

COMMUTER CHALLENGE 2008
QUOTES FROM INDIVIDUAL PARTICIPANTS:

"It felt good to sit back and ride the train. The only problem that we had was the waiting for the buses. The schedules should be posted in various locations for people who aren't as familiar with riding the buses and trains. The long waiting discourages people from riding the bus or the train."

"I noticed a lot more people taking the bus because of the high gas prices."

"Rapid very reliable. Even though I walk to work most days, the rapid is great convenient for trips downtown."

"Public transportation is essential to improving this area economically, environmentally and to make it a more livable area. More frequent service and new routes would greatly enhance the core of the system we have now."

"I am disabled; consequently, I use RTA's Paratransit service to get me back and forth to work, shopping, hairdresser, etc. There always are more than two or three of us on that bus so you could say we are "bus-pooling." "

"I sold my car in 2001 and have taken bus, rail and bicycle ever since. Saved much money and am much happier!"

"The commuter 804 bus to the Rapid rail is my travel for work. It takes only 5 minutes longer than driving. I would not use the Health Line for CWRU as I prefer the smooth quiet rail to University Circle. The weather never affects my commute. Cars are a terrible investment in this climate and the salts eats them alive. I've never looked back!"

"I would use public transportation if my job was on a route. I would walk from the closest stop, but there aren't any sidewalks. I would love to drive with my windows open rather than use my air conditioning, but there are too many people who smoke with their windows down and their arms hanging out of the window. These are some of the same people who smoke directly in front of the entrance to stores, restaurants and office buildings. When I see this, I will not enter the establishment."

"RTA access is about 1/2 mile from the house and then involves bus, rapid and another bus. About an hour when all goes well. Twice that if any of them are late and connections are missed. About 1/2 hour by car."

"I'm retired so I don't drive everyday. I do enjoy going downtown using w/75x bus and once in a while to Crocker Park w/822 commuter. I am disappointed that RTA is cancelling the 822 commuter and the 75x route to downtown. Just

when we need the buses they are getting rid of them. I think they should cut some board director positions instead of bus routes. RTA has a good thing going with the 1% sales tax -- they can cut service and still get their tax money! Why not cut all service???"

"The ride was very pleasant. I took the heavy rail."

"There actually should be more buses with clean air in the RTA system. There also should be more buses running more frequently where there are major construction areas."

"I did more walking to places and catching the bus. It was inconvenient, because the bus broke down at the end of the line. It made me a hour late for work. The 90 only runs every hour. I got wrote up for being an hour late. The bus ran late and were too full."

"Since being retired, for 3 years, there is no problem getting to work since I seldom leave my residence....."

"I actually refuse to own a car and rely heavily on our GCRTA to get from Rocky River to work at university circle. I hope more people will learn to commute with less car traffic!"

"New bus machines seem to always be broke down. Bus drivers should have a better attitude. I encountered a bus driver that wouldn't even answer passengers questions! Totally ignored everyone on bus, a couple weeks ago on a west side bus near C.M.H.A. Very unprofessional."

"I think some central group (maybe NOACA) in conjunction with other green groups and city officials develop a communications campaign to employers on ways to save energy. In addition to using public transportation, periodic telecommuting when appropriate, broader strategies like staggered work hours to spread out and reduce rush hours. I think the City Officials etc. should coordinate a voluntary sign up program with employers in the City of Cleveland."

"I don't drive so I take RTA to and from work, and to do my shopping, also to my doctor appointments."

"We moved to Shaker Hts. because of the easy access to public transit and proximity of stores and work which allow easy walking and biking instead of driving."

"We hope funding for improvements and enhancements to the RTA, and pedestrian-friendly infrastructure will increase!"

"I used the #820 circular to grocery shop, going from East 105th Street to Green Mall on Euclid Avenue. I do this every week, at least once. I took the 105th St bus #10 to Superior Ave, #3 bus to Public Square and then the #26 bus Detroit Ave. to the Lakewood library at 15425 Detroit Ave. I miss taking the #326 to get to that library especially in the winter. Since the Steelyard Mall has opened, I wonder if there is a bus that goes there?"

"Thanks for the free bus pass, it helped. I want to try to ride a bike to work one day."

"I think this was a great idea. I like the idea of employers having an incentive for carpoolers or those who take public transportation."

"Everyone should try the Commuter buses to downtown for 2 weeks to see the money you save and time you gain to read, sleep, do homework or relax."

"On Saturday, I carpooled to the course our golf league played."

"I've used public transportation for over 40 years to get to and from my place of employment; I drive by myself to the train station and ride the rapid transit to downtown Cleveland each workday."

"I also checked the Cleveland.com traffic report to see if any accidents in my route would cause delays and re-routed myself on those day when there were issues."

"I am currently looking for work--I take RTA and/or walk most everywhere. Easy, affordable. However, you are on RTA's time schedule and not your own!"

"I walked to work the majority of the days. I didn't see that option listed. Thanks for doing this and thanks for the RTA day pass."

"I walked."

"The train station on West 150th & Puritas was pitifully understaffed on August 7th, 2008 for the first pre-season Brown's game. It took 45 minutes to board the train. Shame on RTA. This was the information that I was given by another rider."

"I used a bus pass, had trouble inserting it and bus driver gave me a bad time on RTA, I am disabled."

"In general take the bus everyday to work but when need to get home on time to go somewhere. The bus in the morning has always been like clockwork. Think in the big Valentine's snow we got downtown 15 minutes late due to other accidents on ramp. Going home you take your chances, some buses may

be 20-30 minutes late (on a line that runs basically every 20 minutes) or breakdown. Other riders say the same thing if they have to drive. #45 good but runs once an hour, and sometimes sporadic."

"I am starting a new job in downtown Cle. I don't mind the fare increase but I think RTA is wrong in reducing service. Even if the busses aren't full, people depend on them."

"I think more people would take public transportation if they maintained the busses better. Also if they were more prompt. If the bus was late, or never showed, the next one was over filled."

"Keep up the good "green movement"

"I take Laketran everyday that I work, which is downtown Cleveland, I live in mentor."

"School schedules are a HUGE barrier for parents wishing to modify their work schedule or carpool. Even carpooling within a family is impossible if parents cannot leave at the same time."

"Bus routes that back up commuters create a lot of extra idling. (Long stretches on a busy road or stopping at every child's house individually)"

"Now that I'm taking the bus 3-4 days/week, GCRTA is talking about cutting services. Not very encouraging."

"I am a senior citizen and would appreciate if you would not raise the fare."

"Not to cut any routes where there are manufacturing jobs- cut inner city buses that run frequently."

"Raise the sales tax and cleanliness aboard them."

"More Circulator service."

"Broken down bus in route response time; people are for work or appointments. Should be reimbursed for their time docked from work. Express buses are on time points and charged higher price for a local service; cars parked in bus stops towed or ticketed; air filter inside bus never cleaned DIRTY DIRTY or replaced."

"Thank you for the free ticket."

"Lower cost and more bus lines along I-90, I-71, and I-77"

"Not to discontinue the Circulator bus. Many depend on these."

"For RTA to keep the Circulators. Thank you for the ticket."

"Lower bus fares."

"More security, more authority on bus crowd control"

"Keep inner city (#36) buses and Circulators going."

"More security and authority"

"Reduced fares for single mothers who are working and or attending school at least part time. I personally struggle every month with bus fare as well as passes for the month. I have 2 sons."

"More seats on the bus, and more bus time."

"More buses on the line and to be on time. Thanks much."

"Lower the price."

"Lower price!!! Day pass too high."

"Pleasant drivers"

"If you could send another all day pass and cut prices."

"More seats and cameras on buses for security, it would deter ignorant individuals from acting up on the buses. Thank you."

"More available buses and Circulators and shuttles to make connections for easier bus service."

"Less money"

"On time"

"If they would come faster."

"Longer circulator hours"

"Buses be on time and less crowded. The driver not picking up more people when the bus is already full. Thank you!"

"On time and good connecting"

"Bigger buses- Too many people have to stand."

"It is pretty good."

"Around the clock service"

"I don't see anything wrong with transit service, not even when I took the bus I did not have any problem with the service."

"Being on time, making good connections"

"More bus"

"No service cuts and fare hikes"

"If there was a lower fare for Para transit riders whose income is lower because most of us are on social security or some other fixed income"

"If the bus would run more often."

"Better weekend service and less time between arrivals and departures"

"More regularly scheduled bus on certain lines, better connections on lines ex. #2 and 15 (better schedule timing)"

"Sundays! And later hours"

"Effective services, time, routes"

"Keep fares low"

"Not getting rid of the Circulator Bus"

"More service on the #9 bus and please return the bus stop for Hillcrest Hospital."

"Low Fares"

"More service"

"Don't increase the fare or cut routes."

"Your RTA services are fine. Some of the riders are the problem."

"Clean buses and more friendly, courteous drivers. Drivers who enforce food and noise levels on the bus. (radios, etc.)"

"Cheaper fare"

"I ride the 88x and we stop at every bus stop on Broadway except for 4 stops and we pay express fares. I think this should be considered a "local" fare. We very rarely have air conditioned buses in the summer. We also get all the old buses where doors don't close once opened (back doors mostly) and driver has to say "front door only." This takes a lot of time when a door gets stuck.

"Excellent customer service! I really hope RTA takes a look at "Express" vs. "Local" for the 88x and 76x."

"Lowering the fare"

"Faster service and lower cost"

"Cheaper fares"

"Good directions"

"Lower fare"

"If the bus fares go down"

"Keep the #70 going down Brookpark Rd. and more free passes"

"Air conditioning"

"More bus services time easily"

"Better Busses/ Bus Pass"

"Longer times"

"Being on time for the bus rapid connection"

"A perfect world"

"Keep prices down"

"Less bus fare"

"More buses every 15 minutes"

"Better connections"

"The drivers could respect the passenger a great deal better. Thank you."

"By keeping our buses, instead of cutting them."

"Lower the fares!"

"Quit raising the prices."

"1. To have the bus service run every 1/2 hr on Sat and Sun 2. Quit raising the prices 3. Keep the Circulator running"

"Better on time schedules"

"Soft Music (107.3)"

"Rotate drivers and eliminate rest-stops/layovers"

"By keeping the bus routes as is and by not taking the fare up too much and not discontinue the Circulator bus services at all we need and depend on them to go to the doctor and shopping and other."

"Quit changing the schedules. I totally depend on my buses to get around #20A, #23, #145, #68, #45R. Thank you for my pass. :) You have some great drivers out there."

"Keep all RTA routes"

"Obviously, more frequent service. Especially weekends. The major problem I experience is overcrowded busses when the high school lets out on the #22 Lorain Ave. bus."

"Clean the stairwells at the university Circle Rapid Station!"

"Better for #20, #79, #807. #807 should run until the Steelyard Commons closes. #79 should run every 15 minutes during rush hour."

"Half price fares for standing when bus is full."

"Don't overload the bus with people and good filters."