



*PVTA No. 1805 on a special run to Springfield Union Station, which will reopen in early 2017 as the region's hub for transit customers.*

## PVTA Onboard Customer Survey Southern Service Region 2015

April 20, 2016

Prepared under the direction of the Pioneer Valley Metropolitan Planning Organization for the Pioneer Valley Transit Authority by the Pioneer Valley Planning Commission

Funding assistance from the Pioneer Valley Transit Authority, the Massachusetts Department of Transportation, and the Federal Transit Administration

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## Executive Summary

The Pioneer Valley Transit Authority (PVTA) regularly surveys its customers to better understand their travel needs, satisfaction with service, and priorities for improvements. In June and July 2015, a total 1,647 PVTA customers were surveyed on the 23 PVTA routes that serve Hampden County, PVTA’s Southern Service Region. These routes provide 64% of all PVTA rides in the Pioneer Valley. Customer satisfaction ratings are summarized below.

**Figure ES-1: PVTA 2015 Southern Region Passenger Satisfaction Overview**

Excellent Above 72%	Good 68%-72%	Needs Improvement 61%-65%	Priorities for Improvement 47%-64%
<ul style="list-style-type: none"> <li>• Schedules easily obtainable</li> <li>• Bus driving safety</li> <li>• Ease of reading schedules</li> </ul>	<ul style="list-style-type: none"> <li>• Driver courtesy</li> <li>• Personal safety at bus stops</li> <li>• Driver enforces rules</li> </ul>	<ul style="list-style-type: none"> <li>• Cost of service</li> <li>• Service goes where desired</li> <li>• Frequency of service</li> </ul>	<ul style="list-style-type: none"> <li>• Bus cleanliness</li> <li>• Bus shelter conditions</li> <li>• On-time performance</li> <li>• Total travel time</li> </ul>

*Percentages for the categories above are the proportions of the 1,647 customers surveyed who rated the 13 bulleted categories shown as either “Satisfied” or “Very Satisfied.”*

These findings suggest that the PVTA is doing well in categories that are related to bus driver performance, schedules, and safety. Riders gave the highest satisfaction ratings to the ease of obtaining schedules and the performance of bus drivers. Riders were also pleased with the conduct of drivers, trusted them to enforce rules, and felt safe at bus stops.

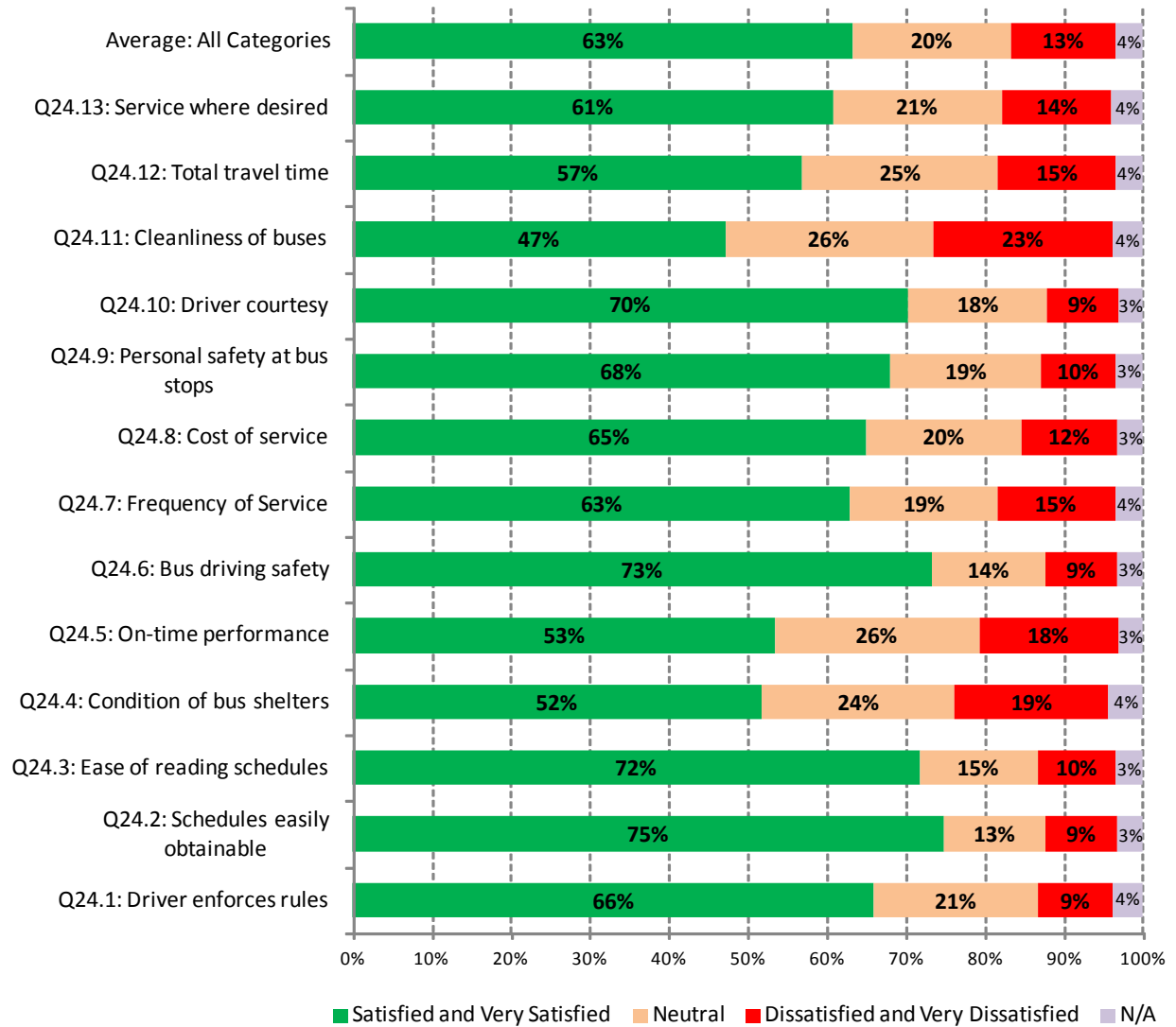
Riders were most dissatisfied with the condition of buses and shelters. Nearly one-quarter of riders said the cleanliness of buses could be improved, and one-fifth of riders would like the condition of bus shelters to be improved.

Key highlights about PVTA Southern Region customers’ travel and characteristics include:

- 51% of customers ride the bus every day, and another 33% do so at least twice a week.
- The most common trip purpose is commuting to work, which is 32% of all trips.
- The second most common trip purpose is medical appointments, which are 16% of trips.
- 79% of customers said they had no other way (than PVTA) to make their trip.
- Hispanic and Latino customers are the largest racial and ethnic group of PVTA customers, totaling 38% of riders surveyed.
- 66% of riders reported annual incomes of \$20,000 or less, with nearly half (47%) of all riders reporting incomes at or below the federal poverty level of \$11,770 per year.

Customer satisfaction ratings in the 13 categories surveyed are summarized below.

**Figure ES-2: PVRTA 2015 Southern Region Passenger Satisfaction Results**



These results suggest that PVRTA can improve customer satisfaction by focusing on maintaining cleanliness and good shelter conditions. General network improvements, such as on-time performance, frequency, travel time, and service coverage, are also in demand.

# 1. Introduction

The Pioneer Valley Transit Authority (PVTA) is the largest regional transit authority in Massachusetts. Established in 1974 by Massachusetts General Laws Chapter 161B, the PVTA is the agency that oversees, coordinates, and manages funds for public transportation within 24 participating member communities in the Pioneer Valley. The PVTA oversees the operation of 186 buses on a system that includes 42 fixed-routes and 4 community shuttles.

PVTA customers made more than 12 million trips on fixed route buses in FY2015. (In addition to its fixed-route scheduled service, the PVTA also manages federally required complementary ADA on-demand van service for persons who are not able to ride fixed route buses, as well as Senior Van Service, sometimes known as “Dial-a-Ride,” from 8:00 a.m. to 4:30 p.m. weekdays; ridership on these services was an additional 310,000 trips in FY2015.)

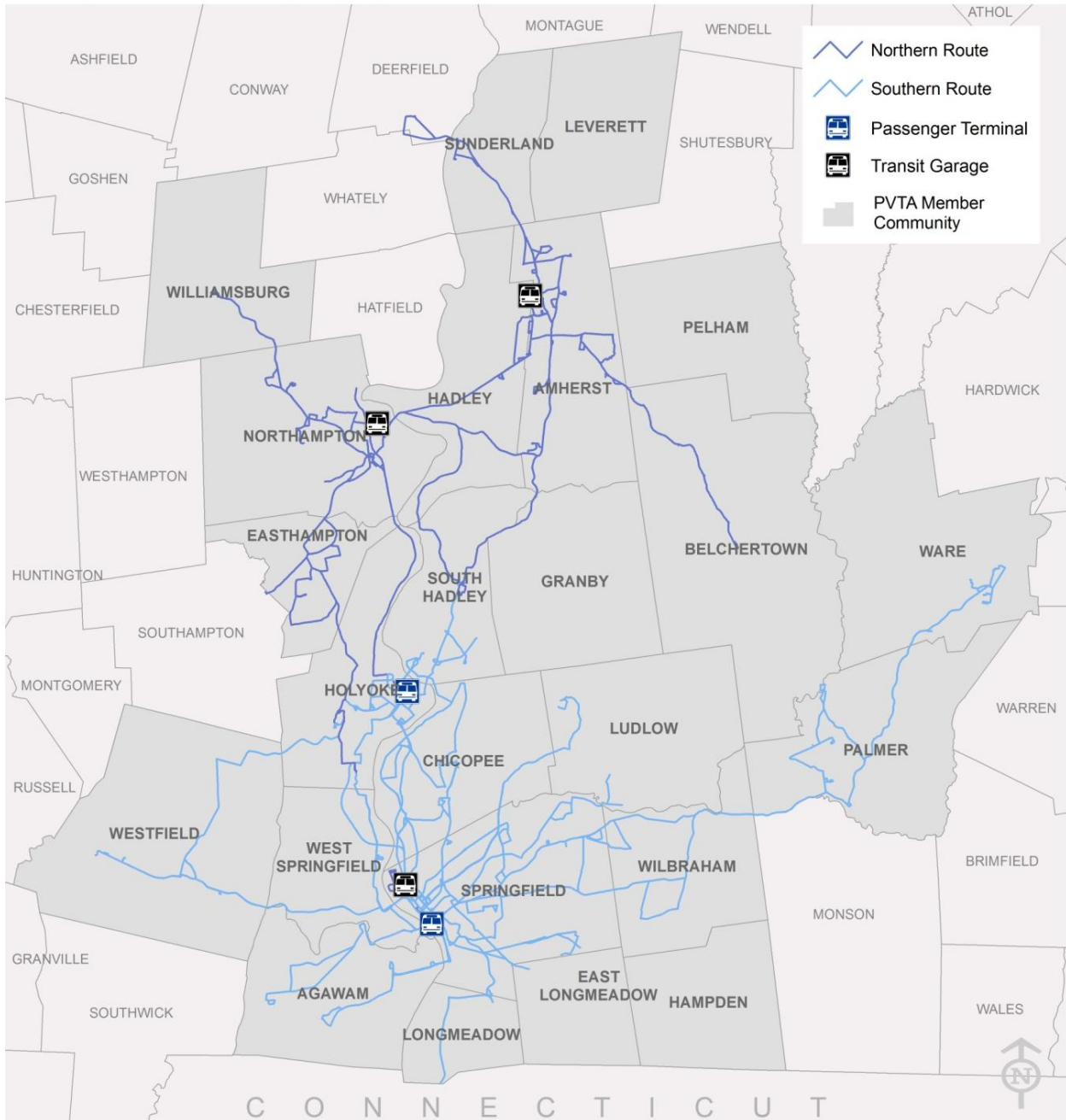
The personal mobility that PVTA provides is critical for the large number of residents of the region who do not, cannot, or choose not to drive. For these people, PVTA is vital to their access to places of work, medical appointments, educational opportunities, and shopping establishments.

The PVTA’s 600-square mile service area is diverse in terms of land uses and demographic composition. It is organized in two broad areas (also see Figure 1-1 on next page):

Northern Region	Southern Region
18 routes serving Hampshire County from garages at the University of Massachusetts Amherst campus and the Northampton Industrial Park.	23 routes serving Hampden County from the Springfield garage on North Main Street and passenger terminals at 1776 Liberty Street in Springfield and 206 Maple Street in Holyoke; and 2 community shuttle routes from garage in Belchertown
FY2015 ridership: 4,443,985 trips (37% of system total)	FY2015 ridership: 7,590,064 trips (63% of system total)
Communities: Amherst, Belchertown, Easthampton, Hadley, Leverett, Northampton, Palmer, Pelham, Sunderland, Ware and Williamsburg.	Communities: Springfield, Chicopee, Holyoke Agawam, East Longmeadow, Granby, Hampden, Longmeadow, Ludlow, South Hadley, West Springfield, Westfield, and Wilbraham. (Hampden and Leverett receive only PVTA Senior “Dial a Ride” service.)

This survey focuses on customers who ride buses in PVTA’s Southern Region, which are operated by the Springfield Area Transit Company (SATCo), SATCo is a business unit of First Transit, a national bus operations company. Also, riders on two community shuttle routes (Ware Shuttle and Palmer Shuttle) operated by Hulmes Transportation were surveyed.

**Figure 1-1: PVTA Fixed Routes and Member Communities 2015**





## 2. Survey Method

The onboard customer survey was conducted by staff of the Pioneer Valley Planning Commission during June and July of 2015 on 20 of the 23 fixed routes in the Southern Region of the PVRTA service area (Hampden County); the remaining three routes were not available to be surveyed because they operate during the academic year.

The minimum number of survey responses needed for each route was calculated on a proportional basis relative to the monthly ridership total for October 2014. Data from the month of October was selected because it is when ridership is historically at its highest level within a given year. A 95% confidence level and a  $\pm 4.5\%$  margin of error were selected for the statistical calculation.

Based on these parameters, the following equation was used to calculate the proportion of surveys required for each route.

$$n = \left( \frac{z_{\alpha}}{2\sqrt{p(1-p)}} \right)^2 W^2$$

### Variables Defined

$n$  = minimum number of surveys required per route

$z$  = normal probabilities value based on confidence level

$\alpha$  = 1 – confidence level as a percentage

$p$  = percentage of monthly ridership per route based on total monthly ridership for all southern region routes

$W$  = margin of error

Based on this calculation, the minimum number of surveys required to be conducted on each route was determined, as shown in Figure 2-1 on the next page. (Routes B9, P11, and R16 were unable to be surveyed as they do not operate during the summer months.)

The results reported achieve the 95% confidence level and  $\pm 4.5\%$  margin of error for questions with an  $n$  of 1,647 or greater. Cross tabulations and analyses for individual routes and smaller subsets of the population sampled are provided for information, discussion, and topics for further analysis.

**Figure 2-1: PVRTA Southern Region Surveys Required by Route**

Route	Boardings Oct 2014	Proportion Total	# of Surveys Required	# of Surveys Completed
G1	92,313	14%	229	230
G2	84,266	13%	212	212
G3	36,180	6%	99	99
B4	11,977	2%	34	34
G5	10,879	2%	31	31
B6	50,411	8%	134	134
B7	114,635	17%	273	274
R10	25,085	4%	70	70
R10S	6,498	1%	19	19
P11	7,784	1%	22	16
B12	1,017	0%	3	3
R14	10,175	2%	29	29
B17	17,807	3%	50	50
P20	79,733	12%	202	203
P21	41,347	6%	112	112
B23	12,998	2%	37	37
R24	5,895	1%	17	17
R27	523	0%	2	2
R29	4,699	1%	13	13
C52	433	0%	1	4
X90	26,567	4%	74	74
X92	7,546	1%	22	22
OWL	8,227	1%	23	23
<b>TOTAL</b>	<b>656,995</b>	<b>100%</b>	<b>1,707</b>	<b>1,708</b>

*Passenger counts totals October 1 to 31, 2014*

The survey was a paper one-page form (see Appendix 2) that was given by PVPC personnel wearing a “Surveyor” badge to customers as they boarded buses traveling these routes.

The survey form was printed on heavy stock so that respondents could write on it without a clipboard. One side of the form was printed in English and the other in Spanish (respondents were asked to fill out one side only). Additionally, separate survey forms printed in Russian and Vietnamese were also available. Survey personnel worked individually to distribute and collect the surveys from passengers aboard the buses. All persons boarding the bus were verbally offered a survey form. Those who chose to respond completed the form and returned it to the surveyor before exiting the bus. Surveys were administered throughout all weekday mornings, afternoons and evenings to achieve a representative sample of riders and trip purposes.

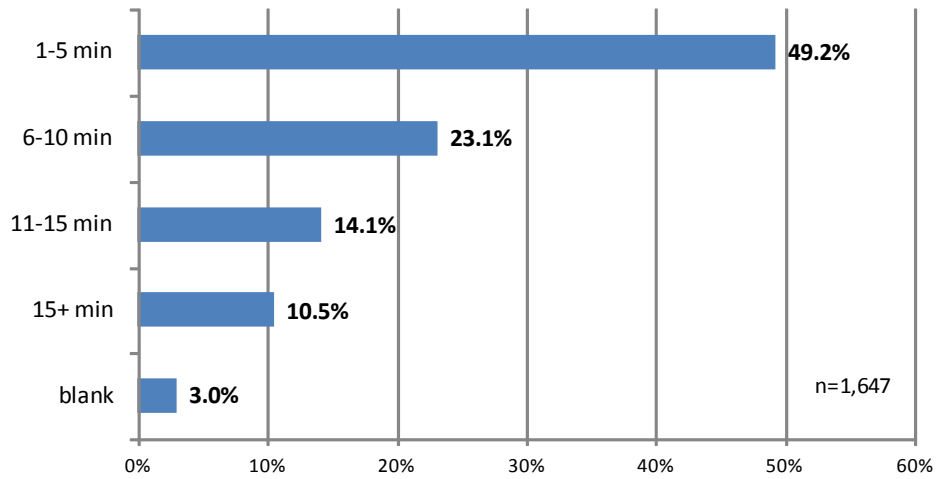
### 3. Findings

This section reports on the survey findings in four general categories: trip characteristics, customer characteristics, system use characteristics, and customer satisfaction ratings. The number of each question is shown as it appeared on the original survey.

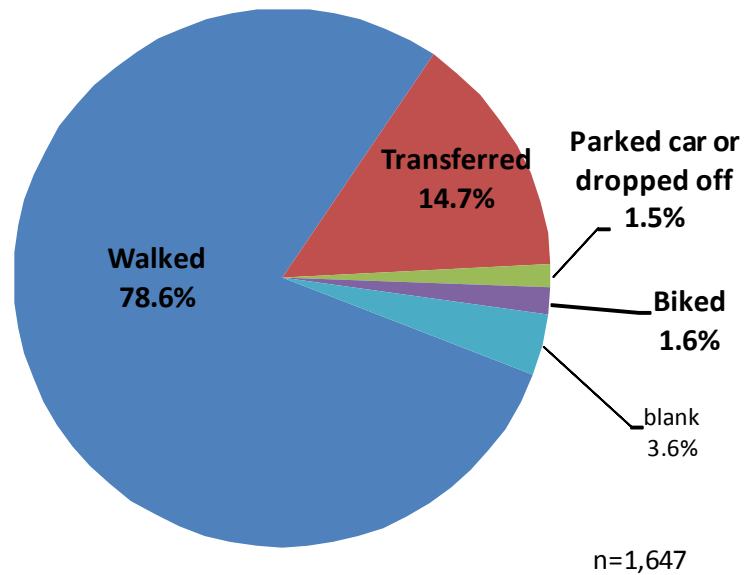
#### A. Trip Characteristics

This section reports the findings of questions about the customer's trip.

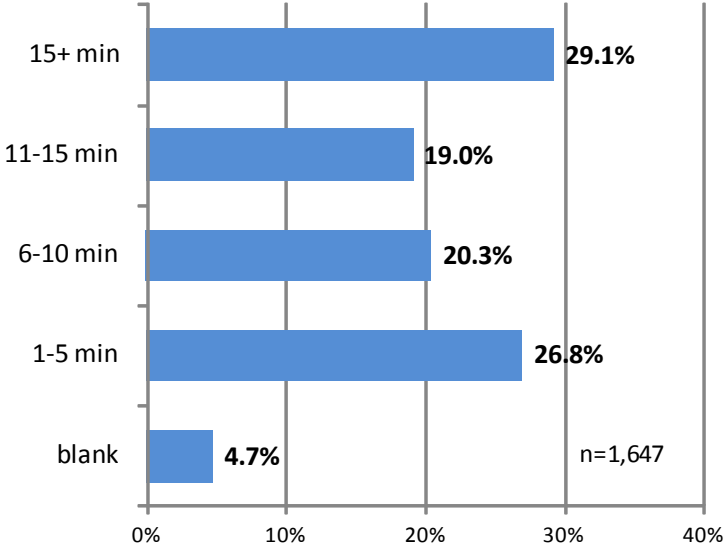
##### Question 1: How long did it take to reach the bus stop?



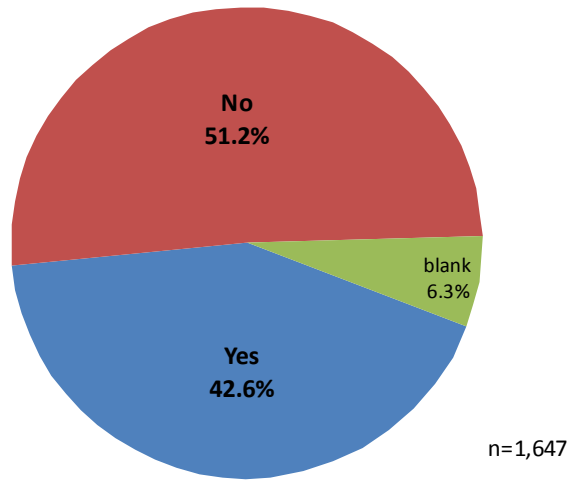
##### Question 2: How did you get to the bus?



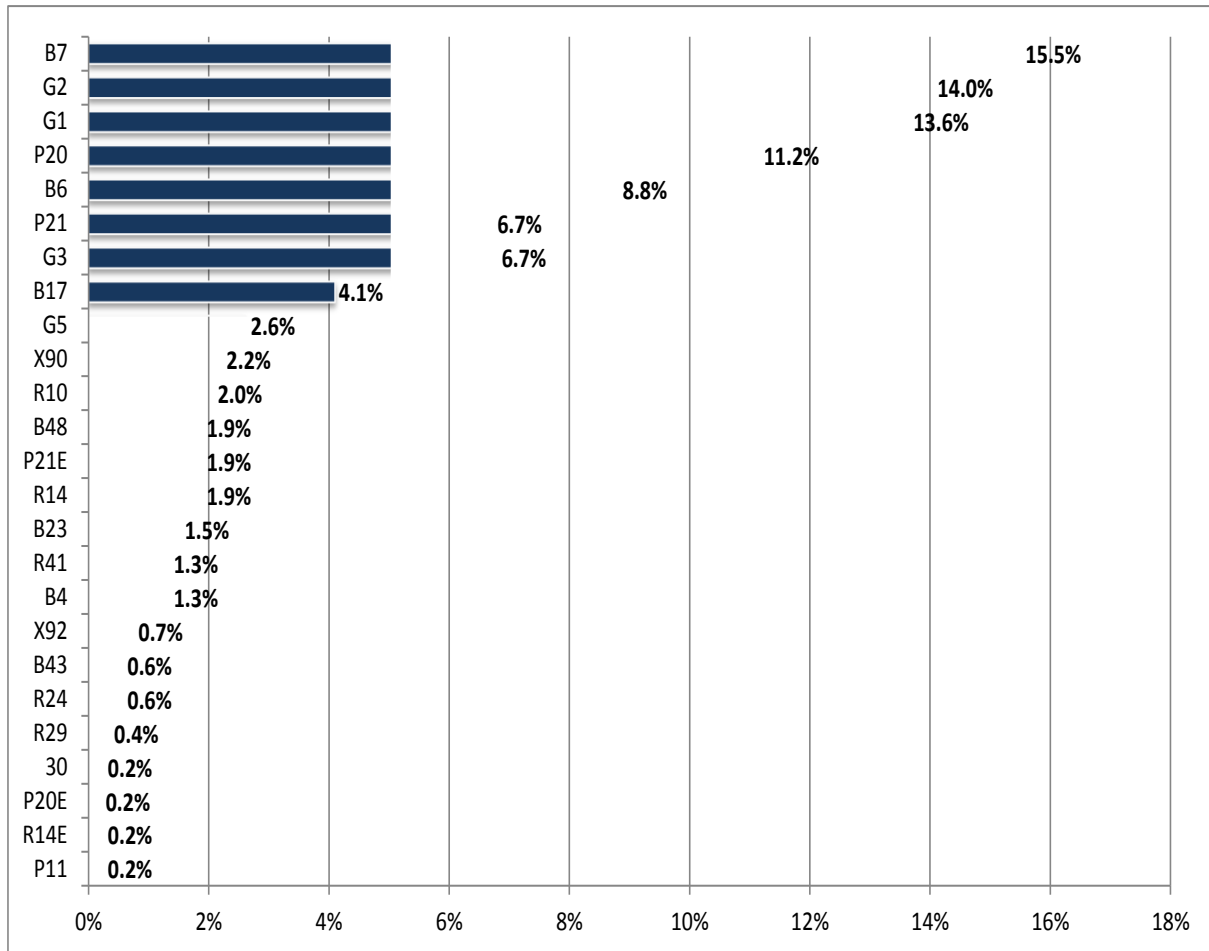
**Question 3: How long did it take to reach your destination after leaving the bus?**



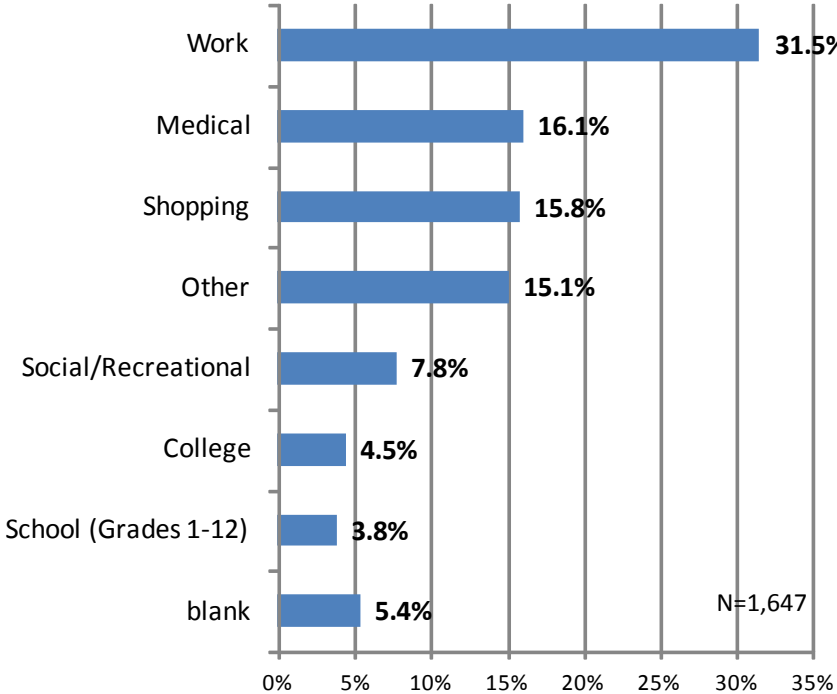
**Question 4: Will you transfer to another bus?**



**Question 4b: If yes, which route [will you transfer to]?**



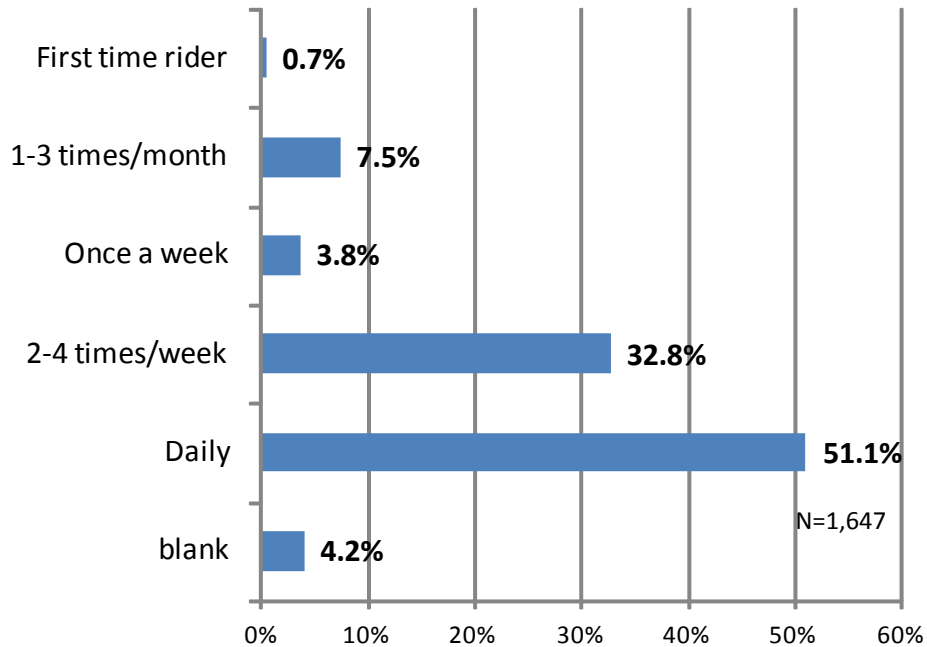
**Question 5: What is the purpose of your trip?**



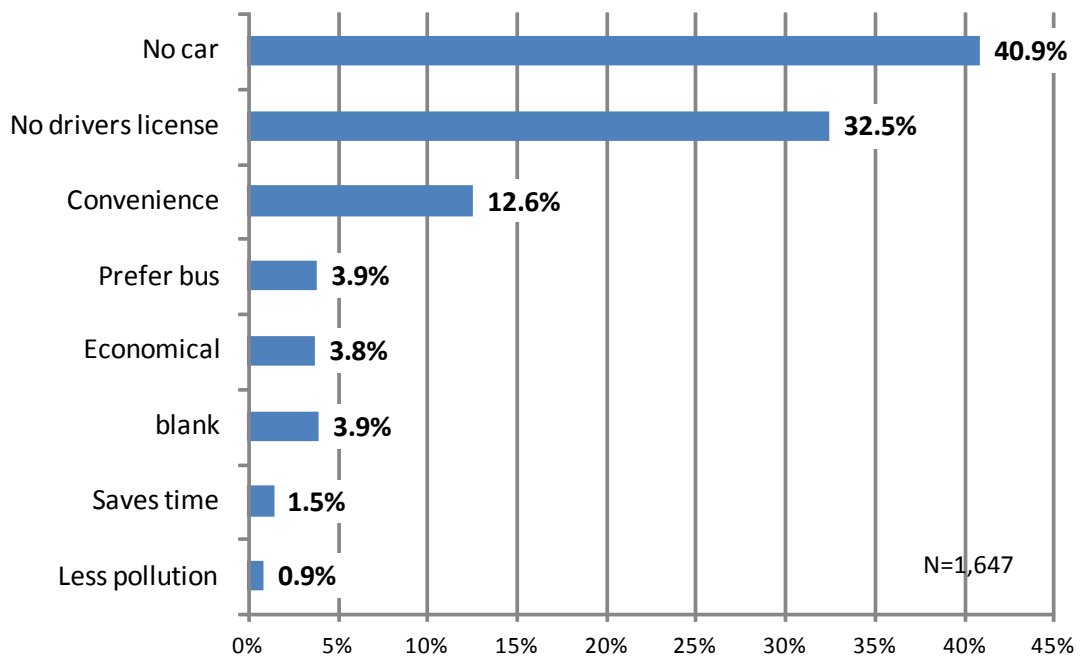
## B. Customer Characteristics

This section reports demographic and travel characteristics of PVTA customers surveyed.

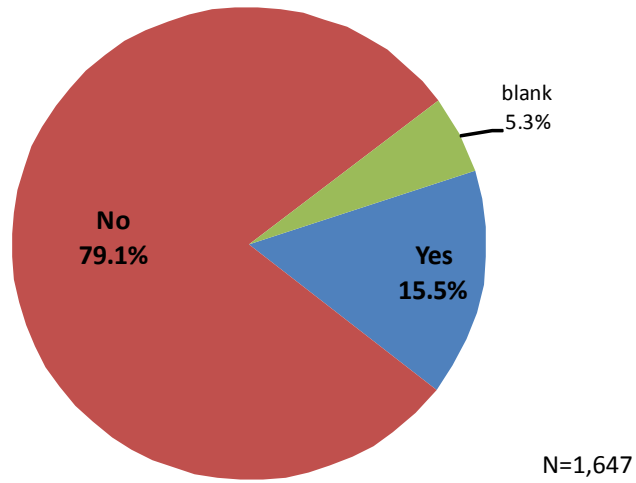
### Question 6: How often do you ride the bus?



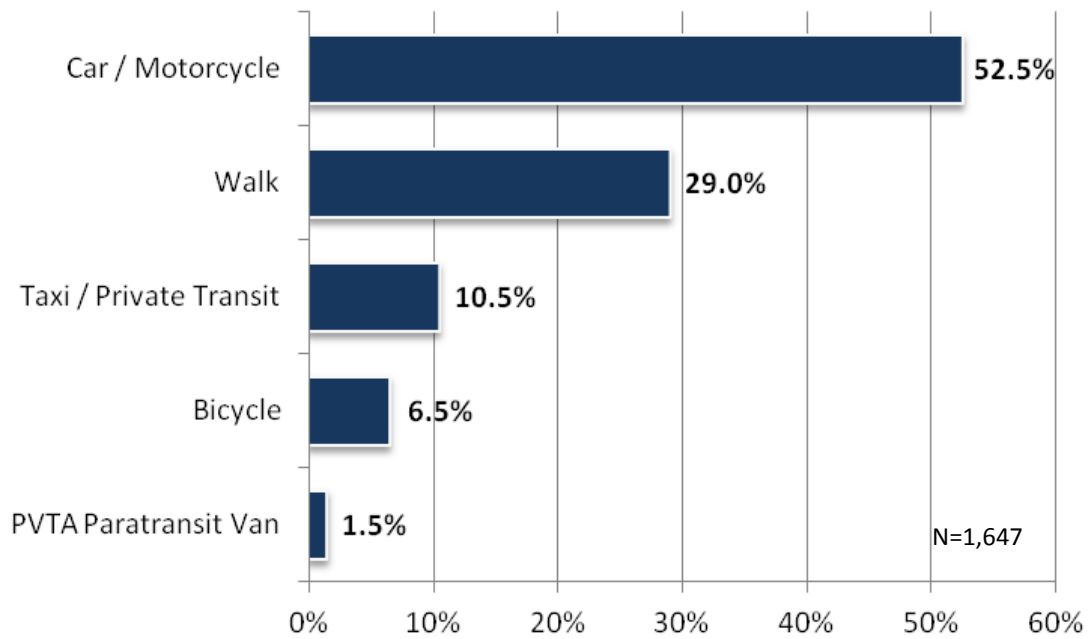
### Question 7: What is the main reason you ride the bus?



**Question 8: Did you have another way to make this trip?**

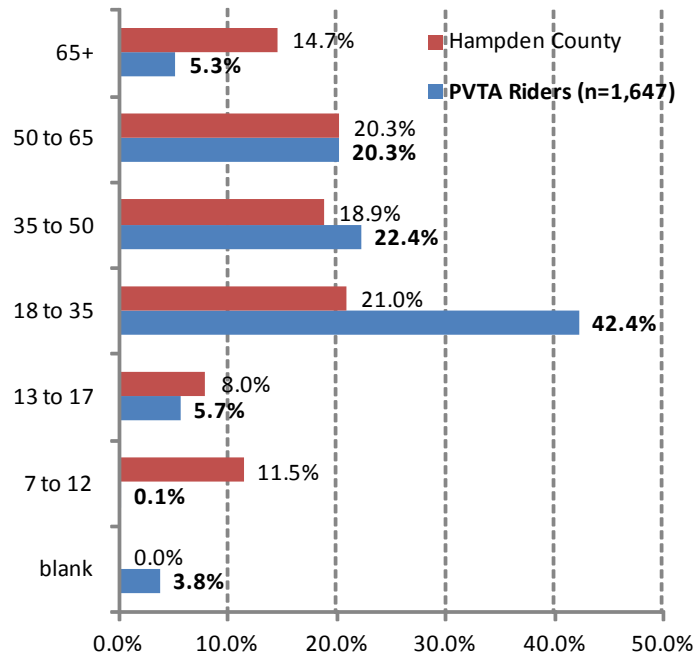


**Question 8b: If yes, what (other way did you have to make this trip)?**



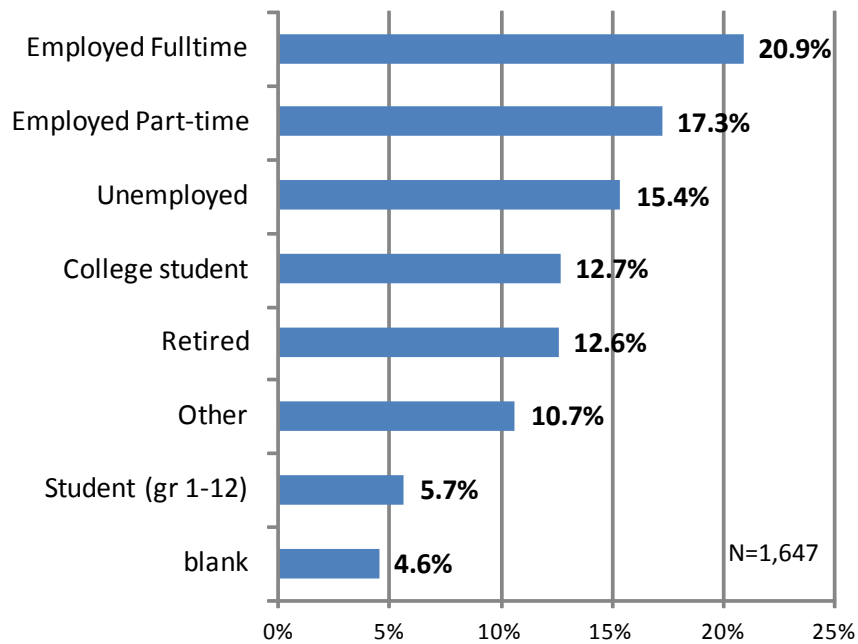


### Question 9: Age

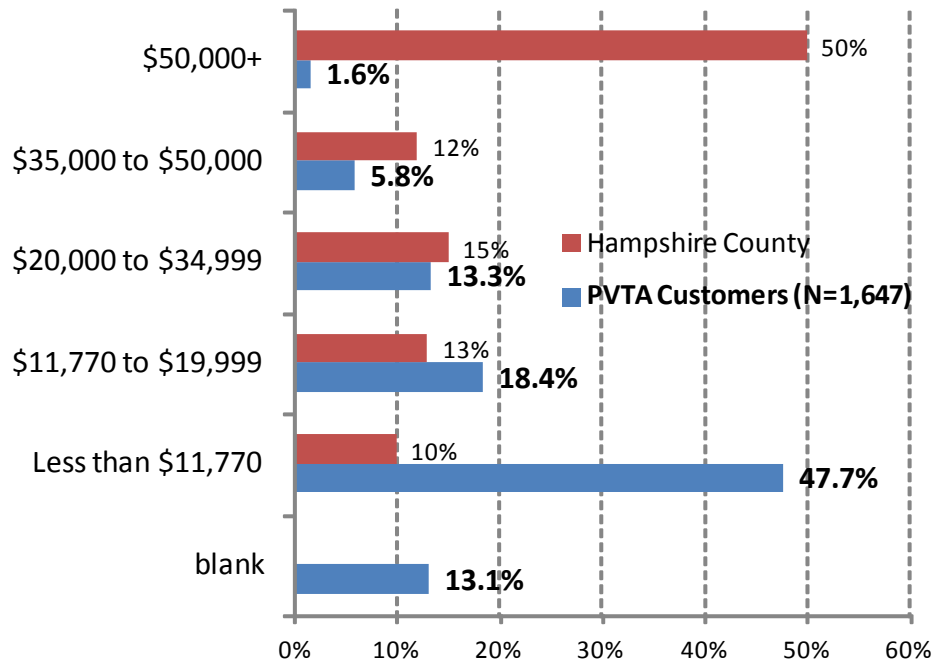


American Community Survey 2014 five-year estimates of age of all Hampden County residents shown for reference.

### Question 10: Which of the following describes your situation best?

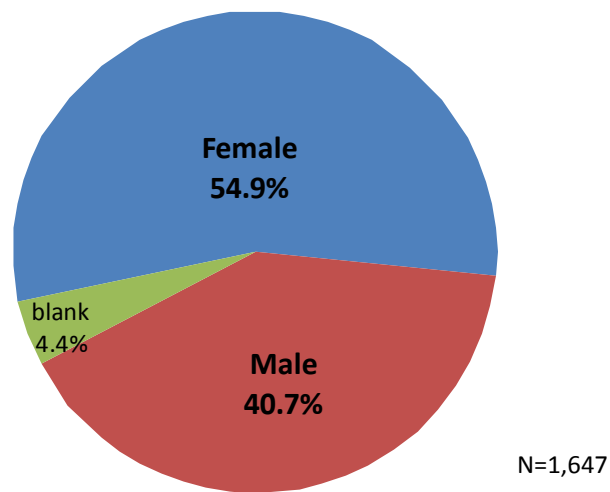


**Question 11: What is your income level?**



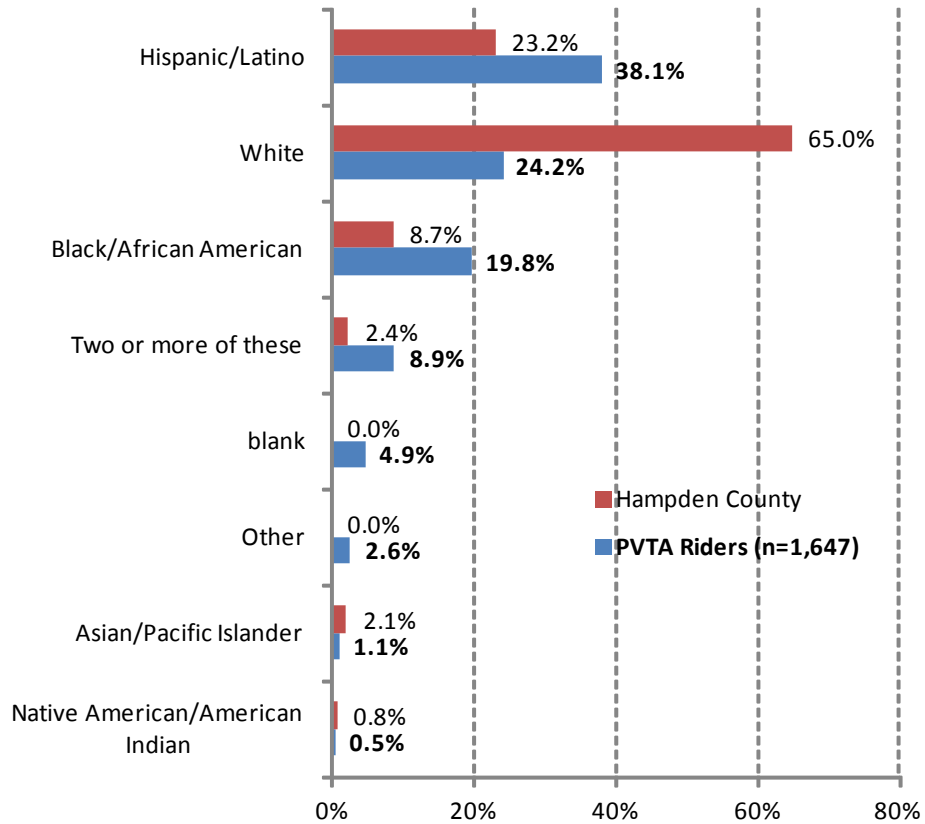
Hampden County average income information is from ACS 2014 five-year estimates. ACS income categories were conformed to PVTA survey categories using proportional assignment.

**Question 12: Gender**



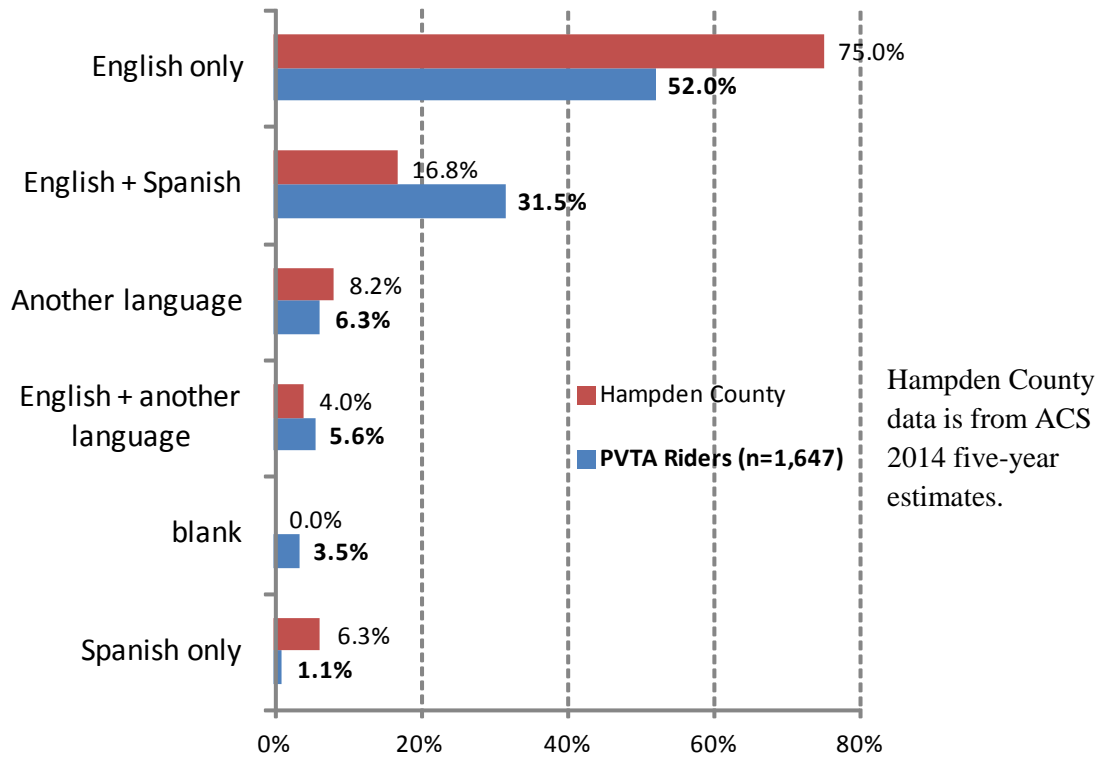
For reference: the gender ratio in Hampden County is 48.2% male to 51.8% female (ACS 2014 five-year estimates).

**Question 13: What is your race or ethnic background?**

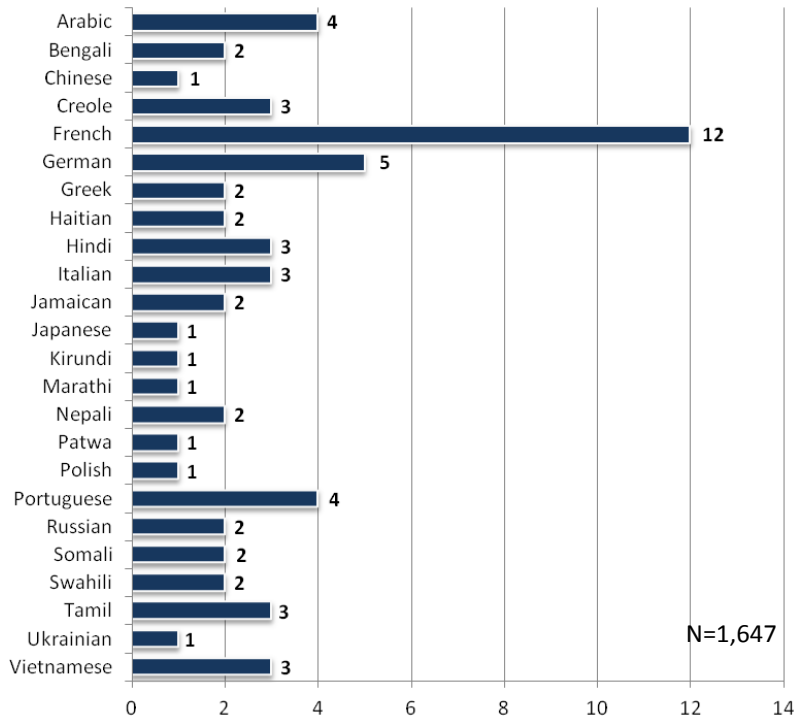


Hampden County data is from ACS 2014 five-year estimates and includes persons reporting only one race. Hispanics may be of any race, and so also are included in applicable race categories for the county estimates.

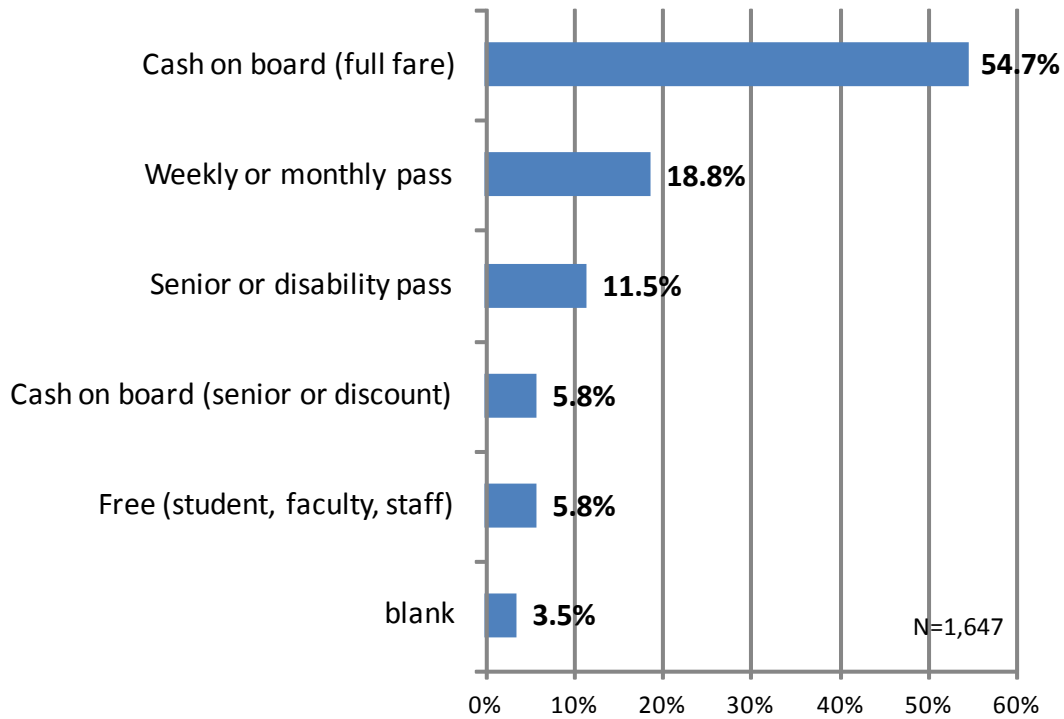
**Question 14: What languages are spoken at home?**



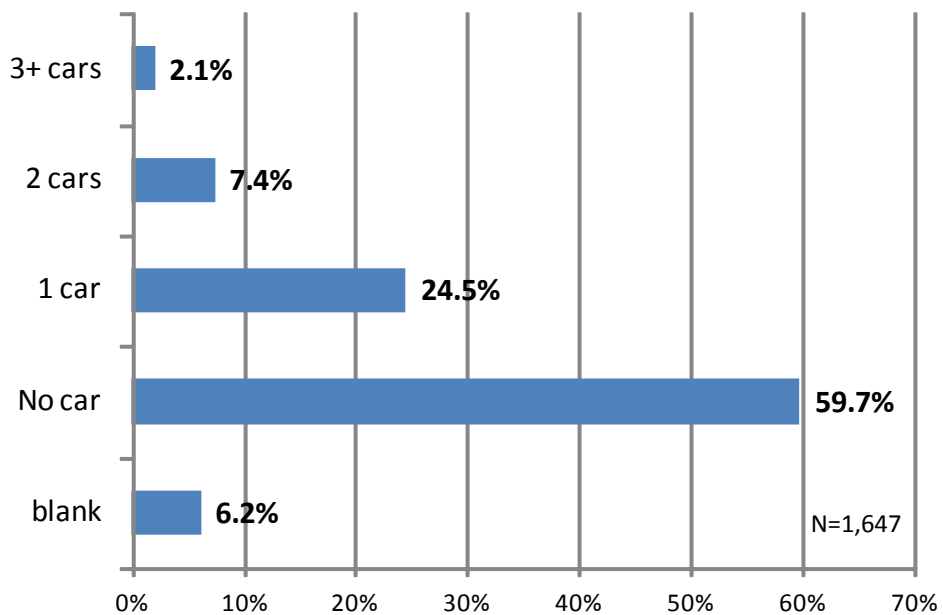
**Question 14b: What is the language (other than English or Spanish) spoken at home?**



**Question 15: How do you usually pay your fare?**

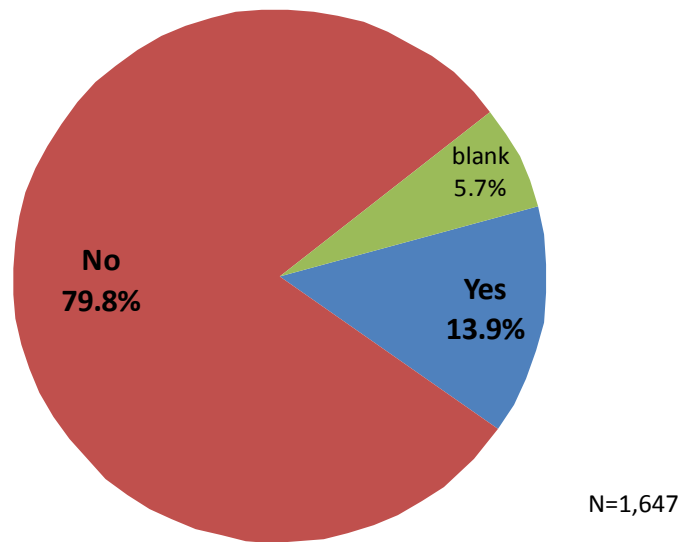


**Question 16: How many cars are available at your household?**



For reference, 4.3% of Hampden County households (8,980 of 208,180 households) do not have a car available for commuting (ACS 2014 five-year estimates).

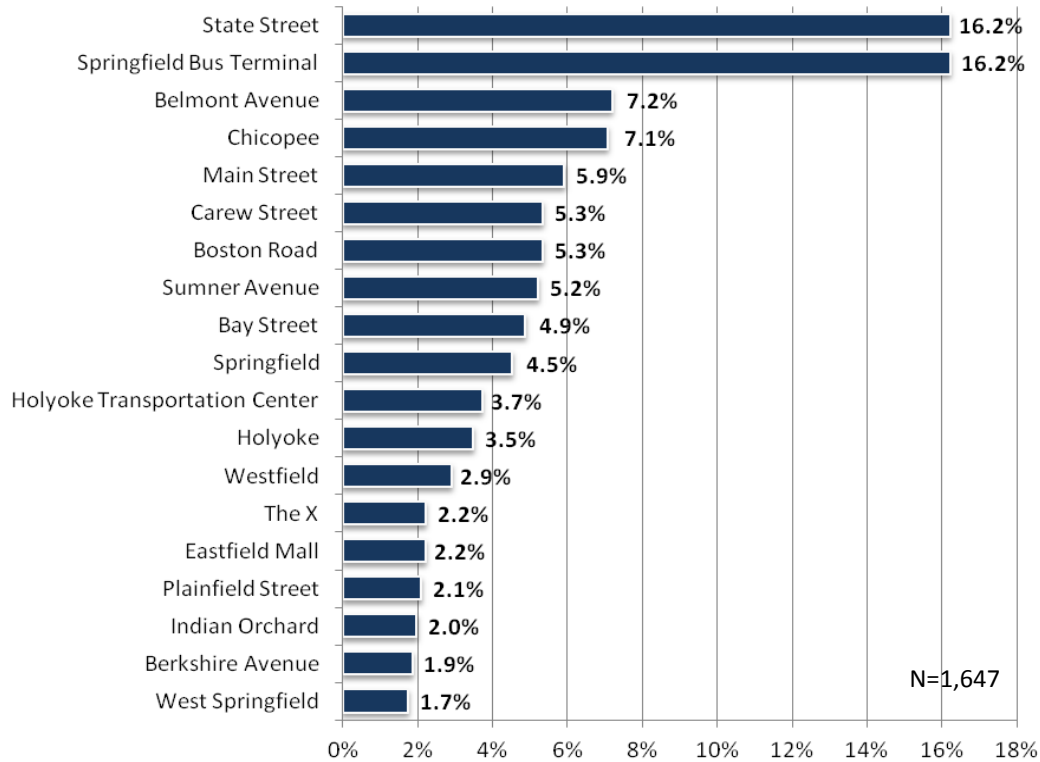
**Question 17: Do you have a physical disability that prevents you from driving?**



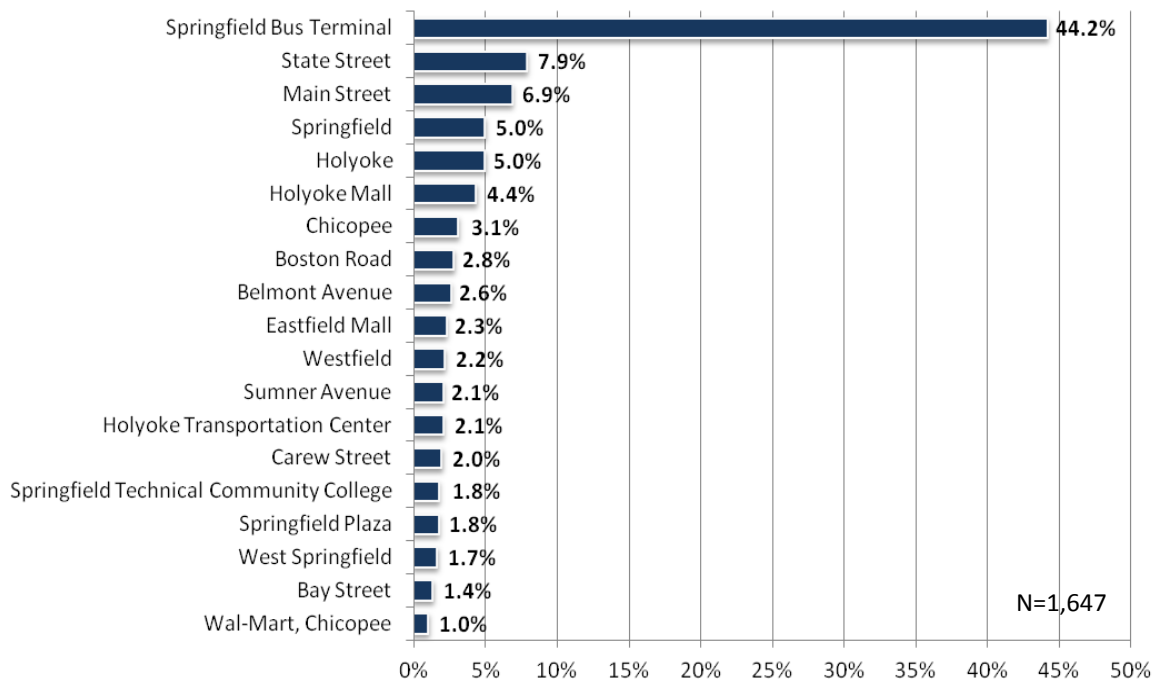
For reference, 15.8% of persons in Hampden County age 5 and older who are not institutionalized (total population 433,231) have one or more disabilities, include cognitive and other non-physical disabilities (ACS 2014 five-year estimates). Therefore, direct comparison to the responses for this question is not possible).

### C. System Use Characteristics

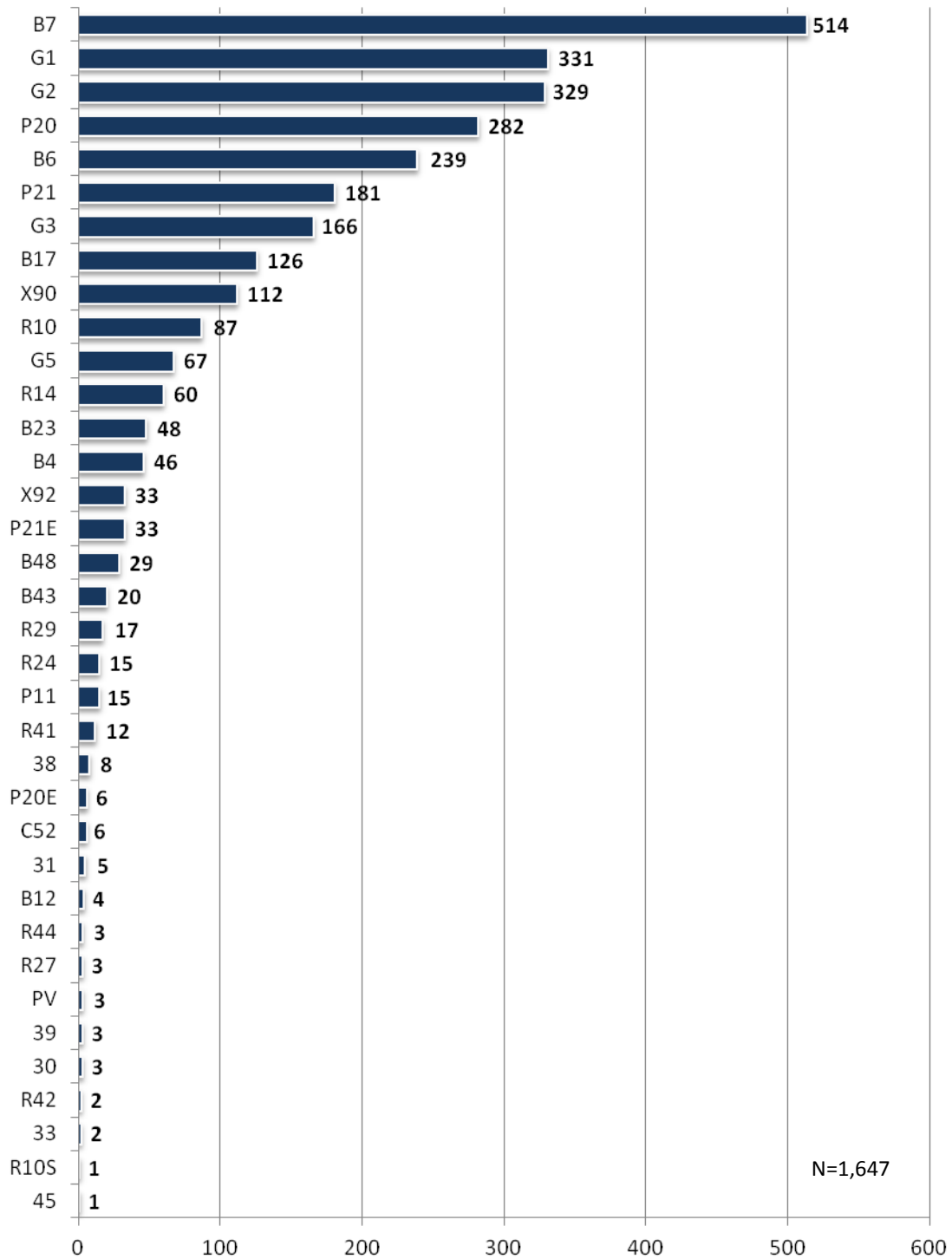
#### Question 18: (What is the) location where you usually board?



#### Question 19: Where will you get off the bus?



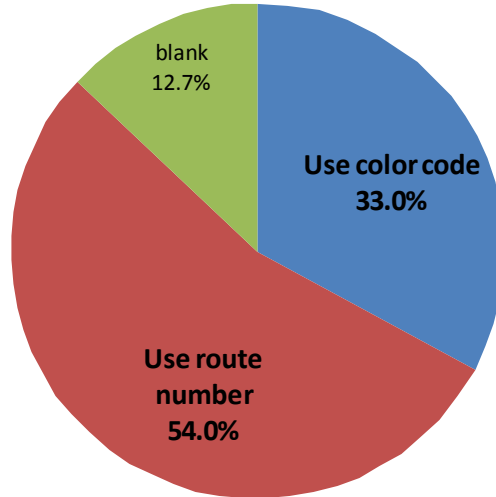
**Question 20: What routes do you normally use?**





**Question 21: Do you use route color codes?**

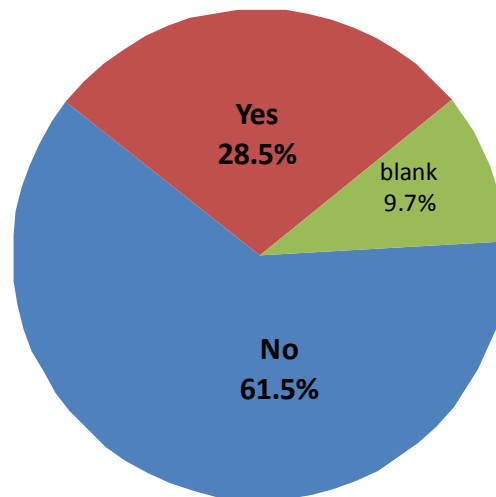
This question refers to PVTA’s Blue, Green, and Red route scheme, as well as the routes operated by UMass Transit that use other colors as part of the route name.



N=1,647

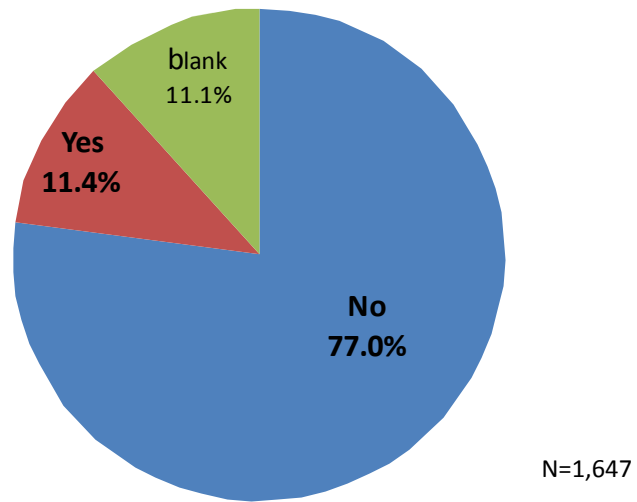
**Question 22: Are you aware of the “Where’s the Bus?” app?**

This question refers to the My Stop app for smart phones that is available for iOS and Android devices.

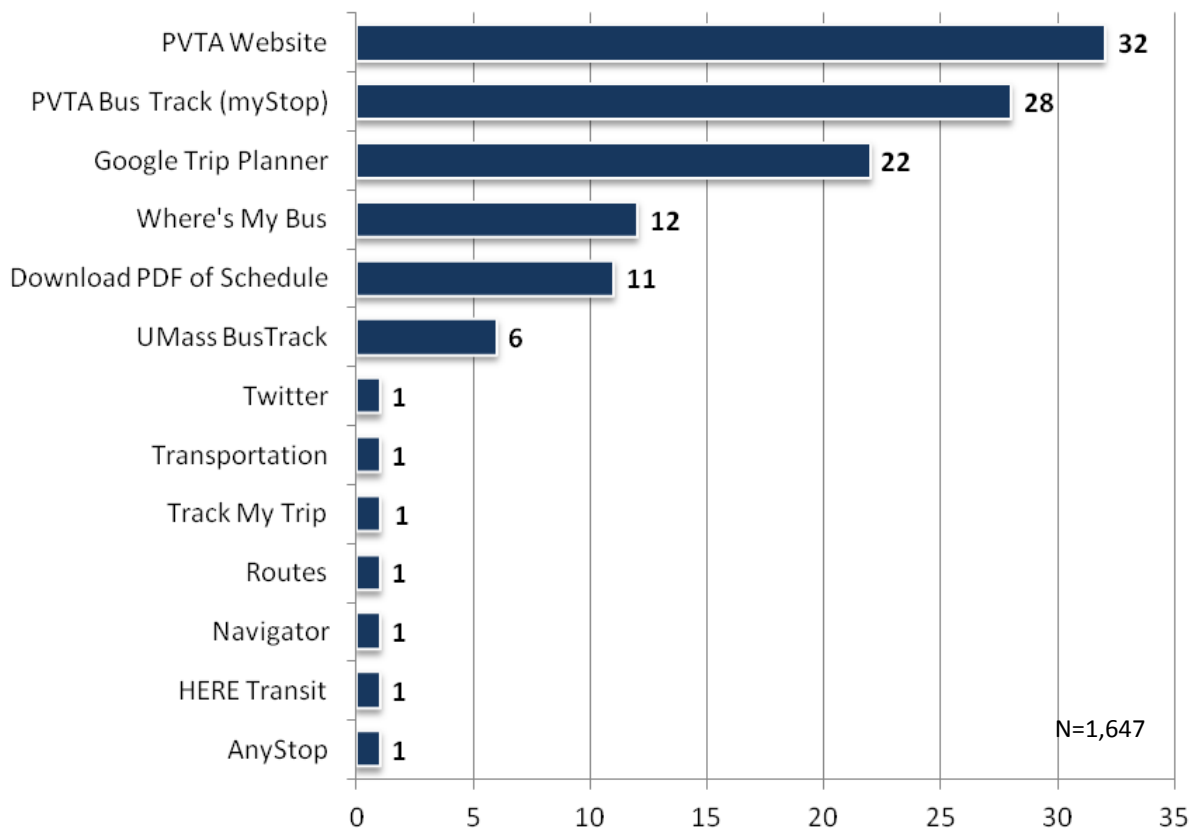


N=1,647

**Question 23: Do you use any PVTA apps?**



**Question 23b: If yes, which (app) do you use?**



## **D. Customer Satisfaction Ratings**

This section reports the results of Question 24 in which customers were asked to rate their level of satisfaction for the following 13 categories of PVRTA bus service:

- |                                     |                               |
|-------------------------------------|-------------------------------|
| 24a. Driver enforces rules          | 24h. Cost of service          |
| 24b. Schedules easily obtainable    | 24i. Personal safety at stops |
| 24c. Ease of reading schedules      | 24j. Driver courtesy          |
| 24d. Condition of bus shelters      | 24k. Cleanliness of buses     |
| 24e. On-time performance of service | 24l. Total travel time        |
| 24f. Bus driving safety             | 24m. Service where desired    |
| 24g. Frequency of service           |                               |

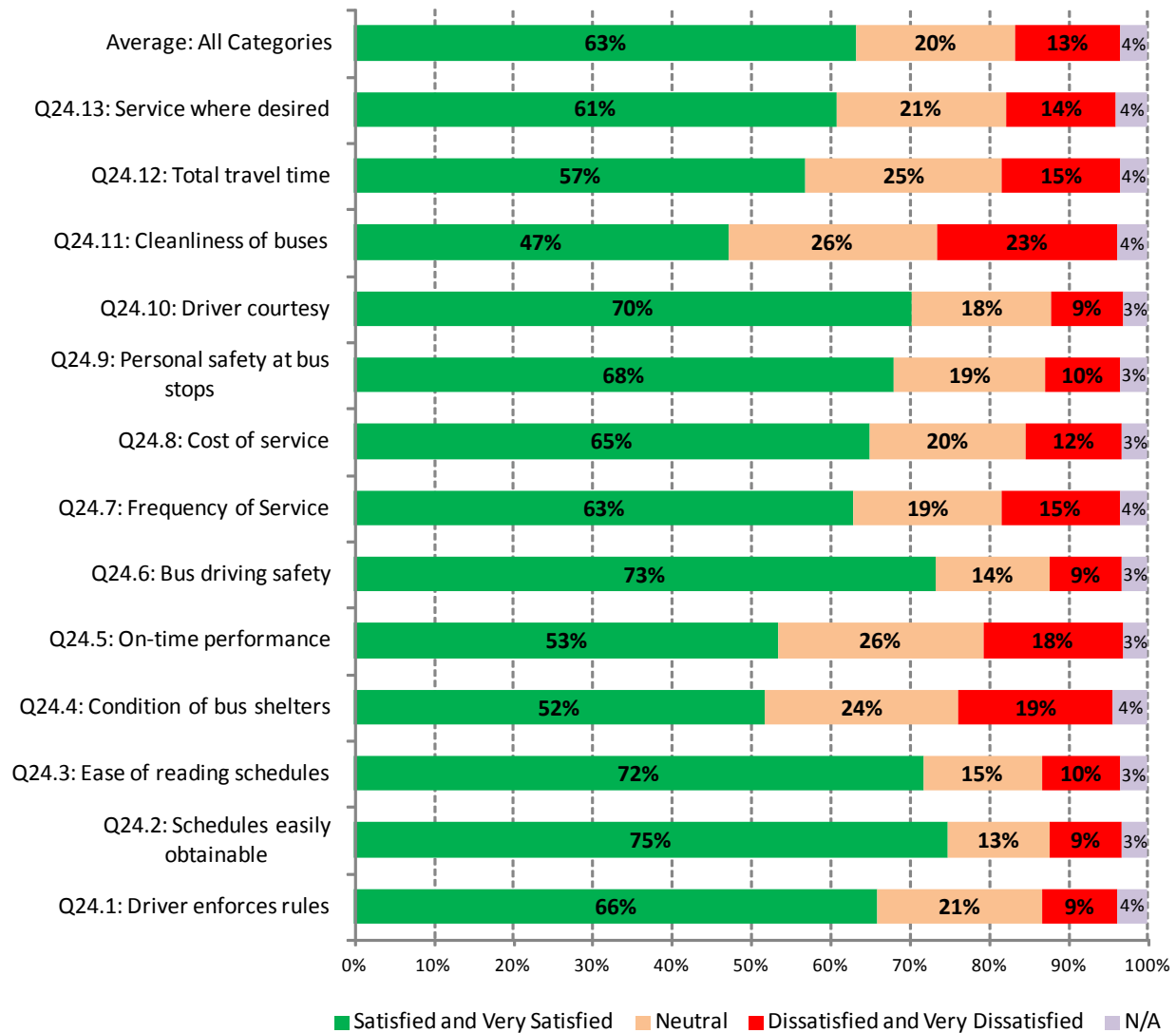
Riders were asked to respond using the following five-point scale:

- 1) Very Satisfied
- 2) Satisfied
- 3) Neutral
- 4) Dissatisfied
- 5) Very Dissatisfied

A response of “Not Applicable” was also available as a sixth choice. The N/A responses, along with blanks, were not included in the calculations of customer satisfaction.

Question 24 (next page) summarizes the responses for all 13 customer satisfaction categories.

## Question 24: Customer Satisfaction Ratings Summary



N=1,647

This summary of customer satisfaction scores indicates that overall 83% of customers are “Very Satisfied,” “Satisfied,” or “Neutral” with or about PVTA service.

The service categories receiving the highest ratings (highest listed first) were: Driver Courtesy, Driving Safety, Schedules Easily Obtainable, and Driver Enforces Rules.

The service categories receiving the lowest ratings (lowest listed first) were: Cleanliness of Buses, Condition of Bus Shelters, and On-time Performance.

## Question 25: Written Comments

Respondents were also invited to give written comments at the end of the survey. A total of 502 written comments were received. These 502 comments were grouped into 48 categories, and of these, 14 categories had 10 or more comments (2% of the total). The comments exceeding this 2% threshold are summarized below.

### Summary of Written Comments on Survey Question 25

CATEGORY	Number received	% of total	SUMMARY
General Comments	72	14%	"Thank you," "Good work," and similar positive comments
Span of Service	54	11%	Requests for more evening and night service and expanded weekend service, particularly on Sundays (for church goers)
Routing	46	9%	Requests for proposed X94 service between Five Town Plaza and Eastfield Mall, and for restoring service to the B13 or the Walnut Street part of the G3.
Spanish language general comments	41	8%	Comments in Spanish offering general compliments or complaints, requests for longer span of service or service to new destinations, and requests for more Spanish speakers at PVTA.
Driver Courtesy	35	7%	Poor manners and lack of professionalism by PVTA drivers
Good Driver(s)	29	6%	PVTA drivers are polite, friendly, helpful
Frequency of Service	25	5%	General need for more frequent service—many individual routes mentioned, but none were predominant
On-Time Performance	20	4%	General complaints about bus lateness and the consequences for employees and students
Bus Cleanliness	18	4%	Complaints about PVTA bus interiors being dirty
Reliance on PVTA	14	3%	Comments about how important PVTA is to its riders, some comments praising PVTA service
Driver Safety	12	2%	General complaints about unsafe driving; many specifically about drivers talking to passengers instead of focusing on road
Rule Enforcement	12	2%	Complaints about lack of rule enforcement, particularly foul language, music, food/drink, and obstructing doors or seats
Bus Misses Passengers	11	2%	Complaints that buses fail to pick up passengers or leave too early, despite attempts to get the driver's attention
Bus Stop Locations	10	2%	Complaints about bus stop locations, several complaining that stops are too far apart

All written comments are reproduced in Appendix 3.

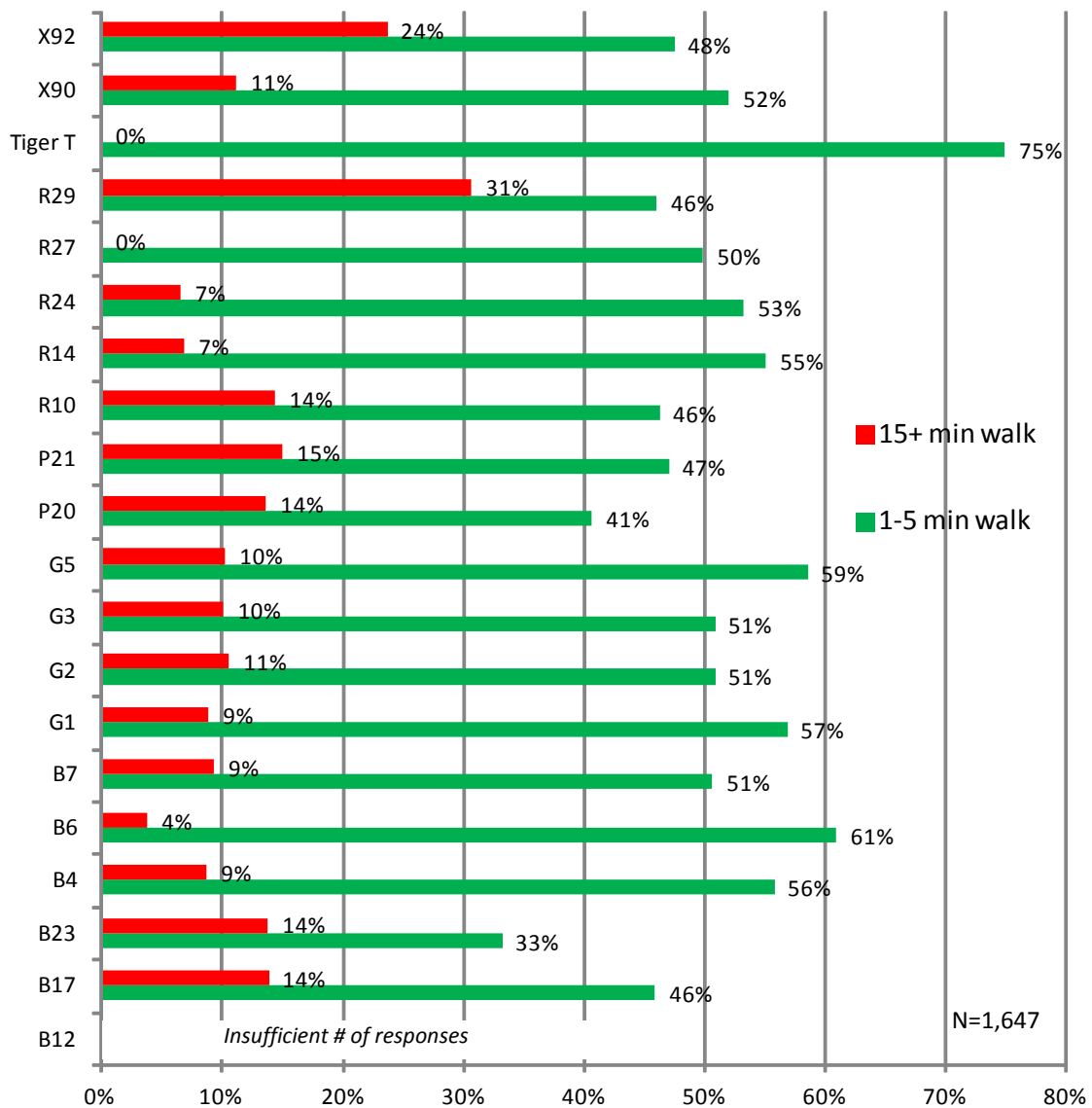
## 4. Analysis

This section offers analysis of the survey findings reported in Section 3.

### A. Trip Characteristics

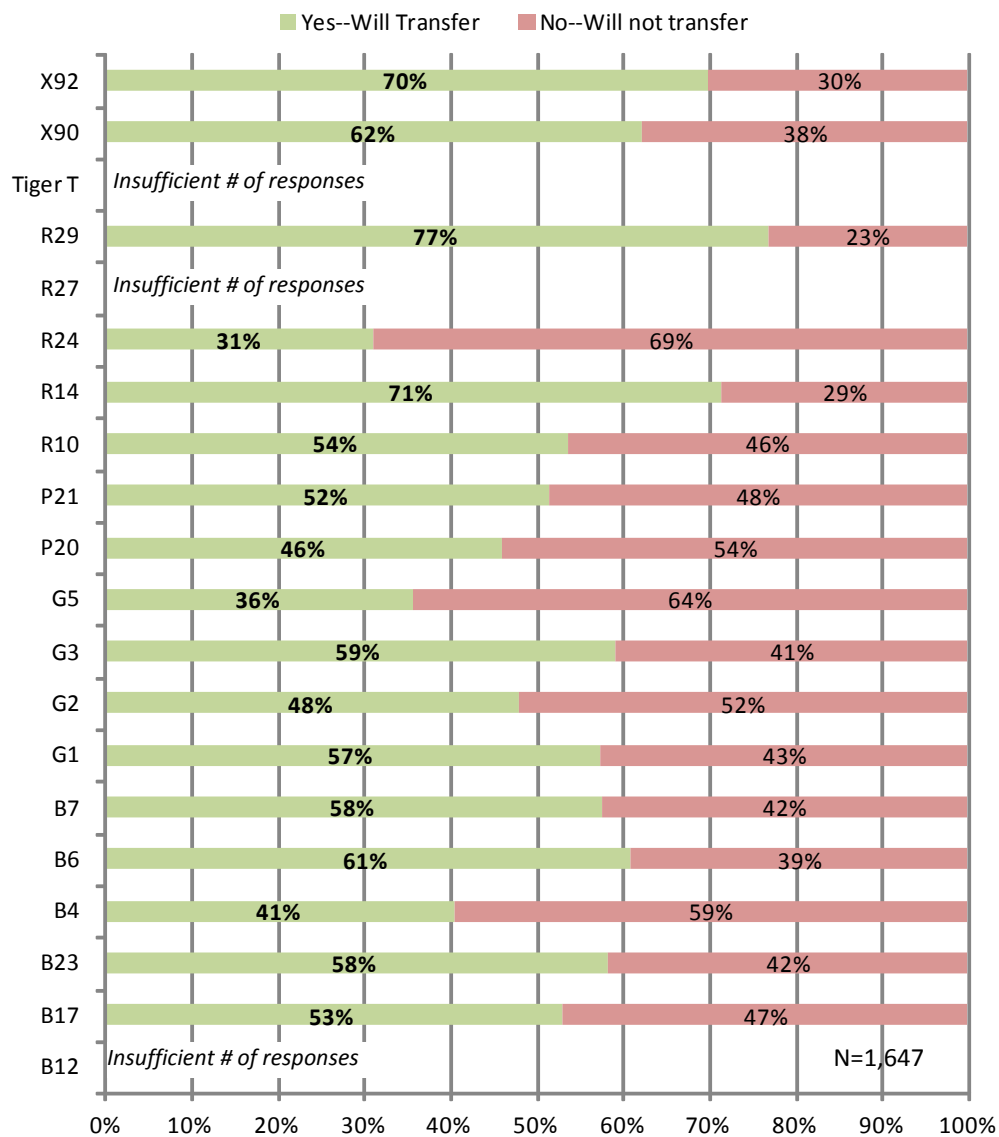
Walking time to reach the bus is an important aspect of customer convenience and satisfaction. The following chart shows the longest walk times to reach the bus stop (15 or more minutes) versus the shortest times (5 minutes or less). Therefore, access to routes with the longest green bars may be considered more convenient to access, and those with the longest red bars may be less convenient. This analysis shows that PVT routes requiring the longest walks to reach the bus stop are the R29, X92, P21, and R10. (Responses from B12 riders are not included, as only three were received.)

**Figure 4-1: Walking Times to Reach Boarding Bus Stop By Route**



Customers’ use of transfers is also a critical aspect of trip making using PVTA. The overall proportion of PVTA riders making transfers is approximately 46%. However, the breakout of transfers by route is very helpful in understanding on which routes transfers are occurring. (While PVTA is able to track the number of paper transfers requested by passengers from drivers, the actual use of those paper transfers, as well as the transfers made by customers using 1-day, 7-day and 31-day passes cannot be tracked.) The analysis below shows that riders make the greatest use of transfers from the R29, R14, and X92—all of which had 70% or more of riders transferring to another route to complete their trips. But perhaps of greatest significance is the fact that three of PVTA’s most heavily used routes—the G1, B7, and P21—all have more than 50% of passengers transferring to another route to complete their trips.

**Figure 4-2: “Will You Transfer to Another Bus?” By Route**



## B. Customer Characteristics

In general, the survey findings demonstrate that the PVTA provides a vital service for people of the Southern Region and Hampden County. Significantly, the majority of PVTA customers in this service area have no other way to get to their jobs, medical appointments, grocery stores and other important top destinations without bus service. Most PVTA customers can be considered “transit dependent” – that is, they do not have access to a car (40.9% vs. 4.3% county average) or they do not have a driver’s license (32.5%).

The top three reasons that customers gave for riding PVTA were:

- “No car” (41%)
- “No drivers license” (33%).
- “It’s convenient” (13%)

Fully 79% of customers say they have no other way (than PVTA) to make their trip. Of these customers:

- 29% would have to walk.
- 10% would take a taxi or private livery service.
- 6.5% would bike.

In terms of race and ethnicity, PVTA Southern Region riders are again significantly different from Hampden County as a whole. There are almost twice as many customers of color (at least 60%) than the countywide average (35%). Hispanic and Latino customers are the largest single racial and ethnic group of PVTA customers, totaling 38% of riders surveyed. The second largest group was whites, at 24%; Black/African Americans were the third largest group at almost 20%; and people of two or more races were the fourth largest group at about 9%.

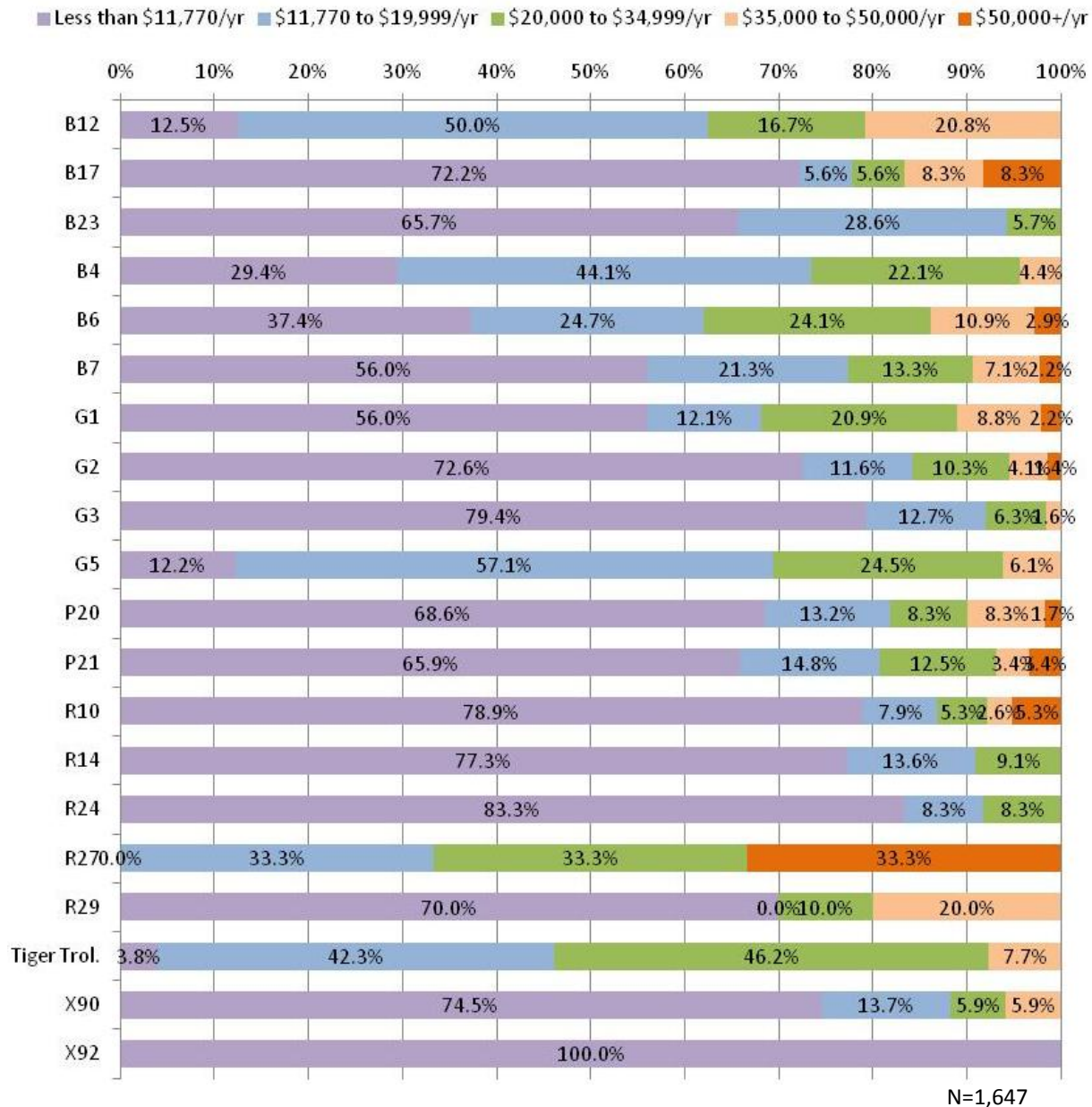
For languages spoken, fewer PVTA customers said they speak only Spanish (1.1%) than the regional average (6.3%). However, 10% of people completing the survey chose to fill out the Spanish language version, which suggests the actual proportion of customers who speak only Spanish is greater than 1.1%.

Also, the proportion of PVTA customers who speak both Spanish and English is nearly double (31.5%) the Hampden County average (16.8%). While the PVTA survey was not able to ask how well these bilingual customers speak English, the ACS data for Hampden County suggests that approximately one-third of Spanish/English bilingual persons “Do Not Speak English Well or At All.” Therefore, it is very likely that at least 10% of PVTA customers do not speak English well or at all.



Income is also another important indicator of transit dependency. Results from Question 11 show that PVTA customers earn much less than the Hampden County average. While more than 50% of people in Hampden County are estimated to earn more than \$50,000 per year, just 1.6% of PVTA riders do. And whereas nearly one-third (66.1%) of PVTA riders earn \$20,000 or less per year, the regional average for this income level is approximately 23%. Analysis of income by route shows the PVTA services that are most heavily utilized by people who may be in the greatest need of public transportation (below). The routes with the greatest proportions of people earning less than \$20,000 per year were the B23 (94.3%); the G3 (92.1%); and the R14 (90.9%).

**Figure 4-3: Income Level By Bus Route**



The method of fare payment is relevant to PVRTA’s upcoming implementation of the “Fast Break” card, which would offer additional fare payment options. The survey finds that cash on board remains the most popular form of fare payment for people of all income levels.

**Figure 4-4: Type of Fare Payment by Income Level**

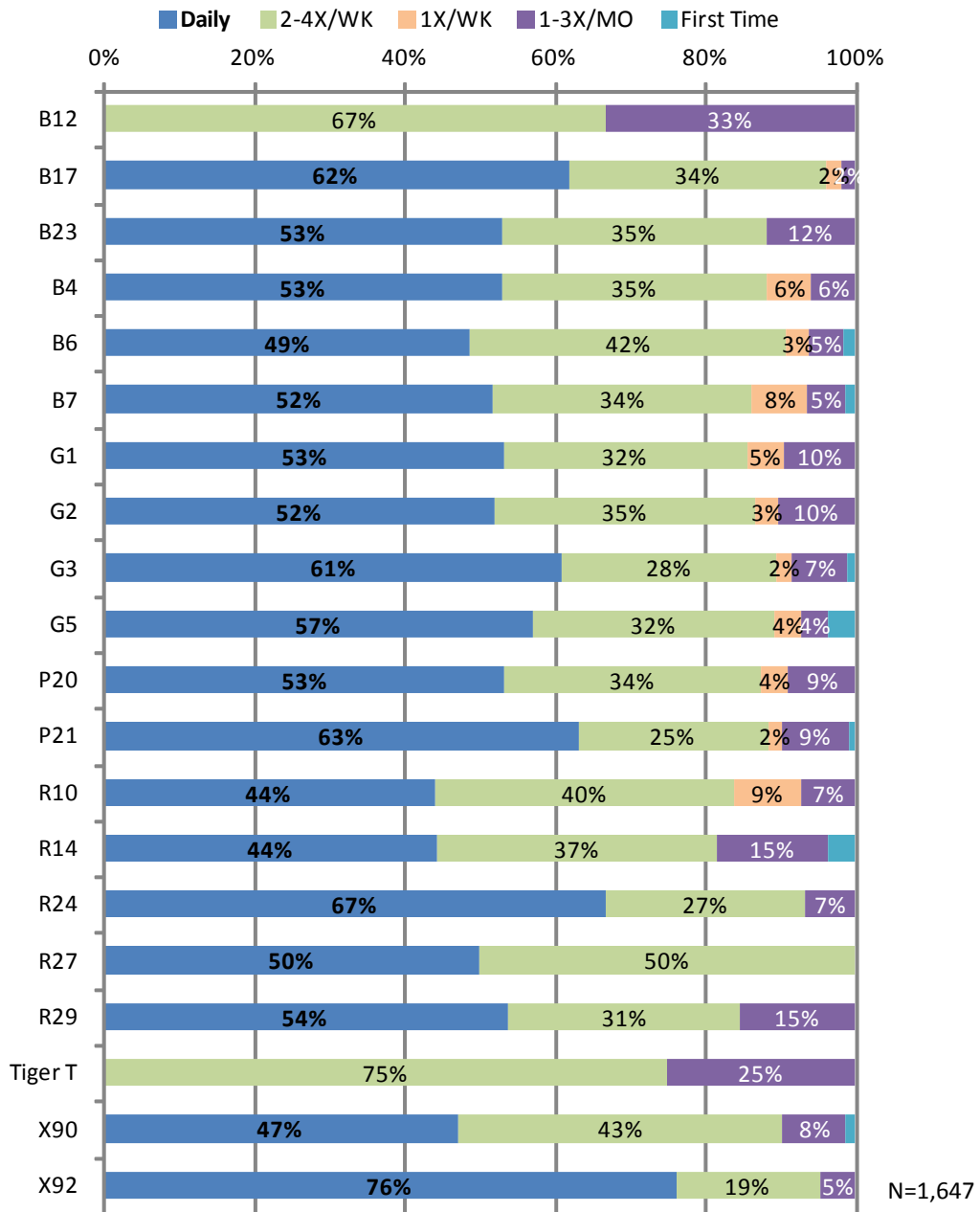
	<b>Less than \$11,770/yr</b>	<b>\$11,770 to \$19,999/yr</b>	<b>\$20,000 to \$34,999/yr</b>	<b>\$35,000 to \$50,000/yr</b>	<b>\$50,000+ /yr</b>	<b>TOTALS</b>
Cash on board (full fare)	30.0%	12.4%	8.8%	3.7%	1.0%	<b>56.0%</b>
Cash on board (senior discount)	3.4%	1.3%	0.3%	0.6%	0.2%	<b>5.7%</b>
Free/prepaid student pass	4.2%	0.6%	0.7%	0.2%	0.0%	<b>5.7%</b>
(Elderly/Disabled)	6.2%	2.3%	1.7%	0.8%	0.2%	<b>11.3%</b>
7-day or 31-day pass	9.9%	4.1%	3.2%	1.2%	0.4%	<b>18.8%</b>
blanks	1.2%	0.5%	0.6%	0.2%	0.0%	<b>2.4%</b>
<b>TOTALS</b>	<b>54.9%</b>	<b>21.2%</b>	<b>15.3%</b>	<b>6.7%</b>	<b>1.9%</b>	<b>100.0%</b>

### **C. System Use Characteristics**

This section presents analysis on customer use characteristics.

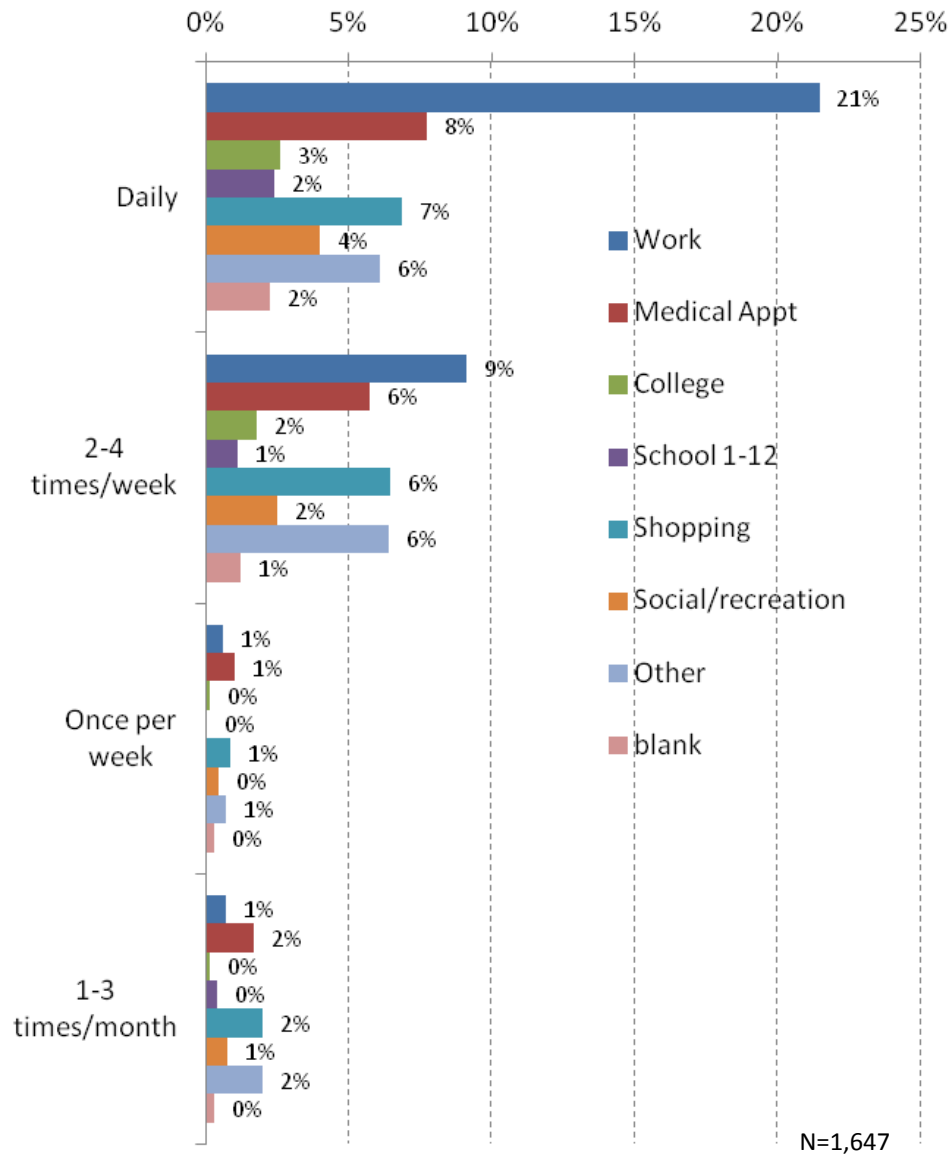
The routes with the largest proportions of customers who ride every day are the X92 (76%), the R24 (67%), the P21 (63%), and the G3 (61%). The routes with the largest proportions of customers who ride less frequently than every day are: the R10 and the R14 (56% are not daily riders) and the X90 (53% are not daily riders).

**Figure 4-5: Frequency of Use by Route**



One other important customer use characteristic is frequency of use by trip purpose. The analysis below finds that 40% of customers who ride every day are traveling to work, followed by those traveling to medical appointments (14%) and shopping (13%). A similar pattern is seen for people riding 2-4 times per week, but for those riding once a week or less, the principal trip purposes are medical appointments and shopping.

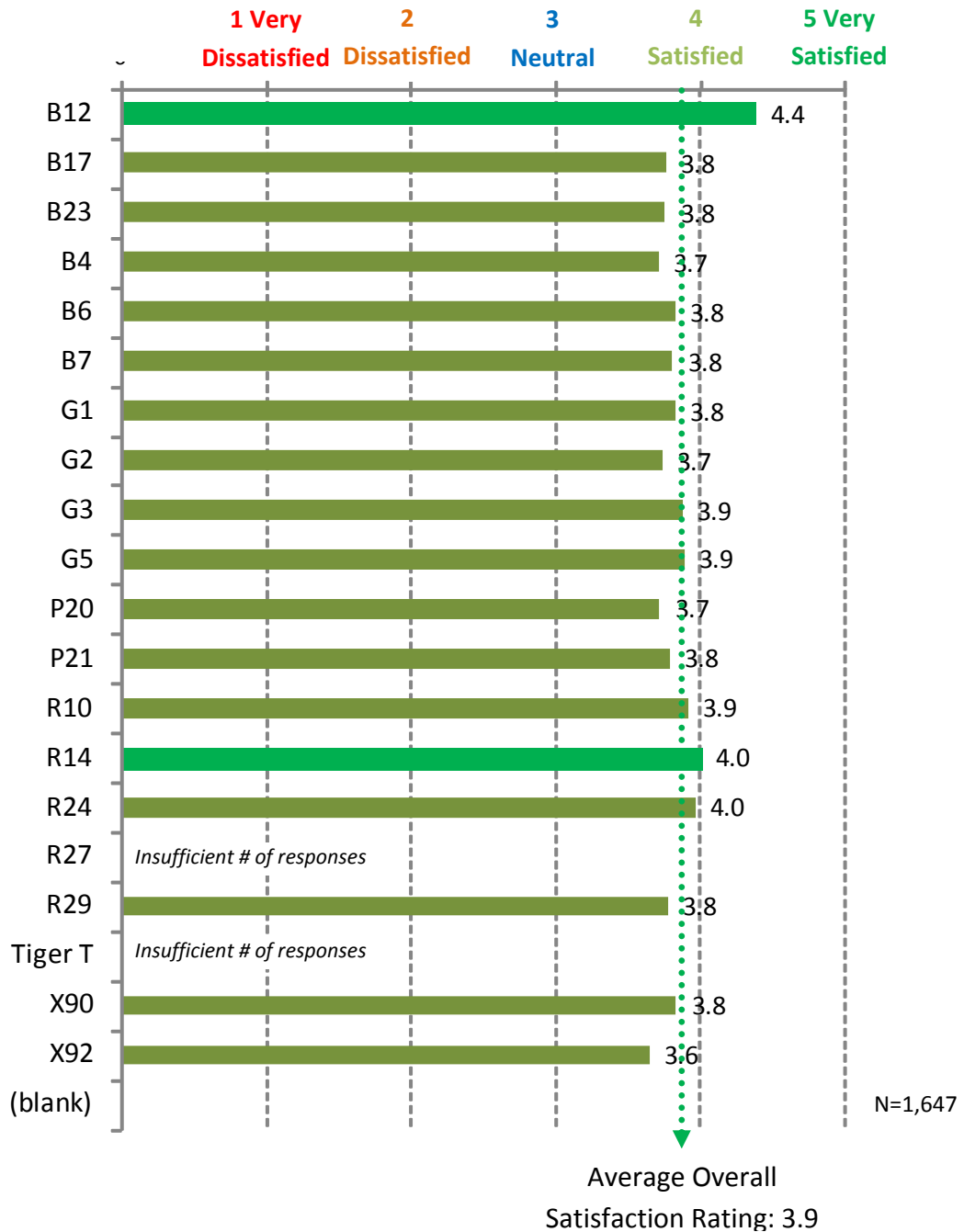
**Figure 4-6: Trip Purpose by Frequency of Use (as percentage of frequency type)**



### D. Customer Satisfaction Ratings

This section presents analyses of overall customer satisfaction ratings (Question 24) with respect to route and types of customers. The analysis below presents overall customer satisfaction by route. There is remarkably little variation between the route with the highest rating (B12 with an average 4.4) and the lowest rated route (X92 with an average 3.6). All routes received average scores with ratings that are closest to “Satisfied” than to “Neutral.”

**Figure 4-7: Overall Customer Satisfaction by Route**



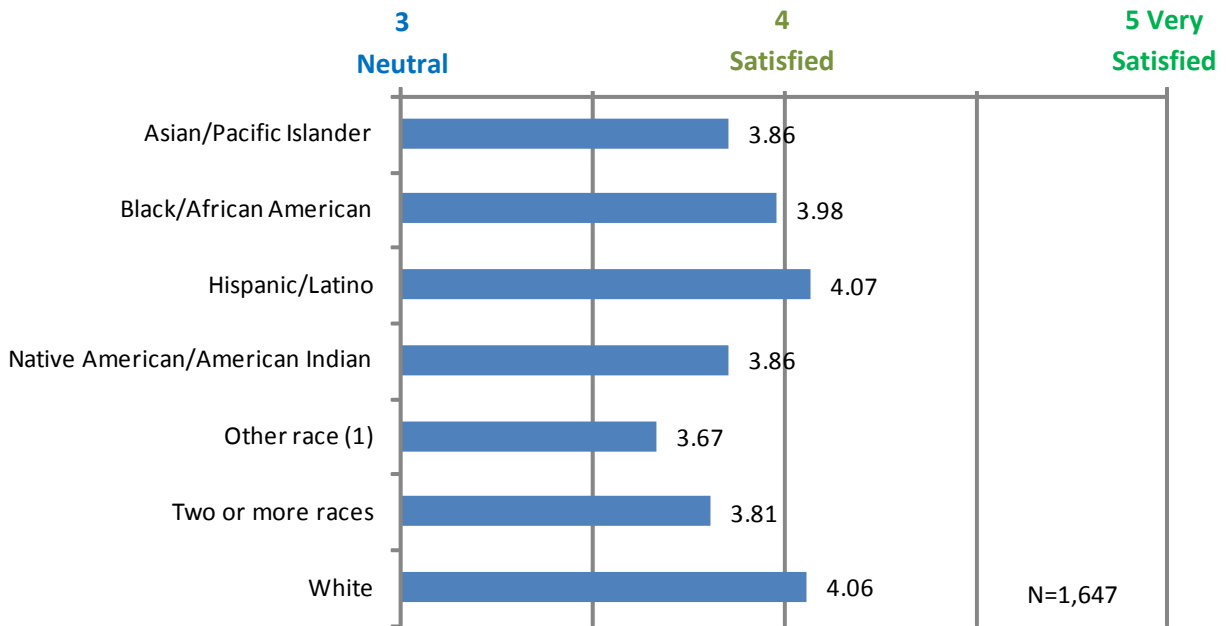
### Customer Disability and Overall Satisfaction

Customers with a disability had higher levels of satisfaction with PVRTA’s service as compared to those who do not have a disability. The average satisfaction rating for the 14% of survey respondents who reported a disability that prevents them from driving was 4.28 (between “4 Satisfied” and “5 Very Satisfied” on the five-point scale), versus 3.95 (just below “4 Satisfied”) for respondents who said they did not have a disability.

### Customer Race/Ethnicity and Overall Satisfaction

Overall customer satisfaction varied very little by race and ethnicity. Satisfaction ratings averaged near “Satisfied” for all ethnic groups, which Hispanic/Latino and Whites giving the highest scores and persons of two or more races and persons who were of a race or ethnicity not listed on the survey form gave the lowest scores.

**Figure 4-8: Overall Customer Satisfaction by Race and Ethnicity**



### Age Groups and Overall Satisfaction

Senior citizens (age 65 and older) were the group that expressed the highest average customer satisfaction score, which at 4.45 is near the midpoint between “Satisfied” and “Very Satisfied.”

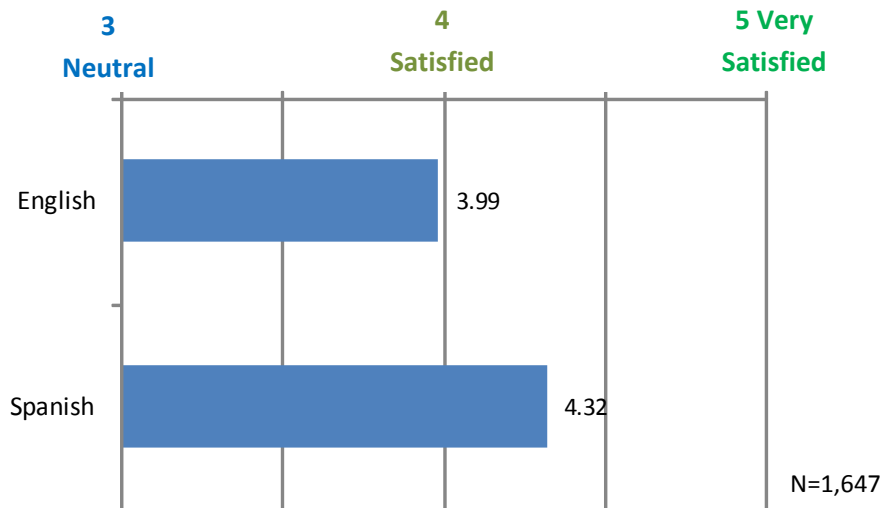
**Figure 4-9: Age and Overall Satisfaction Score**



### English and Spanish Speaking Customers and Overall Satisfaction

Customers who filled out a Spanish survey form (and are therefore assumed to primarily speak Spanish) rated their level of customer satisfaction somewhat higher (4.32) than customers who filled out an English language survey (3.99).

**Figure 4-10: Language and Overall Satisfaction Score**



## 5. Recommendations

The analysis presented in Section 4 suggests several aspects of PTVA service in the Southern Region are well-regarded by riders, and several aspects can be improved. It is the general recommendation of this report that the most highly-ranked categories be viewed as benchmarks for progress toward improvement in the categories that were not ranked as highly.

The following two general recommendations and accompanying sub-recommendations are designed to aid in addressing both the immediate concerns identified by this survey, as well as the longer term goal of improving the monitoring of customer satisfaction.

### A. Recommendation 1: Address Bus and Shelter Condition Concerns

Recommendation	Basis	Actions	Priority
A.1: Improve Bus Conditions	Bus cleanliness was the top customer concern identified by the survey. PVTA vehicles are cleaned every night; however, routing and service requirements generally prevent vehicles from being removed from service for cleaning during the day.	On-board announcements and signs encouraging patrons to take their belongings Review bus washing frequency (interior and exterior)	High (1 year)
A.2: Improve Shelter Conditions	There are 162 shelters in the PVTA system; this represents less than 10% of all bus stops. Numerous studies have shown that providing bus stop amenities, especially shelters, are important measures for raising customer satisfaction and ridership.	Inventory existing shelter locations and conditions (complete) Identify candidate locations for new shelters (complete) Revise and improve maintenance program Work with property owners to install additional shelters	High (1 year)



## B. Recommendation 2: Address Network Characteristic Concerns

<b>Recommendation</b>	<b>Basis</b>	<b>Actions</b>	<b>Priority</b>
B.1: Review on-time performance	Reliable service is critical to maintaining and increasing ridership, as well as improving customer satisfaction.	Review and revise OTP performance measures and tracking Educate public and operators about what “on time” means Coordinate with MPO’s Congestion Management Process	High (1 year)
B.2: Reduce total travel time	PVTA serves a very large geographic area and the distances that some passengers may travel are substantial. Reducing travel times is essential to make these long trips manageable, but the distance involved is a serious obstacle.	Identify bus stops that can be consolidated to streamline bus service. Avoid deviations and detours in route alignments. Implement express services where possible and appropriate.	High (1 year)
B.3: Improve service frequency	Service frequency is directly related to customer satisfaction and convenience, as well as operating costs. PVTA seeks to increase service frequency at minimal additional cost.	Ensure service frequency concerns are integrated in annual service and schedule planning. Identify opportunities for increased and optimized service. Identify funding sources for increased service frequency/operations.	Med (1-2 years)
B.4: Improve service coverage in urban areas	Certain destinations, neighborhoods, and corridors in PVTA’s service area do not receive adequate or appropriate transit for their needs. Ongoing review and planning will help better serve these areas.	Integrate customer comments, demographic information, and economic development data in annual service planning.	Med (1-2 years)

**C. Recommendation 3: Improve Availability and Promotion of Customer Information for Schedules and Fare Payment**

<b>Recommendation</b>	<b>Basis</b>	<b>Actions</b>	<b>Priority</b>
C.1: Promote increased use of bus schedule apps	At least 60% of customers surveyed were not aware of the “MyStop” app to which PVTA provides schedule information.	Use onboard car cards to encourage riders to download and log in to the MyStop app while riding. Include MyStop logo or other info on schedules.	High (1 year)
C.2: Promote greater use of 7-day and 31-day passes	Greater use of passes improves boarding times and helps improve on time performance for customers. Passes are also more cost effective for the customer than cash-on board fare purchases.	Use onboard car cards to encourage purchases of 7-day and 31-day passes.	High (1 year)
C.3: Promote greater use of real-time service notifications	Providing real-time information on service, such as delays or detours, greater reduces frustration for customers. PVTA uses FaceBook and Twitter to provide this information currently.	Use onboard car cards to encourage riders to “like” PVTA on FaceBook and Twitter to receive notifications in real time.	High (1 year)

# Appendices

## 1. List of Preparers

This report was prepared by the following staff of the Pioneer Valley Planning Commission:

Kenneth Hildebrand, Onboard Survey Personnel  
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David Johnson, Transit Planner  
David Elvin, Senior Transit Planner

The PVPC staff extends our hearty thanks to the bus drivers and staff of the Springfield Area Transit Company for their assistance throughout the survey process. We also thank the passengers who took the time out of their rides to fill out the survey.

## 2. Sample Survey Form

Sample attached

## 3. Written Comments

Distributed in electronic PDF format to reduce printing cost. Print copies available upon request.

# PVTA TRANSIT SURVEY 2015

Please help PVTA serve you better! Answer the questions below by completely filling in the bubble in front of your response. Your responses will be kept confidential.

1. How long did it take you to get to the bus stop?  
 1-5 minutes     11-15 minutes  
 6-10 minutes     More than 15 minutes

2. How did you get to the bus?  
 Walked all the way  
 Bicycle  
 Parked car/Dropped-off nearby  
 Transferred from other bus

3. How long will it take you to get to your destination once you leave the bus?  
 1-5 minutes     11-15 minutes  
 6-10 minutes     More than 15 minutes

4. Will you transfer to another bus before reaching your final destination?  
 Yes → Which route? \_\_\_\_\_  
 No

5. What is the main purpose of your trip?  
 Work     School (Grades 1-12)  
 Shopping     College  
 Medical     Other  
 Social/Recreation

6. How often do you ride the bus?  
 Every day     1-3 times a month  
 2-4 times a week     First time riding  
 Once a week

7. What is the main reason you ride the bus?  
 Convenience  
 Prefer bus  
 Economical  
 No driver's license  
 No car available  
 Saves time  
 Less pollution

8. Did you have another way to make this trip?  
 Yes → If yes, what (other way did you have to make this trip)? \_\_\_\_\_  
 No

9. How old are you?  
 7-12     18-35     50-65  
 13-17     35-50     65+

10. Which of the following describes your situation best?  
 College student     Unemployed  
 Employed part-time     Retired  
 Employed full-time     Other  
 Student (grades 1-12)

11. Please describe your income level:  
 Less than \$11,770     \$35,000 - \$50,000  
 \$11,770 - \$19,999     \$50,000+  
 \$20,000 - \$34,999  
 \$35,000 - \$50,000

12. Are you:  
 Male     Female

13. What is your race or national origin?  
 White     Native American/  
 Black/African American     American Indian  
 Hispanic/Latino     Two or more of these  
 Asian/Pacific Islander     Other

14. What language or languages do you speak at home?  
 English only  
 English and another language  
 English and Spanish  
 Spanish only  
 Another language

14b. What is the other language (other than English or Spanish) that is spoken at home?  
 \_\_\_\_\_

15. How do you usually pay your fare?  
 Free (student, faculty, staff)  
 Cash on board (full fare)  
 Cash on board (senior or discount)  
 Weekly or monthly pass  
 Senior or disability pass

16. How many cars are available for your use in your household?  
 0     1     2     3 or more

17. Do you have a physical disability that prevents you from driving a car?  
 Yes     No

18. Location where you usually board?  
 \_\_\_\_\_

19. Where will you get off the bus?  
 \_\_\_\_\_

20. What routes do you normally use?  
 \_\_\_\_\_

21. Do you primarily use the color code system or the route numbers?  
 Color code     Route number

22. Are you aware of the PVTA "Where's the Bus" Bus tracker app?  
 Yes     No

23. Do you use any apps for PVTA? If yes, which one do you use?  
 Yes     No  
 → Which app? \_\_\_\_\_

24. Please rate the following items by marking the appropriate oval:  
**1=Very Satisfied, 2=Satisfied, 3=Neutral, 4=Dissatisfied, 5=Very Dissatisfied, 6=Not Applicable**

Driver enforces rules	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Schedules easily obtainable	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Ease of reading schedules	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Condition of bus shelters	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
On-time performance of service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Bus driving safety	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Frequency of service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Cost of service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Personal safety at stops	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Driver courtesy	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Cleanliness of buses	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Total travel time	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6
Service where desired	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5	<input type="radio"/> 6

25. Comments:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

# ENCUESTA DE TRÁNSITO DE PVTA 2015

Favor de ayudar a PVTA a servirle mejor. Conteste las siguientes preguntas llenando completamente los círculos en frente de su respuesta. Todas las respuestas serán confidenciales.

1. Cuánto tiempo tomó en llegar a la parada del autobús?  
 0-5 minutos     11-15 minutos  
 6-10 minutos     Más de 15 minutos

2. Cómo llegó a la parada?  
 Caminé  
 Bicicleta  
 En carro  
 De otra el autobús

3. Después de bajar el autobús, cuánto tiempo toma en llegar a su destino final?  
 0-5 minutos     11-15 minutos  
 6-10 minutos     Más de 15 minutos

4. Toma otra autobús después de ésta?  
 Sí → cuál ruta? \_\_\_\_\_  
 No

5. Por qué viaja hoy?  
 Trabajo     Escuela (grados 1-12)  
 Ir de compras     Universidad  
 Médico     Otro  
 Recreo

6. Está en la el autobús.....  
 Todos los días     1-3 veces al mes  
 2-4 veces a la semana     La primera vez  
 Una vez a la semana

7. Por qué usa el autobús?  
 Es conveniente  
 Prefiero la gua gua  
 Es económico  
 No tengo licencia  
 No tengo carro  
 Puedo llegar a mi destino más rápido  
 Menos polución

8. Hay otra manera para hacer este viaje?  
 Sí → Si contestó "sí", cuál es el otro medio de hacer este viaje? \_\_\_\_\_  
 No

9. Cuántos años tiene?  
 7-12     18-35     50-65  
 13-17     35-50     65+

10.Cuál mejor describe su situación?  
 Estudiante en la universidad     No tengo empleo  
 Tiempo parcial empleado     Jubilado(a)  
 Tiempo completo empleado     Otro  
 Estudiante (grado 1-12)

11. Cuánto gana al año?  
 Menos de \$11,770     \$35,000 - \$50,000  
 \$11,770 - \$19,999  
 \$20,000 - \$34,999  
 \$35,000 - \$50,000

12. Es usted  
 Hombre     Mujer

13. Cuál es su raza o origen nacional?  
 Blanco(a)     Asiático/Isla Pacífica  
 Negro(a)/Africano     Nativo Americano(a)  
 Americano     Dos o más de estos  
 Hispano/Latino     Otro

14. Qué lengua(s) habla en casa?  
 Solo inglés  
 Inglés y otra lengua  
 Solo español  
 Otra lengua  
 ↓  
 14b. Qué otra lengua habla en casa? \_\_\_\_\_

15. Cómo paga su viaje?  
 Gratis (estudiante, maestro(a), personal)  
 En efectivo a bordo del autobús (tarifa completa)  
 En efectivo a bordo del autobús (descuento o mayor)  
 Pase de la semana o del mes  
 En efectivo (disabilidad)

16. Cuántos carros están disponibles para su uso en su hogar?  
 0     1     2     3 o más

17. Tiene una discapacidad física y no puede manejar?  
 Sí     No

18. A dónde usualmente subir el autobús?  
 \_\_\_\_\_

19. A dónde bajará de el autobús?  
 \_\_\_\_\_

20. Cuáles son las rutas que normalmente usa?  
 \_\_\_\_\_

21. Cuál usa-el sistema de color o los números de las rutas?  
 El color     El número

22. Sabe de "Where's the Bus" Bus tracker app?  
 Sí     No

23. Usa algunos "apps" para PVTA? Si contesta de sí, cuál usa?  
 Sí     No  
 → Cuál usa? \_\_\_\_\_

24. Por favor califique los siguientes artículos marcando el círculo apropiado

1=Muy satisfecho, 2=Satisfecho, 3=Neutral, 4=Insatisfecho  
 5=Muy insatisfecho, 6=No aplica

El chófer enfuerza las reglas    (1) (2) (3) (4) (5) (6)  
 Es fácil conseguir los horarios    (1) (2) (3) (4) (5) (6)  
 Es fácil leer los horarios    (1) (2) (3) (4) (5) (6)  
 Condición de las paradas    (1) (2) (3) (4) (5) (6)  
 La gua gua llega a tiempo    (1) (2) (3) (4) (5) (6)  
 El chófer maneja con seguridad    (1) (2) (3) (4) (5) (6)  
 Frecuencia del servicio    (1) (2) (3) (4) (5) (6)  
 El precio del servicio    (1) (2) (3) (4) (5) (6)  
 La seguridad personal en las paradas    (1) (2) (3) (4) (5) (6)  
 La cortesia del chófer    (1) (2) (3) (4) (5) (6)  
 La gua gua está limpia    (1) (2) (3) (4) (5) (6)  
 El tiempo para llegar a su destino    (1) (2) (3) (4) (5) (6)  
 Servicio dispensible donde quiere    (1) (2) (3) (4) (5) (6)

25. Comentarios:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

TOPIC/CATEGORIZATION	COMMENT
[Issue not controlled by PVRTA]	Lots of people drink at the State Street bus stop.
[Issue not controlled by PVRTA]	Should put bus routes in Russell, MA
[Issue not controlled by PVRTA]	Homeless use the bus stop shelter for drinking. They're very dirty after sleeping and stay all day.
[Issue not controlled by PVRTA]	If I'm playing Keno at the bus terminal, the security guard should not kick me out. I'm 37 years old and have been a customer for 25 years. It's not right.
[Issue not controlled by PVRTA]	Cut out wheelchair access, and kids.
[Issue not controlled by PVRTA]	The people who ride who aren't prepared make me late, but the bus driver always ensures they get a ride!!
[Issue not controlled by PVRTA]	Smoking rule at the bus terminal needs to be better enforced.
A/C Usage	I think some drivers should be more aware of the A/C when needed.
A/C Usage	Sometimes the bus is cold and I hate it and they never put it down. I sometimes like the bus.
A/C usage	The bus A/C is too cold and blows too forcefully.
Adherence to Schedule	Sometimes the 8:50pm G2 drivers will not go down Cottage Street even though it's by request.
Adherence to Schedule	Sometimes drivers don't leave exact start of route point on exact time.
Adherence to Schedule	Unfortunately I have missed the bus due to it leaving one minute early. The 7:40am and 8:20am G1 do this all the time and the 8:20 bus didn't come at all one day.
Bus App	Did not know about app. for bus.
Bus App	The schedule on the app always shows wrong times. I waited for almost 30 minutes.
Bus App	Love the "Where's the Bus" app!! :)
Bus App	Would like to obtain app for bus tracker.
Bus App, Bus Stop Announcements	No apps for tracking buses. Bus stops should be announced in the bus.
Bus App, Span of service	I am going to check out the "Where's the Bus" app. Sunday and Saturday should have more service hours.
Bus Cleanliness	Need to clean the bus
Bus Cleanliness	Clean the buses and seats.
Bus Cleanliness	Dirty buses
Bus Cleanliness	Need cleaner buses! Thank you!
Bus Cleanliness	Buses are usually dirty and stinky. It needs more maintenance.
Bus Cleanliness	More clean inside the buses. No screaming.
Bus Cleanliness	Bathrooms should be open on weekends! Keep seats clean in bus! Sweep floors on bus!
Bus Cleanliness	You should hire people to clean buses weekly.
Bus Cleanliness	Need cleaner buses
Bus Cleanliness	Sometimes I see buses with very dirty seats. They should be cleaner. Thanks
Bus Cleanliness	I love my PVRTA. PVRTA needs to clean buses and get new buses.
Bus Cleanliness	Buses should be more clean with hand sanitizers, and it should be free within the Springfield area.
Bus Cleanliness	Clean the bus, wash the windows. People get sick. A lot of germs. Vacuum the seats, sweep the seats please.
Bus Cleanliness	Clean buses. Tell men to pull pants up on the bus.
Bus Cleanliness	Buses are always dirty on the G2.
Bus Cleanliness	Buses need to be cleaner for our kids and other passengers.
Bus Cleanliness	Need cleaner buses.
Bus Cleanliness, Cost of service	The buses are usually dirty. Day passes should be cheaper and transfers should be allowed to be used in any direction, including the same way back home.
Bus misses passengers	Don't drive past me when I'm clearly waving my arms.
Bus misses passengers	I can be almost at the bus stop and buses will still leave me.
Bus misses passengers	The bus will sometimes drive away before I can even get up from my seat and then I'll miss it.
Bus misses passengers	Sometimes they see you at the bus stop and they don't stop.
Bus misses passengers	Some drivers don't wait for people, especially in cold weather.
Bus misses passengers	I've had times when I'm standing at the bus stop on State Street and the bus drivers just keep driving and won't stop. At how fast they're going, they probably don't notice.
Bus misses passengers	Bus drivers pass by the stop, see you there, and don't stop or stop too far because they don't watch what they do.
Bus misses passengers	The bus driver doesn't always stop at the bus stop.
Bus misses passengers	I have gotten to bus door and driver looks at me and drives away more than once. Drivers have stopped in the middle of the street and not pulled up the curb to let me off.
Bus misses passengers	When the buses are early, they keep going even if they see you running. Need a later bus. Also need to space out the stops more evenly.
Bus misses passengers, On-Time Performance	Some bus drivers pass by handicapped people and kids waiting after school! Most buses I take are sometimes 15 or 30 minutes late.
Bus Overcrowding	When the bus is full, stop putting people on. One day some will get hurt.
Bus Overcrowding	At times, the bus is too crowded. I stand a lot.
Bus Overcrowding	Sometimes the bus is over packed.
Bus Overcrowding	Buses are often full and disabled seats are often taken.
Bus Overcrowding	Bus drivers should not let people on when the bus is filled.
Bus Overcrowding	Need more seats or bigger buses for busier routes.
Bus Overcrowding, Bus Shelter / Bench	Some buses are often quite full on the G3. Would like to see a bench at more stops. Put larger numbers on the bus stop signs.

Bus Overcrowding, Span of service - P21	Buses should have a limit of how many people they can carry at a time. Want a later bus for the P21.
Bus Shelter / Bench	I wish there was a shelter and a bench everywhere because of weather, plus elderly people are tired and need to sit.
Bus Shelter / Bench	The bus shelter at 165 East Main Street has been loaded with hornets for 3 years now
Bus Shelter / Bench	Would like to see crosswalk near Pear & Roosevelt along with a shelter and bench for shelter from some of the cold. Keep this bus on, please.
Bus Shelter / Bench	There should be more shelters so that we don't all get wet.
Bus Shelter / Bench, Driver Safety	Need more seats at bus stops and shade areas for women and children. Drivers need to be a little safer.
Bus Shelter / Bench, Routing	Need more bus shelters. Change the X90 route across the Chicopee / Holyoke Bridge.
Bus Shelters, Frequency of service - R14	Need more shelters, more stops / routes in small towns like Agawam, and more runs to small towns (once every hour is not enough). Buses leaving early is not fair!
Bus Stop Announcements	The bus driver should announce where they are going when people board.
Bus Stop Announcements	Could you please make sure that all the buses announce the stops as it can get difficult for new PVRTA users if they don't announce the names.
Bus Stop Cleanliness	Need trash buckets at bus stops.
Bus Stop Location	X90 on Federal / Worthington Street - the bus stop is in the wrong place.
Bus Stop Location	X90 on Federal / Worthington Street - the bus stop is in the wrong place.
Bus Stop Location	G2 needs to stop at East Longmeadow Skilled Nursing Center
Bus Stop Location	There should be a bus stop on Longhill Street, a regular route.
Bus Stop Locations	Why are there so many stops on Wilbraham Road?
Bus Stop Locations	No bus stop coming from Jarvis Heights.
Bus Stop Locations	More bus stops should be made on Seawall Street or more courtesy stops.
Bus Stop Locations	More bus stops, more convenience.
Bus Stop Locations	The bus stops on State Street are too far apart - not fair and not right! Bus stops are on every corner of Parker Street though!
Bus Stop Locations	In some places, like Ludlow, the bus stops are far apart.
Bus Stop Snow Removal	Poor snow removal
Bus Stop Snow Removal	Need better cleaning of bus stops during the winter season. It was awful this past winter!
Bus Stop Snow Removal	In winter, you need to at least clean the bus stops.
Bus Stop Snow Removal	Very important - shovel snow at every bus stop because handicapped use the bus.
Confusing Schedule Variations	The G1 shouldn't go halfway to Chicopee Big Y sometimes before turning around.
Cost of service	Bus is good, just people are noisy and cost for all day passes and ID's should be \$1.00.
Cost of service	They need cheaper fare for handicapped.
Cost of service	Make a military / veteran fare discount with proof of VA or military ID card.
Cost of service, Frequency of service	Need better cost of monthly passes. Need better frequency in morning and night operations. Need more areas to purchase passes.
Destination Sign Issues	PVRTA runs a good bus. Like the interior destinations signs, but wished more actually worked / displayed.
Dislike PVRTA Policy	I have a problem with people not being able to bring shopping carts on the bus. People have to shop. For some, the bus is the only way!
Dislike PVRTA Policy	When picking people up at station, before taking off, reopen doors if the bus has not left the starting point. Thank You. Whenever people are flagging down the bus, please stop at the nearest stop and wait.
Driver Courtesy	Drivers should be nice. They usually have no knowledge of the routes and act as if it is not their concern.
Driver Courtesy	Most drivers are very nice, but some are very rude.
Driver Courtesy	They need to remove driver on the R24.
Driver Courtesy	Bus drivers need to be a little more gentle and professional, smiling at people. Many are, others are not.
Driver Courtesy	Certain drivers wear their emotions on their sleeve. They should be less involved in their own personal comments.
Driver Courtesy	I noticed a person asked the driver what bus went up Liberty street. The Driver did not help with suggestions. He looked lost, so I helped him.
Driver Courtesy	Some drivers are not very courteous, some are.
Driver Courtesy	There are some drivers with no courtesy.
Driver Courtesy	Some drivers take their time and don't care about anybody else. Should give change out at least on tickets like the FRTA. Some drivers won't let me on if I'm missing a nickel, but don't care if I put in \$5. No fair!
Driver Courtesy	Driver should not complain at people who don't have their fare ready.
Driver Courtesy	Some bus drivers are rude!
Driver Courtesy	Some of the drivers are rude and some of the comments they make should be kept to themselves like cussing and inappropriate comments about riders. One told me to "hurry up and get on." it was raining so I had to close my umbrella while he's talking crap to a bus full of people. And he was 10 minutes late!
Driver Courtesy	There are some very rude bus drivers and people on the bus are rude too and sometimes bus drivers don't care.
Driver Courtesy	Some drivers need better manners.
Driver Courtesy	Some drivers can be a little bit more calm, polite, and more helpful.
Driver Courtesy	Not all drivers have the attitude. Some are very rude when answering questions. If drivers don't have people skills, they shouldn't be driving a bus.
Driver Courtesy	Some bus drivers are rude, some are polite.
Driver Courtesy	Hopefully won't be taking bus for long in the future. Some Drivers are very rude.
Driver Courtesy	Most bus drivers should be taught social skills and safety.
Driver Courtesy	Some drivers are very unprofessional.
Driver Courtesy	Some of your drivers are rude.
Driver Courtesy	A bus driver ignored me today like I didn't exist.
Driver Courtesy	Most drivers have attitude problems.

Driver Courtesy	Driver courtesy could be more friendly. Can work on customer service.
Driver Courtesy	Drivers sometimes rude.
Driver Courtesy	Bus driver would not let me on the bus where I was standing and said I needed to walk to a bus stop. I am blind, so this was quite difficult.
Driver Courtesy	Some drivers are on edge. I've seen more threats on buses recently than in the past 20 years.
Driver Courtesy	There are some drivers that have an attitude problem and are often rude!
Driver Courtesy	Most drivers have attitude problems, are rude, and take it out on the passengers.
Driver Courtesy, Bus Shelter / Bench	Sometimes drivers are very nice and polite, but others are not. Need more bus shelters so people can sit and for rainy days. Bus drivers should not pack the bus full of people in case of emergencies.
Driver Courtesy, Bus Stop Locations	Some drivers could be a little more polite. Could use more stops in Ludlow.
Driver Courtesy, Driver Safety	Most of the drivers are friendly on the X90. On the P20, however, they're so rude. They use their phones, they have their girlfriend / boyfriend riding with them and distracting them from driving.
Driver Courtesy, Driver Safety	Some drivers can be rude. Some drivers continue to drive when a toddler is still standing.
Driver Courtesy, Rule Enforcement	Goes down Union too often. Bus driver's attitude differs from one to the next. Allowing elderly to put cases of water on the seat, forcing family member to move.
Driver Courtesy, Span of service	Drivers sometimes rude. Sunday service sucks! Early shut down on weekends and late start is inconvenient. Cheaper rate on monthly bus pass would be more economical.
Driver Pay	Pay bus drivers more money.
Driver Safety	Sometimes the drivers are too heavy on the gas or brake fast to stop. When I called on Thursday, June 5, 2015, the B1 driver braked fast and the passengers went flying. He didn't ask if we were alright.
Driver Safety	Some drivers apply the brakes suddenly or too frequently. It hurts my back and others are most uncomfortable to drive with.
Driver Safety	It's a great way to get around. Too much cell phone use and loud talking.
Driver Safety	Bus drivers are always talking and not paying attention to stops.
Driver Safety	Cell phones are becoming a problem with drivers.
Driver Safety	The bus drivers talk to passengers as they're driving and they don't pay attention to stops. Yesterday, for example, I ringed for stop request and the driver didn't stop.
Driver Safety	Only times I've been highly dissatisfied with a bus driver is when 2 of the drivers were heavy on the brakes at every stop, causing me to get extreme nausea.
Driver Safety	Sometimes drivers drive too fast and lots of times drivers are chatty with customers while driving and drive slow resulting in delays to passengers.
Driver Safety	Some bus drivers don't wait until kids are sitting down.
Driver Safety	Some drivers speed and run red lights. This worries me about accidents.
Driver Safety	I don't like when people stand next to the driver and talk to them the entire trip. It's a distraction for the driver.
Driver Safety	I would like to see more drivers pay close attention to the road.
Frequency of service	Providence Hospital needs more frequent service, like the P20 going there.
Frequency of service	Would like to see increased service in Indian Orchard.
Frequency of service	Some bus routes don't run very often.
Frequency of service	The G5 bus needs another bus that goes to Sumner Avenue back. The wait is too long. Have to leave early just to get somewhere or to appointments.
Frequency of service	Want more trips to Enfield, CT
Frequency of service	Wait time at the terminal varies too widely, causing me to constantly miss my 2nd bus by a few minutes almost every time I take the bus.
Frequency of service	Need more buses
Frequency of service	Increasing the frequency of service and extending the hours of operation for the summer schedules would improve things significantly.
Frequency of service	South Hadley is difficult during the off-season. Could use a more frequent bus.
Frequency of service - B7	Some buses should have more frequent times like the B7.
Frequency of service - B7, Improve Facilities, Good Driver(s)	I think the B7 express should run more often on weekdays and Saturdays. I hope the bus company could get a 60 foot bus because you get a lot of people on B7 and P20. I think Chris deserves a gold star.
Frequency of service - R10	R10 should have a more frequent schedule.
Frequency of service - R10	Have to wait too long for the R10 to come. Once an hour is no good.
Frequency of service - R14	Route R14 needs more buses!
Frequency of service - R24	Put the R24 in Holyoke back to every 1/2 hour.
Frequency of service - X90	X90 A & B both have very long wait times on Sunday.
Frequency of service - X90	X90A and B on Sunday is always a very long wait.
Frequency of service - X90 & G1	Need more Sunday service on X90 and G1. Need to stop in middle of the lot as a courtesy stop.
Frequency of service, Bus Cleanliness, Driver Courtesy	More frequency, cleaner buses all the time, more severe penalties for discourteous bus drivers including administration who answer the phones.
Frequency of service, Driver Courtesy	Sunday bus service is too long. Some drivers are nice and some are rude. Fare should be lower, especially for children.
Frequency of service, Public Outreach	Need to run buses more often. Need to tell bus people what's going to change.
Frequency of service, Routing	It's all about the money. The average person spends the whole day riding the bus. Westfield PVRTA only cares about the colleges.
Frequency of service, Span of service	Need more buses on the routes and more time in the schedule.
Frequency of service, Student Fare	More frequent service would be nice and cheaper fare for students.
Frequency of service, Unruly passengers	Need buses to run more frequently and you need to stop letting disorderly people board or remain on board.
General Negative	Need to improve!
General Negative	Need to improve!
General Negative	The bus system is shameful. It needs a complete overhaul focused on rider's needs.



General Negative	Usually satisfied
General Negative	After going and taking the bus everyday, I dislike it more just because the service and the people.
General Negative	Bus stops and schedules demean the people who you are suppose to serve.
General Negative	Service needs to improve.
General Positive	Thank You
General Positive	PVTA is amazing!
General Positive	Good service always
General Positive	Thanks for your service :)
General Positive	Great job, keep it up.
General Positive	Keep up the great work PVTA
General Positive	Good job
General Positive	Keep up the good work.
General Positive	Muchas gracias.
General Positive	Good A/C
General Positive	Best way for me to travel.
General Positive	I have a company car. I save a lot of money.
General Positive	Very satisfied
General Positive	I enjoy taking the buses everywhere I go on a daily basis.
General Positive	I love the PVTA bus and van. Thank you, a faithful rider.
General Positive	Good drive
General Positive	Thank God for the buses.
General Positive	Cannot be 100% all the time. Service / drivers are OK, service is OK. Nothing is perfect all the time!
General Positive	Thank You!
General Positive	Really like what you guys are doing! Great job, keep it up!!! :)
General Positive	Good job
General Positive	Thank you for your service. Keep the air clean :)
General Positive	Keep up the good work.
General Positive	I'm OK with the PVTA.
General Positive	Good service
General Positive	Overall I think the PVTA does a great job.
General Positive	Good
General Positive	Try your best
General Positive	Very happy
General Positive	I enjoy taking the bus.
General Positive	I like to ride the PVTA buses
General Positive	You help a lot of people get their objectives done, so this company gives help to the need which only that matters.
General Positive	Good
General Positive	It's OK to ride the bus.
General Positive	Overall I love riding the bus.
General Positive	Usually I go where I want in time. Good service.
General Positive	It's fine. Every bus is the same as in condition and sanitary conditions.
General Positive	Happy, peace, love serenity.
General Positive	Thank you for easy transportation :)
General Positive	There have been many improvements, so mostly satisfied!
General Positive	Great job PVTA
General Positive	Thanks
General Positive	Thank you for your services guys.
General Positive	I like the service.
General Positive	The new X routes are great ideas. Keep it up.
General Positive	Awesome service. Thank you for being here.
General Positive	It's pretty reliable.
General Positive	Thank You
General Positive	Satisfied as a whole.
General Positive	Appreciate the bus service.
General Positive	Good service here in Springfield.
General Positive	I believe that the PVTA is very helpful. There's always room for improvement!
General Positive	I've been satisfied with the G1 service during the time I've been riding it.
General Positive	I am very satisfied with the bus and the cleanliness.
General Positive	I really like riding this bus because it takes me anyplace that I need to go. I am very satisfied with the bus. It puts me in a good mood.
General Positive	The PVTA makes traveling so easy.
General Positive	Very satisfied

General Positive	Good job PVTA!
General Positive	Very good.
General Positive	I enjoy riding the bus!
General Positive	Everything is good.
General Positive	Everyone can improve.
General Positive	Keep up the good work.
General Positive	Could be a little better.
General Positive	Go PVTA
General Positive	Good job.
General Positive	Everything is fine.
General Positive	Good service.
General Positive	Very good service.
General Positive	Good, keep it up!
General Positive	No complaints, keep up the good work.
General Positive	The PVTA is a super reliable source of transportation for me and it's pretty easy to use compared to other bus systems elsewhere.
Good Bike Racks	Keep the bike racks. They are very useful for me to get to work. Thanks.
Good Driver(s)	Drivers, especially Tom, are very creative and helpful.
Good Driver(s)	Very nice drivers and clean buses
Good Driver(s)	PVTA drivers are doing a great job!
Good Driver(s)	Good bus drivers
Good Driver(s)	There's a lady that drives the Chicopee Sumner-Allen bus that was super helpful when I lost 10 cents. She gave it to me to pay for the bus. She was a hispanic lady.
Good Driver(s)	Some bus drivers pull into a bus stop and walk off. But B6 morning driver Chris is an excellent guy.
Good Driver(s)	Good bus driver.
Good Driver(s)	I have yet to encounter a rude or discourteous driver.
Good Driver(s)	The drivers are good and polite.
Good Driver(s)	Drivers are really nice. I think the PVTA does their best.
Good Driver(s)	Very professional drivers on P20 route.
Good Driver(s)	All bus drivers are very ice and helpful with information about which route to take. Helps me get to my appointments.
Good Driver(s)	Very good bus drivers. Drivers are awesome. Good job PVTA.
Good Driver(s)	I have been riding for 8 years and I find the drivers very helpful and considerate of all passengers. PVTA has been great for us at Goodwill. Thank You.
Good Driver(s)	I enjoy riding the bus. I know a few of the drivers. They are always talking about sports. Good people.
Good Driver(s)	I love PVTA drivers 100%
Good Driver(s)	PVTA has excellent transit service. Their drivers are very friendly and polite for the most part and I feel very safe riding with the company. Good service all around.
Good Driver(s)	I am very happy with the R14 driver on Sunday mornings (older man). He is a very nice person. I have known him for 2 years.
Good Driver(s)	Ms. Rodriguez is very pleasant! Awesome customer service!
Good Driver(s)	Good job drivers.
Good Driver(s)	I took the Tiger Trolley for about 2 months twice a day in the summer and I just want to say that the drivers were amazing! Literally the best people I've met, especially the two Johns. Also, bus frequency during the semester is fine, but the summer is very poor.
Good Driver(s)	Very satisfied with R29. Has very nice drivers.
Good Driver(s), Bus Cleanliness	The service is excellent for the cost. Bus drivers are helpful. Cleaning of the buses needs to occur more often.
Good Driver(s), Bus Cleanliness	Most of the drivers are very pleasant. I know it is very hard to keep buses clean. People should try and put trash in the front containers. Thanks.
Good Driver(s), Driver Courtesy	Dan, Peter, Allan, and Ted (or Tom - the big guy / very outgoing) are very nice and helpful, but there are 2 that drive the R10 who don't help with info at all and are very rude. One is an older white man and the other is black.
Good Driver(s), Driver Courtesy	Lots of bus drivers are cool, but some can be dicks.
Good Driver(s), Driver Safety	Most drivers are courteous. Some drivers drive too fast.
Good Driver(s), Routing	Drivers are always polite, professional, and kind. Would love to see a bus line that goes from Ludlow to Memorial Drive, Chicopee directly, but that's me. Glad to have the opportunity to do this survey.
Good Driver(s), Routing	Drivers on the R14 are wonderful. Would like Sunday service to Pleasant Hill Apartments.
Improve Amenities	We should have music
Improve Amenities	The only thing I would consider to be an effective improvement are all buses having windows that can open for those of us who need air, and outlets on the bus for those of us who ride for lengths of time in case we need to charge our phones.
Improve Amenities	Need WIFI on buses
Improve Amenities	Use the transponder instead of the swipe card for the fare box.
Improve Amenities	Fare boxes should have a debit card reader.
Improve Amenities	PVTA should accept debit cards with the fare boxes.
Improve Amenities	Need better seats.
Improve Amenities, Bus Overcrowding	Don't like that the PVTA terminal has no A/C. The B7 is always too full and the drivers allow loud talking.
Improve Facilities	Need a Northampton terminal for the winter.
Layover Time	Bus has too many rest stops.

Layover Time	The driver needs to stop leaving the bus to go to Stop & Shop :(
Layover Time	Bus drivers need more breaks. Feel bad for workers that work all day and get no breaks.
Layover Time	I hate when bus drivers leave passengers waiting on the bus so they can go to stores. Happened today!
Layover Time	Too many "Out of Service" buses at the terminal.
Management	Need new management
On-Time Performance	Bus runs late; employers don't care. More reliability would be great.
On-Time Performance	The bus is never on time. Sometimes you have to wait.
On-Time Performance	I think the PVTA should be on-time for all stops. No later or earlier than that.
On-Time Performance	Sometimes bus comes late. They didn't come on-time. This is Westfield - Springfield buses.
On-Time Performance	A lot of bus drivers take their sweet time and are not on time and this year it has been a problem because school and the need to be on time to the terminal to catch the P11.
On-Time Performance	Nice if they were on time more.
On-Time Performance	P21 buses need to be on-time. They are always late by 15 minutes.
On-Time Performance	Waiting for the bus for 15 to 40 minutes has been stressful to me. Doesn't arrive at the usual time. Please work on it. It is annoying.
On-Time Performance	Some buses are always late.
On-Time Performance	Most of the time, the bus doesn't get here on time.
On-Time Performance	On occasion, a bus will not show up at all, like what happened a week ago on the B6 coming back from Ludlow. The scheduled early afternoon bus never arrived, had to wait another 20 minutes! 40 minutes in all!
On-Time Performance	Sometimes the bus is late for 10 minutes and it's suppose to be every 15 minutes.
On-Time Performance	Usually I get to work late because the bus is late by 10 to 15 minutes.
On-Time Performance	There are many time where buses are non-existent. Those are days I am running late for work. Buses do not reach checkpoints at scheduled times.
On-Time Performance	The Plainfield bus is always late.
On-Time Performance	Bus is never on-time.
On-Time Performance, Adherence to Schedule	Sometimes buses don't follow schedules. R10 and R14 never come or leave on-time. G1 skips some schedules. I would like to be able to purchase the weekly pass at Big Y.
On-Time Performance, Bus Overcrowding, Frequency of service	Buses make me late to work on weekends. P20 needs more space and availability.
On-Time Performance, Driver Courtesy	Bus is always late. Drivers aren't courteous, some are so rude you hate getting on the bus. They never smile, so unprofessional.
On-Time Performance, Frequency of service, Driver Courtesy	Buses are not on-time. Need more buses. Drivers need to change their attitude.
Passenger Seat Usage	When a disabled person gets on the bus, the bus driver doesn't tell others sitting in the handicapped seats who are not handicapped to stand up and give the seat to the handicapped person.
Reliance on PVTA	Thanks for the PVTA buses. It helps me a lot. Excellent!
Reliance on PVTA	If the bus didn't exist, I wouldn't have a job, so thank you!
Reliance on PVTA	The only way I can get around because I don't drive.
Reliance on PVTA	I go shopping. I take the bus.
Reliance on PVTA	Take the bus for work and visit brother in hospital. I would be homeless without the PVTA.
Reliance on PVTA	Without the PVTA, I wouldn't be in school or have a job! Thank You!
Reliance on PVTA	PVTA has been a God send for me. Could not exist without them. Please do not cancel X98.
Reliance on PVTA	Overall essential component of my life. Very cooperative and reliant on the service. Grateful for its availability.
Reliance on PVTA	It's good to have buses when having no car.
Reliance on PVTA	Should always have PVTA. Good transportation if people don't have cars.
Reliance on PVTA	This is a very good alternative for elderly. Thank you.
Reliance on PVTA	I like the service they provide because if they didn't, I would not get to my destination.
Reliance on PVTA	I am happy for the bus system because sometimes I depend on the bus especially in the winter months.
Reliance on PVTA, Cost of service	I think there should eventually be 24 hour bus passes available daily for \$4-\$5 because I rely on the bus to get from work and I work third shift.
Routing	We need a bus going into Avocado Street, Springfield
Routing	Want more buses in Chicopee
Routing	I think this is a great idea for a crosstown bus. It services between routes.
Routing	Great idea for the X90. It goes to my home and all my favorite stores.
Routing	Need more routes in East Longmeadow.
Routing	No good Chicopee downtown. Need more bus.
Routing	Add crosstown from East Longmeadow Center to Eastfield Mall
Routing	Breckwood Boulevard gets no service. They need another X90 crosstown for that area. It is a 45 minute walk to Boston Road.
Routing	Not pleased about the Walnut bus schedule being stopped. Have to walk 5 blocks with and without packages to get the King Street.
Routing	Holyoke needs more routes.
Routing	Bus travel routes could be extended out more.
Routing	Please stop coming bus route.
Routing	I would like the bus to go back on Brale Road
Routing	It takes me an hour and a half to walk home when I get dropped off at Westfield State University.
Routing	Loud talkers. Eastfield Mall to 5-Town Plaza service needed.
Routing	Bus needed to Six Flags
Routing	As a senior, I traveled via R24 for years. It dropped me off on Hillside Avenue on its way to the mall. Now I walk 5 blocks carrying groceries.

Routing	Please keep all routes that are currently on now.
Routing	Bus to Main Street, Agawam?
Routing	We need more buses for Holyoke. Thank You
Routing	If the bus could go into the Barnes & Noble plaza, that would be great.
Routing	B6 I wish every bus went to Center Street & Cherry Street because if it doesn't, I then have to walk.
Routing	Need service to East Longmeadow at least to the rotary.
Routing	Need to bring service up to the rotary in East Longmeadow. With the removal of the B13, I now have to use a cab at additional cost.
Routing	I miss the Walnut Street bus to the terminal.
Routing	Wish the jail bus (B12) would make stops along its way (but can't)! Make a Burnett Road route i.e. Ludlow via St. James or whatever.
Routing	You need a bus or bus across town from Indian Orchard to East Longmeadow Rotary via Parker Road.
Routing	Would love a bus that came down Longhill Street. The hill is wearing me out.
Routing	I need a bus that goes from Eastfield Mall to Canon Circle and frequent buses that go to Six Flags.
Routing	Want more bus routes in different part of town traveling in different directions.
Routing	I have to walk all the way up Bradley Road to catch the B17. It can be very exhausting.
Routing	There should be a crosstown bus between Canon Circle and Eastfield Mall. It's pretty ridiculous to make 2 crosstowns that cross over each other but leave this section out.
Routing	Restore the Maple route.
Routing	Put the B7 back on Main Street in the afternoon
Routing	Need to bring the bus back that goes all the way to Enfield Plaza.
Routing	Connection between Enfield, CT to PVTA is a tough to reach location. It could be more centrally located, such as near the mall or center of Thompsonville. Passes based on number of rides would be better.
Routing	Need a bus that connects other buses that is not located at the terminal.
Routing	There should be a bus that goes to Wilbraham down the street from Friendly's on Boston Road.
Routing	I'm glad there's a bus from Mt. Holyoke College to UMass! It would be even better if we had one to Northampton too :)
Routing - G2	I would like to have G2 East Street service again.
Routing (Concerns regarding PVTA's Northern Service Area)	It would be a great deal if Route 46 can deviate up and down Plumtree Road in Sunderland to service MA Rte. 47 for customers who need the bus to travel rather than walking 2+ miles to the closest bus stop.
Routing, Bus Shelters	Good service overall. Service to Eastfield Mall area could be improved (from Sumner-Allen or Ludlow) or weekday express service from downtown. Bus shelters are rare - more shelters or benches would be appreciated. In the winter, windows are usually grime and hard to see through. Could local PVTA service be instituted for Six Flags?
Routing, Good Driver(s)	R10 service to shops is limited. Shuttle is great! Saturday B23 is a good addition. You need to advertise this and Tiger Trolley. Many regular riders are unaware of expanded service. Majority of drivers are personable and exemplary. Do you pay them well?
Routing, Span of service - B17	I think the X90 should be at SBT and I think the B17 should run on Sundays.
Routing, Span of service - B17	There is no service from Parker Street to Allen Street. I have to go all the way downtown to transfer to get to 5 Town Plaza. What is the P20X buses? What is crosstown? The B17 stops too early!
Routing, Span of service - X92	B13 was necessary. Need X92 on Sunday.
Rule Enforcement	When people say bad words, drivers do not say anything. I believe the driver should ask that person to stop talking like that.
Rule Enforcement	The parents with children take over the seats that the passengers pay for. The drivers never say anything.
Rule Enforcement	Some drivers do a better job of enforcing rules than others. Ex: Bruce is awesome.
Rule Enforcement	Drivers need to enforce rules more often and consistently.
Rule Enforcement	Should enforce not drinking beverages.
Rule Enforcement	Some drivers enforce the rules, some do not. I hate when customers eat big meals and talk loud and swear and have loud electronics and the driver doesn't say anything. Some drivers slam on their brakes because they are going too fast for the stop. They should have a substitute bus for when it breaks down.
Rule Enforcement	People shouldn't be allowed to put items in the seats or stand at the door by the bus driver.
Rule Enforcement	People always block the front of the bus and people play music on the bus.
Rule Enforcement	Drivers rarely tell passengers about their language and music playing. I believe it needs to be enforced. Also about not smoking at bus stops. Children don't smoke so therefore they shouldn't be forced to inhale just because they have to take the bus.
Rule Enforcement	When passengers board and the bus is packed, the bus driver should instruct passengers to continue moving forward as passengers exit the bus.
Rule Enforcement	Do not let people stand in the doorway; most are fat and I can't get through. One day a fight will start. Drivers must learn to use brakes more smoothly; too rough on the brakes, go easy.
Rule Enforcement, Bus Cleanliness	Enforce rules that concern eating, drinking, use of music, and profane words, then the buses will be clean.
Schedule Adherence	Sometimes the driver does not come to the Soldier's Home, especially at 7:05pm.
Schedule Adherence, Bus App	Drivers arrive early to stop and leave before the scheduled time. Unable to find the bus location tracking app.
Schedule Adherence, Driver Courtesy	Driver on R24 is off schedules and sometimes rude to certain passengers.
Schedules difficult to read	I am satisfied with the PVTA service. I just wish the schedule was easier to read.
Security Concerns (Survey personnel spoke with this passenger. The passenger did not appear to be mentally stable.)	Need better security. Gangs, drug dealing, woman entrapment with children.
Service Consistency - R10	Don't like having to transfer from OWL to R10 to get to Springfield when school is in session. Would like to see more consistent / regular service times for R10.
Small Children & Stroller Accommodations	Need better accommodations for mothers with children / car seats / strollers.

Span of service	I often work late and would like to see buses run until midnight.
Span of service	Need more late night service.
Span of service	Want more late night trips
Span of service	Why is there no service on Sundays? I have to work downtown at Mass Mutual and walk home. It's not fair.
Span of service	Make the bus run longer.
Span of service	I would suggest a discount taxi service for late night and early morning service that stops service due to lack of consistent traffic. Taxi's are expensive!
Span of service	We need better and longer bus routes for the younger working generations. It's important we are on time!
Span of service	I am impressed with the progress that has been made since I've started taking the bus. However, mall closes at 9:30pm and employees leave at 10pm. P20 schedule of 9:55pm or 10:50pm is a long wait. Would like P20E service on Sunday.
Span of service	Bus needs to run longer and all day.
Span of service	Sometimes buses are too full. Would be nice if there was 24 hour service! Nice that they run most holidays, understand about Thanksgiving and Christmas.
Span of service	Feel as if the buses should run until midnight.
Span of service	I would like earlier service and have it run later in the evening.
Span of service	We need buses to run until at least 11pm on weekdays and 9pm on Saturdays and Sundays.
Span of service	Overall satisfied with PVRTA. I'd like later service on Sundays. Bus Shelters accumulate trash without barrels, so some would be nice.
Span of service	If we pay \$3 for an all day pass, the bus should run 24/7 because it's not until the next day until the ticket expires.
Span of service	Would like to see one or two trips on B17 / Wilbraham Road on Sunday
Span of service	Need to run bus routes longer, like until 2am.
Span of service	Should have later buses.
Span of service	Would be convenient if bus would provide service until 12 midnight. Some people work 2nd or 3rd shift and have to walk home.
Span of service	I would like to see an earlier bus for folks who have to be to work at 6am when having to travel and transfer from G1 to B7.
Span of service	Make Sunday service like Saturday service and Saturday like a regular weekday.
Span of service	Glad and happy to have the PVRTA services for the city. It would be better if more routes offered extended service times. Should also let people on the bus at the terminal after the bus closes its doors.
Span of Service	Some routes could run later.
Span of service	Cut off times for X92 and G5 should be extended to 8pm or later. Buses at the terminal are sometimes not considerate of customers transferring (i.e.: want to see what a bus is when it pulls in).
Span of service	Need to extend runs in Springfield to 11pm or 11:30pm. Also need non-staggered line-ups, especially for the last run.
Span of Service - B17	B17 needs to run until 10pm. Buses on Sunday need to run to 10pm.
Span of service - B17	No Sunday service for B17 - very dissatisfied.
Span of service - B17	It would be nice to have a bus on Sunday for B17. We need this bus.
Span of service - B17 & G5, Frequency of service - B17 & G5, Routing	I think the B17 and G5 should run later, on Sunday, and more often. Need a bus down Breckwood Blvd or Bradley Road.
Span of service - B17, Frequency of service - B17	The B17 doesn't run enough during the day or on Sundays.
Span of service - B17, Frequency of service - B17	Need more B17 runs, especially later and Sundays.
Span of service - B23	Would like more eve runs on the B23.
Span of service - B48	They need to extend the hours at night of the B48 Northampton / Holyoke bus
Span of service - G3, Routing	G3 needs to run later and we need more Westfield buses.
Span of service - G5	G5 doesn't run on Sundays, which takes me home. It would be very good if the bus can run on Sundays since I work those days and take the bus.
Span of service - G5	Earlier bus service on G5 route for Saturday morning workers and at least 2 trips on Sunday.
Span of service - G5, Frequency of service - G5	Increase G5 service
Span of service - P11	Would be very helpful to me and other college students to have P11 run during the summer and winter breaks!
Span of service - P21	I want a longer bus for P21. Basically a 9pm bus from Springfield to Chicopee and Holyoke.
Span of service - P21	Need longer P21 service
Span of service - R14	Only negative feedback is the R14 route ends so early. Otherwise I am a satisfied rider.
Span of service - R14	I do not like that I have no service on Sundays for the R14. I cannot go to church or the doctors if needed. Maybe send a little bus instead on Sundays?
Span of service - R24, Frequency of service - R24	Need Sunday service and need more Saturday service for R24.
Span of service - X92, Frequency of service - X92	Need to work on the X92 for weekends.
Span of service, Frequency of service	More buses later in the day and more often.
Span of service, Frequency of service	Need more buses on Saturday
Span of service, Frequency of service	I feel as though the buses should run later and some should run more often.
Span of service, Frequency of service	Should have more runs and longer service on Sundays.
Span of service, Frequency of service	I wish that the bus would run later and for some routes more often. For the last bus to be at 10:50pm especially on weekends, is just too early.
Span of service, Frequency of service	This bus should be on route on Sundays and more often.
Span of service, Frequency of service	I ride the bus everyday. The only thing I can think of is Sunday schedules could run later and / or more frequently. Thank You!
Span of Service, Frequency of service	Need a better Sunday schedule.
Span of service, Frequency of service, Bus Stop Locations	West Springfield buses R10 and R14 should run more often. Bus stops should be closer together and more convenient to colleges. Bus routes should run longer.
Span of service, On-Time Performance	Bus should run later, until 11pm. Service is rarely on-time.
Student Fare	As a student at AIC, I believe we should receive bus passes just like the students at STCC. I understand bus fare rises as gas prices and other equipment prices increase, however the community we live in can barely afford a bar of soap alone, much less a 30 day pas. Health vs. wealth.

Student Fare, On-Time Performance	Need to help student for full fare cost. Need to be on-time.
Survey Form Feedback	Question 12 [Are you Male or Female] should have a "prefer not to answer" box. There are multiple different drivers, so some answers were hard to answer because they are driver specific.
Survey Personnel Compliment	The guy handing these out was very nice and professional.
Temporary Stop Locations	Can be difficult to figure out where a stop is if it's temporary.
Trip is too long	Takes the bus too long for me or people to go places
Trip is too long	It may take us longer to get where we want to be, but happy we get there.
Trip is too long	Need to be faster.
Trip is too long	Could be faster with less stops.
Trip is too long	Wish there was a faster way to get to Village Commons in South Hadley from Holyoke.
Trip is too long	Is there a way for the destination time to be shortened?
Trip is too long	Short amount of time of time for the bus to get to the end of their destination.
Trip is too long	I like taking the bus. Sometimes it takes too long to get to certain places.
Trip takes too long, Bus Overcrowding, Driver Courtesy	The buses take too long to come and go, and State-Boston Road is always dangerously overcrowded all the time. Some drivers are not polite and don't want to be bothered in answering questions about the bus.
Unruly passengers	People are too noisy or troubled with bad words or disgusting talk and loud music. Bad behavior people, feel scared sometimes.
Unruly Passengers	Please stop music and phone communications. Also, stop talking or hollering.
Unruly Passengers	Music should be to self and screaming and talking should be between the people talking, not the entire bus.
Unruly Passengers	Need to kick disrespectful people off the bus.
Unruly passengers, Passenger Seat Usage	Smell better. Take people that can't behave off the bus. Give pregnant women, women with kids, and elderly priority and put security guards in the bus.
Vehicle Safety	It's good but not good enough. There should be seatbelts.

SPANISH COMMENTS	ENGLISH TRANSLATIONS
Algunos son trepe tuoso y hablan maicriados y cierran ls puertas en las cara de uno.	Some are disrespectful, they speak to you rudely and close the doors in your face.
La guagua don buen selision pero avese haicholeres que noson cortes pero es bueno el selevisio	The buses have a good selection. Sometimes there are drivers who are not courteous but there is good service.
Debia tenes mas persona que hablan espanol y traduches, importantamante.	There should be more Spanish speakers or people capable of translating . Very important.
Gracias por su buen servicio y personal y seguridad!	Thank you for your great service, personnel, and security.
Me encanta PVTA :). Buen servicio, pero in algunas partes de Springfield, eliminar las guaguas y hay que caminar mucho. La mejoy ruta de bus driver es la B7 y los choteres hispanos :)	I love PVTA. Good service, but in some parts of Springfield buses have been eliminated and you have to walk a lot. The route with the best bus drivers is the B7 and the Hispanic drivers.
Deberian de poner mas hacientos en algunas paradas.	You should put more benches at some of your stops.
Pongan parada frente al salbeshon Armi no a los lados.	You should put a stop in front of Salvation Army, not on the sides.
Algunas choferes no saben direcciones.	Some drivers do not know addresses.
Aveces hay que esperar un poco pero hay choferes que no hay salido de la parada y no quieren abrir la puerta para uno entrar.	Sometimes there is a bit of a wait, but there are drivers who have yet to leave a bus stop yet still refuse to open the doors for one to get in.
Gracia a los choferes yo llega a tiempo por que an la calle conver hai un zramo si para hos hi ellos mede jun allado de me trabajo muchas gracias por eso a ellos.	Thanks to the drivers I arrive on time because (incomprehensible ) they have helped me with my job so I thank them very much for that.
Hay algunos choferes que son unos armargados con pasajeros y no estan pendiente cuando la persona toca el stop para parar.	There are some drivers that are rude to drivers and do not stay alert as to when a rider requests a stop.
Deberian tener al precio por edades y pases en las gua guas las personas nuevas no saven.	There should be a posting with pricing information per age group and pass type on the bus because new riders do not know this information.
Tener emplado edora espanol y traducir.	You should have employees who speak Spanish and can translate.
Me gusta a cojer gua gua me gusteria gue hubiesen mas paradas serca de mi casa.	I like to ride the bus. I would like there to be more bus stops near my home.
Satifeche con el servicio de la gua gua me gusteria que hubiera una parada cerca de mi casa.	I am satisfied with the service. I would like there to be a stop near my home.
Mayor horgrio	(incomprehensible)
Piso que bajar va poco precio de la guagua.	(incomprehensible)
Que bajen el precio	Lower the prices.
Seria bueno y la tiempo 3 autobus tubiera mas horas.	It would be good if the bus had more hours.
Estoy confumer con la guagua proque siempre la usa y estan bien.	I am satisfied with the bus because I always use it and it is good.
Gracias PVTA por su servisos nos gustaria wer los autobusse mas limpias y con WIFI fuera mayor plasentero el biaje en la PVTA.	Thank you PVTA for your service. We would like to see cleaner buses and WIFI available for a more pleasant ride.
Que porque no lasa gua gua para siflas.	Why doesn't the bus go to 6 flags?
Porque no gua gua para el sifla.	Why doesn't the bus go to 6 flags?
Hay choferes que son malcriados.	Some drivers are rude.
Algunas guajuas deben mucho al chepar y no bueno que permitarn comer en el gua gua. Muy bien servicio.	Some buses (incomprehensible)its not good that eating on the bus is permitted. Very good service.
Muy bien. Me gusta.	Very good. I like it.

Hay choferes quiar muy rapido.	There are some drivers that drive too fast.
Deben de tener rutas mas coridas.	There should be routes that run more frequently.
Hay choferes cortes pero hay uno racista. El de la gua gua expirexde sprintfic altolio es malgriado.	There are drivers that are very courteous but there are others that are racist. The driver on the express bus from Springfield to Holyoke is very rude.
Mejorarian el servicio si las gua guas llegaran a tiempo adecuado encuanto a lo demes estan perfectamente bien.	You would improve the service if the buses ran on time other than that it is perfectly fine.
Me gusta el servicio que dan a la poblacion. Gracias.	I like the service that you offer to the population. Thank you.
Muy bueno	Very good.
La limpieza dija muchos mal disear.	The cleanliness leaves much to be desired.
Muy bueno el servicio.	The service is very good.
Agradable no me guejo de los servicios es una bendician para los que no tienen carros o licencias. Gracias PVTA.	It is pleasant. I can not complain of the service. It is a blessing to those who do not have a car or license. Thank you PVTA,.
La limpieza de las unidades debe de ser mas efetiva.	The cleaning of each unit should be more effective.
Mas cortesia al clientas.	More courtesy towards clients.
Vivo en los Duggan Park y el servicio de la B6 es pesimo deberian facili para la ruta B6 Pasco Road mas fluido.	I like in Duggan Park and the B6 service is awful. The B6 Pasco Road route should be more frequent.
Bien servicio generalmente.	Generally good service.
Satisfecha con el servicio y los chofere muy educados y a legres consetcion una senora, gordita y blanca es mut cara dura.	Satisfied with the service. The drivers are very educated and happy with the exception of one lady, heavy set, white, she's very stern.
Que trabaje 24 hora como NY porque son.	They should run 24 hours like in NY.