is not necessary, just get right to listing them. Furthermore, the message given for each bus route can be trimmed, from "For ROUTE, please press [pause] # [pause]" to "For ROUTE, press #" saving several seconds per route. Then, worst of all, is the pointless message the plays every time there are more than five departure times that match the stop code, which is likely 95% of the time, and takes up a full 10 seconds giving virtually no useful information, and thus should be cut and should go right to listing the departure times. Sure, this may not seem like the biggest deal, but it wastes around 30 seconds every time I call, which is multiple times a week, and often discourages me from calling at all. Finally, time concerns aside, if an option could be implemented that listed the next two or three departure times from any route to a stop, that would be great. But way less important than the other ones above.
125799	More regular trips during evening; routes such as MSN going to an hourly schedule during the week often leads to no longer using BT during evenings. Additionally, it is difficult to get to many locations throughout town while off campus; it requires taking one route onto campus and transferring to another which then goes back off campus, the schedules of which rarely line up effectively.
125808	Nothing.
125819	The app, it's a good concept but it could be a lot better.
125833	The app. Please improve the app. Or make a new app. The current one is terrible.
125888	Better notification of route closures.
125893	I would like to see buses not use chock-blocks while parked on near-level roads--Outside of Burruss? Seriously? While on the topic, what is the logic of stopping before train tracks? Is the goal increasing the probability of traffic accidents behind the bus, or is it just to slow down everyone else? Has the stoppage actually shown a decrease in train-bus collisions? But seriously, keep up the great work.. Have an awesome day!
125927	A better website. Overall, the bus service really is exceptionally good.
125931	The buses to stop being 20 minutes late making me late for class and the bus drivers to not stop for coffee at a stop that isn't a time check.
125944	Revamp the bus route.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
125959	Weekend bus schedule is awful. Toms creek b only goes to the toms creek stop every hour on the weekends which makes me wait a lot when I need to do stuff on campus and then head back to my apartment, so I end up just walking because its faster. Also, getting groceries (from Kroger) when you live at the village or terrace view with no car during the weekends (no time to go to the grocery store during weekday) is incredibly time wasteful using the buses because you have to ride toms creek b to campus, wait for it to change to ums, ride it to Kroger, wait an hour for its next stop at ums, ride it back to campus, then ride it to toms creek stop.
125968	Better Blacksburg Transit app.
125975	More frequent TTT runs would help, I live in Christiansburg and can't afford a parking pass.
125988	More Busses and stops.
126076	The frequency of busses and improves routes to reduce time on the bus. It is frequently faster to walk home from campus than it is to wait for a bus.
126080	Increasing the frequencies.
126083	More buses at night and on weekends, and for the buses themselves to actually arrive at stops as scheduled.
126121	I hope that the bus will come on time during night time.
126195	The route in-time notification, especially in the bad weather days.
126265	Two main things. First, please make the best effort in keeping the electric signs on the bus properly displaying the route the bus is traveling. It is such an annoyance to occasionally miss a bus because all it has written is "Check File" or "Burruss". Secondly, I don't understand why the TCB and Progress bus are at their time checks on Patrick Henry at the same time.
126281	I have no problem with the bus service.
126289	Enhanced frequency during evening and weekend schedule.
126293	Routes that have so many people on them during the week. My bus stop often gets passed by 2 or three buses that say Bus Full before I can get one to campus.
126311	Please please please increase bus frequency for TCB on weekends. Before UCB construction, there was 2 buses every half an hour (TC and UCB/TCB). Now, there is only one in an hour. That's not fair at all. Already, we have to go to Kroger through campus now, there being only one bus per hour on both routes (TCB and umall), one trip takes 2 hours and even more.
126333	Create more space on the bus during RUSH hours. Sometimes I just cannot jump onto a bus because it's full and I have to walk to school to get classes.
126359	Range the bus numbers based on class time. People can't get on the bus for the busy runs but the bus is empty during certain runs.
126381	Extended bus routes and service that is not tethered to football.
126433	Frequency and app.
126435	Increase more buses at weekends.
126503	The old website (bt classic) is better than new.
126561	I had no idea there were real-time electronic signs that showed the status of the buses. I think that should be more accessible.
126602	On time.
126663	A better app.
126694	More space and a better app.
126700	The current bus schedule for progress street doesn't work well for 8 a.m. Classes. It is always full, even after the first week. It prompted me to get a parking pass because I would have to leave for class at 7:25 to catch the not-full bus, which was way too early.
126718	Perfecting the app and fixing bug of the app.

Q17. Continued.

<u>Respondent#</u>	<u>Response</u>
126740	Maybe signs at certain stops that show the routes the buses take.
126757	More frequent services in the morning for Progress Street bus. With the current service, buses are often very crowded from 8am to 10am. Extend frequent service later into the evening (i.e. Until 8pm) for Toms Creek B, for students who have to stay late at school.
126839	Sometimes, it is way too cold in there.
126855	More shifts on the evenings. I hate late classes and weekly meetings that get out either WAY BEFORE or JUST AFTER a bus leaves and I don't like waiting an hour for the next bus.
126880	The app needs to be updated with real times and trippers need to be sent more often especially in the morning when you know every morning the extra bus will be needed. Way too many people squeeze on these busses sometimes.
126881	The app.
126904	Make the VT Transit app more accurate.
126928	It would be nice if at some of the stops on campus there were electronic signs telling when the next bus comes.
126930	Increased capacity (accordion bus) of buses on frequent stop and high volume routes, or increased frequency in which the buses run on high volume routes.
126940	Again, please reopen the original TOM.