

# 2020 LISTENING SESSIONS

A Brief Overview

# OVERVIEW

- 4 meetings
  - Saturday, January 25, 2020 from 10:30 a.m. to 11:30 a.m.
  - Thursday, January 30, 2020 from 5:30 p.m. to 6:30 p.m.
  - Tuesday, February 4, 2020 from 11:30 a.m. to 12:30 p.m.
  - Thursday, February 6, 2020 from 6:30 a.m. to 7:30 a.m.
- 26 attendees
- 3 additional comments via email or phone call

## GUIDING QUESTIONS

- Connections: Are connections outside of the downtown terminal effective for you?
- Fare: Would it be helpful for you if we eliminated transfers and offered a flat rate for boarding?
- New Policies: How has the new on-time departure policy affected you?
- Route Changes: How have the July 1, 2019 route changes impacted you?
- Other Comments: What other thoughts or route changes would you like to recommend?

## 8 RECURRING TOPICS

- Re-instate Service or Stops
- New Service or Stops
- Customer Service
- Overall Service
- On-Time Policy Changes
- Fares
- TouchPass Application
- Find Greenlink Application

## RE-INSTATE SERVICE OR STOPS

- 504: Re-instate stop at Anderson Rd & Jenkins St.
- 504: Re-instate Grove Station Apartments.
- 510/602: Find a way to make it easier for customers transferring from 510 to 602 or vice versa. Right now, there are only 2 bus stops that you can transfer from...Innovation Apartments and CU-ICAR. Before the July 1st changes, you had an abundance of stops to choose from; the most popular being Walgreens on Laurens Rd.

## NEW SERVICE OR STOPS

- Add more routes.
- Extend service hours.
- Need service on major holidays.

## CUSTOMER SERVICE

- Drivers should kneel the bus for all passengers or train them to accommodate every request to do so without questioning the request.
- Greenlink does provide good notice, but people do not always have time to relocate to adjust. Since public transit should provide service to those who are on hard times or poor, need to keep notice timeframe in mind.
- Complimented that the bus drivers are helpful, friendly, and courteous.

## OVERALL SERVICE

- Greatly impacted by the 5K and event road closures on the weekend.
- Connection times don't always match up at transfer points outside the terminal.
- Would like to see bus lanes to bypass traffic.

## ON-TIME POLICY CHANGES

- Do not sell a transfer at the end of the day if we're going to miss the bus (sold transfer without access to last bus).
- Customer missed her connection from 504 to 503 at the Transit Center on her morning commute due to 504 running late. Feels that the buses should wait in the first three trips of the morning to ensure connections for those trying to get to work on time. Then, during the day, the departure policy can resume.
- Likes the new policy.

## FARES

- Customer would like to see free transfers rather than a flat rate.
- Customer likes transfers the way they are and doesn't think they should change.
- Would like to increase timeframe in which customers are required to use transfers.

# TOUCHPASS APPLICATION

- Likes the card.
- Make sure all of the call takers, dispatchers, and supervisors at the transit center knew the ins and outs of the TouchPass card. I sometimes get redirected to other people when calling about it and I'm sure others do too.
- TouchPass prevents paying for kids when they ride. Punch pass used to work. Suggested family pass.

## FINDGREENLINK APPLICATION

- The app has been having glitches. The expected arrival time jumps quickly – from 25 minutes to 5 minutes – in a short amount of time.

## RESOURCES

- All comments can be found in the online meeting folder.